



Setting the Standard for Quality in Healthcare Interpreting



September-October 2016

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CCHI Commissioners Fall Meeting



CCHI Commissioners meet in person twice a year to discuss the state of the Commission, and the healthcare interpreting field in general. The fall meeting just took place on October 9-11, 2016 in Las Vegas.

CCHI Commissioner Margarita Bekker, CoreCHI™, started her two-year term as Chair. "I'm honored to

serve as CCHI Chair to further our mission of setting the standards for quality interpreting services in the U.S. Our mission, ultimately, contributes to ensuring equal access to care for patients with limited English proficiency who deserve

Interpreter Education News



- Join us on **October 28 at 3 pm ET** for a free CE webinar for **Mandarin** interpreters

"Interpreter and the Sight Translation of MRI Intake Forms." CCHI invited Carmen Lee, B.A., from Stanford Health, to discuss when it is appropriate to sight translate intake forms, what challenges MRI intake forms present and how to prepare for this task.

the same level of communication with their providers as any other patients,” stated Margarita.

“As Chair, I see CCHI not only continuing its core mission of certifying interpreters, but also becoming a central connecting point for certified interpreters and trainers,” continued Margarita. – “CCHI is an organization that does not simply tell interpreters “You need continuing education,” but it engages certified interpreters via social media and discussions at conferences, offers free and low-cost online training opportunities. CCHI is there for our certified interpreters every step of the way!”

The Commissioners discussed their plans for the next year and strategies of reaching out to healthcare providers and language companies and agencies in connection with the implementation of Section 1557 of the Affordable Care Act.

The Commissioners met with David Loaiza-Funk, CHI™-Spanish, and Alvaro Vergara-Meri, Ph.D., CMI, of the interpreting services department at the [University Medical Center of Southern Nevada](#) to learn about their success in certifying all staff interpreters and about current state of medical interpreters in Nevada.



This webinar is accredited by CEAP/CCHI for 1.5 CE hours in performance-based topics.

To register, [click here](#).



- We wrote about **Section 1557 of the ACA** in the previous issue. What does the new definition of a “qualified interpreter” mean for HR, administrators and interpreters? How does the certification fit into this picture?

CCHI invited [Mara Youdelman](#), managing attorney of the National Health Law Program and a founding Commissioner of CCHI, to clarify the meaning of Section 1557 for healthcare administrators and interpreters.

[This free CE webinar](#) “Implications of Section 1557 of the Affordable Care Act for Provision of Language Assistance to Patients with LEP” will be held on **November 10 at 1 pm ET**. It is accredited for 1 CE hour by CEAP.

To register, [click here](#).

Congratulations to newly certified interpreters!

The results for the Summer 2016 CHI™ oral performance exam testing have been released this month.



CCHI welcomes 183 new CHI™ and 23 new CoreCHI™ interpreters to our family of 2,700 certified interpreters. Among the new CHI

certificants are 173 Spanish, 5 Arabic, and 5 Mandarin interpreters.

The **top 10 states** by the number of certified interpreters are CA, WI, MA, OH, TX, AZ, MN, IL, MI, and NY.

You can always verify any interpreter's certification status or see how many certified interpreters live in your state by searching our online [National CCHI Certified Interpreter Registry!](#)

If you want potential employers to contact you to offer job opportunities, make sure in your CCHI Profile, you checked the box "Make Contact Info Available" – only then your email appears in the Registry. **To learn how to update or edit your Profile, [click here.](#)**

Don't forget that you can purchase a **photo ID Badge** verifying your certification for \$22.35. [Click here for details.](#)

How good are my skills, really? Self-assessment is gold.

Healthcare interpreters work in a protected environment and are rarely challenged on their skill level. Unlike court interpreters or conference interpreters, whose performance is witnessed by many people during every session, including their peers when they work as a team, medical interpreters have a tiny audience: the medical provider, the patient, the family. Providers rarely speak the patient's language, and if they do, there is no interpreter present. Patients and families have many reasons to not challenge their interpreters' competence.

The standard of expected skills and knowledge for medical interpreters has risen over the last decade. But many working medical interpreters have never had formal training in either interpreting or in healthcare content. Or, if they had some formal training, they have not consistently improved their knowledge or skills. So how can any medical interpreter get a realistic measurement of how well he or she is actually performing before they sit for a certification exam?

