



Setting the Standard for Quality in Healthcare Interpreting



November 2016

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2016 National JTA Survey Results Published

CCHI and Castle Worldwide, Inc. are proud to present the results of the *2016 National Job Task Analysis Study for Healthcare Interpreters* conducted in May-June 2016.

The national JTA survey was open for all healthcare interpreters, regardless of their certification status, years of experience, modality or language. Over 2,300 responses were received. Dr. James Henderson, Castle's Senior Psychometrician, prepared the report utilizing 2,095 unique, qualified, usable responses in the analysis.

Here are some **quick demographic facts** from the *2016 JTA Study Report*:

Interpreter Education News



Join us on December 7, 2016 at 3 pm ET for a free CE webinar "Interpreting the Psychiatric Interview: How Language Affects the

Mental Status Exam." Due to the overwhelming response, the webinar is full and the registration is closed (with 300 people on the waiting list). We will have its recording available as an online training (at <http://cchiinterpreters.org>).

- 63% of respondents are certified healthcare interpreters;
- 77% of respondents are between 31-60 years of age, and only 9% are 18-30 years old;
- 50% of respondents are freelancers, and 41% are staff;
- 88% of respondents interpret in person, 7% over the phone, and 5% via remote video (an increase from 2% in 2010);
- over 80% of respondents have education beyond the high-school level;
- the top three languages of respondents are Spanish, ASL and Mandarin.

Of course, the most important part of the JTA Study results is about validating the healthcare interpreter job domains and tasks, since they determine the content of CCHI's certification exams as well as the weight of each domain and task. CCHI's next step, in 2017, is to align the exam specifications with the JTA Study results.

To read the full *2016 JTA Study Report*, [click here](#).

CCHI has invited Maria Carla Faccini, CHI™-Spanish, and Dr. Adrienne D. Mishkin to present this language-neutral webinar. Attendees will learn about the provider's thought process and some of the techniques they use to interview patients. The speakers will also discuss examples that show how a skilled interpreter can improve the quality of the interview. Strategies that the interpreter can use to overcome challenges typical for this appointment type will also be discussed.

This webinar is accredited by CEAP/CCHI for 1.5 CE hours.

Use Science to Self-Assess Your Accent!

By Amber D. Franklin, Ph.D., CCC-SLP

As part of CCHI's support of interpreter continuing education, here is the second in our series of articles about self-assessment for continuous improvement.

Our guest author is Amber Franklin, Assistant Professor in the Department of Speech Pathology and Audiology at Miami University in Ohio. Dr. Franklin holds a PhD in Speech and Hearing Sciences from the University of Washington. She conducts research in the areas of accent modification and listener responses to accented speech. Her passion for successful communication across varieties of English was shaped by her upbringing in the linguistic mosaic of Toronto, Canada.



Medical interpreters exist in order to effectively transfer the meaning of what patients and care teams say to each other across language barriers. If the interpreter correctly conveys the meaning of the message, but cannot be understood because of his poor intelligibility, he is not performing to the required standard. Intelligibility is defined as the extent to which a speaker is understood by a naïve listener. Sometimes, a

New Resources on CCHI's Website



We added yet one more online training module to [our special](#)

[interpreter resources website!](#) The new training module (003-MAN) is intended for Mandarin interpreters and based on the recording of the webinar "Interpreters and the Sight Translation of MRI Intake Forms" presented by Carmen Lee on 10/28/2016. 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.

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, and print out

very strong foreign accent result in reduced intelligibility and sub-optimal communicative performance.

Yet, any explicit discussion of accent has almost been politically taboo in medical interpreter circles until just recently. In many instances, English-speaking health workers have chosen not to challenge interpreters whose English they could not understand, out of reluctance to appear patronizing. They have focused on getting the interpreter to convey their words to the patient, and have given up on trying to fully understand what the interpreter is saying to them from the patient's side.

As medical interpreters professionalize, there is a higher expectation from care teams that interpreters will be fully proficient in speaking clear English, both in terms of having good grammar and vocabulary AND in terms of being easy to understand.

CCHI encourages and invites healthcare interpreters to evaluate their own accents. Self-evaluation can be a helpful first-step in understanding how one's accent may affect speech intelligibility.

Most non-native speakers of English have some difficulty pronouncing specific English speech sounds. For example, many languages do not have the English *short I* sound in words like "live" and "sit." As a result, many non-native speakers of English incorrectly produce the more familiar *long I* sound instead of the *short I*. As a result, the word "live" sound like "leave" and the word "sit" sound like "seat." This error may seem minor at first. However, imagine what a difference that little vowel makes when you consider the following two sentences: "The doctor said he is going to live" and "The doctor said he is going to leave."

Incorrect pronunciation also affects the emphasis that certain syllables get within a word and the emphasis that certain words receive within a sentence. In English, many nouns and verbs are spelled the same way but differ based on the placement of syllable stress. For example, the word "compress" as a noun requires stress to be placed on the first syllable, "COMpress." However, the word "compress" as a verb, requires stress to be placed on the second syllable "comPRESS." Correct placement of syllable and word stress is vital in medical interpretation because these factors cue the listener to meaning.

To begin your English pronunciation self-assessment, [click here](#).

the Course Badge screen (or an email that is automatically generated as soon as you complete it) as your certificate.

Upcoming Conferences: Plan your professional development

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

- [CHIA's 17th Annual Conference](#) is on **March 17-18, 2017 in San Jose, CA.** Save the date!
- [MICATA 2017 Annual Conference](#) will be held on **March 24-26, 2017**, at **Johnson County Community College, KS.**
- [4th Annual Conference "Ramp Up the Conversation"](#) will be held on **April 29, 2017 in Johnson Creek, WI**, by Bilingual Training Consultants, LLC
- [7th Annual CTA Conference](#) is on **April 28-30, 2017 in Boulder, CO.**
- [NAJIT's 38th Annual Conference](#) will be held **May 19-21, 2017** at the Hilton McLean Tyson's Corner in the **greater DC area.**
- [NCIHC's 2017 Membership Meeting](#) is on **June 9-10, 2017 in Portland, ME.** Early bird registration is open now!
- Visit our [Interpreting Industry Conferences](#) webpage for updates.

Plan for Your CHI™ Winter 2017 Testing

Time to plan for the New Year! As we approach the end of this year, consider a couple of things regarding your certification journey.

First, if you pay the CCHI application or any exam fees in December, in some cases, they **may count as a business expense deduction for 2016**. Second, if you take and pass the CoreCHI™ exam by the end of the year, you will definitely be able to take your oral CHI™ exam (Arabic, Mandarin or Spanish) in the Winter 2017 Testing window! The Winter 2017 testing will take place on January 23 – February 13, 2017. See all 2017 testing windows [here](#).

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!

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@cchicertification.org by the 2nd Tuesday of the month.

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