Training Program Advertisement:

[REACH's Skill-Based Continuing Education Workshop Coming up November 18th, 2016 – Steps to Note-Taking for Healthcare Interpreters.](#)

This online workshops provided by REACH-reaching diversity is accredited for 2 CE hours! Click [here](#) for all details.

REACH-reaching diversity is pleased to announce the new 2017 schedule for all online prep and continuing education accredited sessions!

To check dates for the [40-hour online prep training for the written certification exam](#) and the [24-hour online prep training for the certification oral performance exam.](#)

REACH's 2017 schedule of next *Medical Terminology Boot-Camps* is at <http://www.reach-diversity.com/medical-terminology-boot-campstrade.html>

New Resources on CCHI's Website



We added another online training module to [our special interpreter resources website!](#)

The **new training module (002-SP)** is intended for Spanish interpreters and based on the **recording of the webinar "Interpreters and the Sight Translation of Intake Forms" presented by Johanna Parker on 09/24/2016.** It is accredited by CEAP for 1.75 CE hours in performance-based topics. **Enrollment fee is \$10.**

If you do not have an account on this website, [click here to create an account,](#) and then click on the title of the training.

Medical interpreters are now being challenged to prove that they are proficient in the following components:

- Oral and written fluency in English,
- Oral and written fluency in the target language,
- Skills in interpreting accurately,
- Ability to manage the three-way communication session effectively,
- Proper ethical behavior,
- Intelligible accent,
- Comprehension of healthcare concepts, math, terms, processes, and facts,
- Safe infection control and industrial safety practice, etc.

CCHI is leading the way to provide working interpreters with online tools to SELF-ASSESS on most of these aspects of practice. Once an interpreter knows the areas in which they need to improve their knowledge and skills, they can focus on learning effectively. They will eventually succeed at being certified, and their patients will have much better communication while receiving health care.

Please participate – as learners, interpreters, trainers – in our upcoming activities focusing on development of self-assessment tools. We welcome suggestions and ideas!

If you already have an account, log in, click on the training title and then pay via PayPal checkout either by credit card or with your PayPal. Click “Continue” after the payment is made. Follow instructions for completing the course.

Upcoming Conferences: Plan your professional development

Don't miss these upcoming conferences (click on their names to get to the corresponding registration website):

- [ATA's 57th Annual Conference](#) is on **November 2-5, 2016 in San Francisco, CA**. 59 sessions are accredited for 67 CE hrs. by CEAP, including 5 performance-based sessions (13 PB CE hours). CCHI's Managing director is presenting on **11/3/16 – MED-2** about the importance of maintaining register by interpreters. Come to her session and talk about CCHI afterwards!
- Visit our [Interpreting Industry Conferences](#) webpage for updates.

CHI™ Fall 2016 Testing

Our **Fall CHI™ testing window** is in full swing through **November 5, 2016**. You can **search for the test center locations for any of our exams from one page** – click [here](#) – thanks to our testing vendor Comira. If you already have the *CHI™ Notice to Schedule*, make sure to read about our new scheduling procedure. Please use our centralized scheduling line to schedule any of the exams. All you need to do is to call 800-947-4228! Plan ahead – see **the 2017 testing windows** [here](#).

The CoreCHI™ exam can be scheduled at any time year round (now including Sundays at some locations). However, the oral CHI™ exams for Arabic, Mandarin and Spanish interpreters are available only 4 times a year (for specific dates [click here](#) and scroll down to the middle of the page).

Keep in mind that testing locations may change during the year; ask our representative (at 800-947-4228) about a location closest to you when you call to schedule. If you have any questions about the application process, scheduling or paying for any exam, please contact Malika Sadi-Goodman, our Candidate Management Services specialist, at CMSspecialist@cchicertification.org.



If you have passed your CoreCHI™ exam, [click here](#) to log into your CCHI profile and take the next steps to schedule your CHI™ exam during the upcoming testing window.

Don't forget that you have **6 months** from the date your application is approved to take the CoreCHI™ exam and **12 months** to take the CHI™ exam after you pass the CoreCHI™ one. You will have to repeat the process if you miss these deadlines.

We wish you the best of luck on your exam!

CCHI is leading the national dialogue on healthcare interpreter certification.

The talents and expertise of many interpreters, trainers and interpreter coordinators are critical to ensuring we get it right, and we invite everyone to visit the [CCHI website](#) regularly for the latest updates.

If you would like to contribute to our Newsletter, please contact us at news@CCHIncertainment.org by the 2nd Tuesday of the month.

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