



Setting the Standard for Quality in Healthcare Interpreting



Spring 2016

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What is Job Task Analysis (JTA) of Healthcare Interpreters?



The **purpose of Job Task Analysis (JTA)** is to identify the current knowledge, skills and abilities needed to competently perform the job of an interpreter in any U.S. healthcare setting and in any interpreting modality. JTA is a cornerstone of developing

Employer's Corner

Provide interpretation for our Spanish speaking patients
Spanish Medical Interpreter
UCLA Health

UCLA needs a Spanish/English interpreter to work with our Spanish-speaking patients via phone, video or in person. You will need absolute fluency in Spanish and English, and a certificate in an Interpreter Training Program or Certified Interpreter Exam to upload using the online application. Strongly Preferred: knowledge of anatomical terminology in both languages and the ability to convey nuance and idiom. Two years' experience as a Spanish/English

and maintaining an effective competency-based certification program.

It is a tool to **define a healthcare interpreter profession as it exists today**, thoroughly, accurately, and without any bias. We must understand and document everything that people are doing under the umbrella of the healthcare interpreter profession. We have to be honest in describing the profession as it actually exists, and not as some may want it to be. And this definition must come from the profession itself - not just an expert panel, or a focus group, or industry leaders – but the entire profession.

CCHI conducted its first national JTA of healthcare interpreters in 2010. That national survey was completed by nearly 2,500 interpreters, trainers and supervisors/managers. The results from [that survey](#) led to the creation of our certification exams.

Six years have passed, and our profession has witnessed some changes. It is crucial that we, a national professional certification program, stay abreast of the changes and ensure that our certification exams' content remains current and relevant.

For the new JTA project, CCHI has contracted with Castle Worldwide, Inc., and their lead psychometrician Dr. James Henderson oversees the project.

In February 2016, we held a meeting of **15 volunteer Subject Matter Experts** to review the first JTA survey and update as needed the domains of our profession and tasks performed by healthcare interpreters. This panel was composed of actual practitioners who represent a true cross-section of the healthcare interpreting industry. More information about the panelists will be posted on our Facebook page and website.



Conducting a comprehensive national survey of this caliber, as well as analyzing the collected data and publishing the National JTA Report takes time and money! To achieve this goal, CCHI

interpreter is preferred. Includes an excellent benefits package.

Apply:

www.ecentralmetrics.com/url/?u=46485450886-75

For more information:

uclahealthcareers.org or contact **Reggie Glynn**: RGlynn@mednet.ucla.edu.
EOE.



New Resources on CCHI's Website

If you haven't visited our website recently, you may have missed some new resources:

- We have created a special webpage to list **annual interpreter conferences throughout the U.S.** For each conference that has CE hours accredited by CCHI's CEAP, there is a list of specific sessions that are CE-approved. Please make sure to get presenter's signature for attending these sessions. The **Interpreting Industry Conferences page** is available [here](#).
- You can replay and view the [PowerPoint slides](#) of the webinar **How to renew your CCHI certification**, by visiting [this webpage](#)

started a **crowdfunding campaign on the Indiegogo platform**. Because matters important for healthcare interpreters also affect the whole society.

It is up to all of us to make this project a success. **We need your help! Please contribute at <https://igg.me/at/CCHIJA16>.**

What else can you do to help?

- **Participate** – The JTA survey will be released on **May 16th** so stay tuned to our [event page on Facebook](#) so that you get up to the minute updates.
- **Disseminate** – Please share the [Indiegogo campaign](#), or either of the links above to help us get the word out to every single healthcare interpreter in the United States! Search for **#CCHIJA16** on social media and share or retweet!

This is YOUR opportunity to shape the future of healthcare interpreting!

for Certified Interpreters (see the third bullet).

- We offer specific **case studies of hospitals that actively support interpreter certification**. [Click here](#) to read more. On that page you can also [re-play our webinar “National Certification of Healthcare Interpreters: How It Affects Quality of Care and Risk Management”](#) presented by Shiva Bidar-Sielaff, MA, CHI™-Spanish, Director of Interpreter Services & Community Partnerships at UW Health (Madison, WI).

Photo ID Badges for CCHI-certified Interpreters

Certified interpreters holding CoreCHI™ or CHI™ certifications, can now order photo ID badges to help them clearly display their certification status. The issue of photo identification is especially important for interpreters in California, where



Workers' Compensation Division has special regulations to encourage working with certified interpreters.

To order CCHI's photo ID badge, you will need the following:

- A digital photo (with a full face view in professional attire) which must adhere to our specifications;
- Your CCHI unique ID number which is listed on your certificate;
- Your certification expiration date listed on your certificate;
- Complete *CCHI's Photo ID Order Form* and email it to our representative.

Upcoming Conferences: Plan your professional development

Professional conferences are an important opportunity to meet your certification prerequisite or continuing education requirements. Don't miss these upcoming conferences (click on their names to get to the corresponding registration website):

- [3rd Annual Conference “Ramp Up the Conversation”](#) will be held on **April 16, 2016, in Fond du Lac, WI**. It is accredited by CCHI/CEAP for **6 CE hours**.
- **Colorado Translators Association (CTA)** will hold its [6th Annual Conference](#) on **April 22-24, 2016, in Boulder, CO**. It is accredited by CCHI/CEAP for **6 CE hours**. CCHI will present about the National JTA project on 4/23/16.
- **IMIA** will hold its [2016 Annual Conference](#) on **April 28-May 1, 2016, in Boston, MA**. It is accredited by CCHI/CEAP for **33.5 CE hours of conference sessions and 8 CE hours of pre-conference**. Don't miss our Commissioners' presentation about

The cost of the photo ID badge is \$22.35, including a lanyard and shipping.

Please [click here](#) for the detailed instructions.

Sight Translation (SAT, B2)! And stop by our table to talk to our Chair Elect Margarita Bekker.

- [NAJIT's 37th Annual Conference](#) will take place on **May 13-15, 2016, in San Antonio, TX**. It is accredited by CCHI/CEAP for **26 CE hours (15 sessions)**. CCHI's Commissioner will present about the National JTA project on 5/14/16 at 2:30 pm.

CHI™ Spring 2016 Testing

Our **Spring CHI™ testing window** runs on **April 18 – May 7, 2016**. If you already have the *CHI™ Notice to Schedule*, make sure you check the list of the current test sites at the link provided in it and schedule as soon as possible.

The CoreCHI™ exam can be scheduled at any time (except on Sundays) year round. 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).

Please check our [“Testing Centers & Schedule”](#) web page for the test center locations near you. These locations may change during the year. 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 this testing window. *We advise you to call a testing center to schedule your exam as soon as you get your Notice to Schedule in the email.* This way you can reserve the date and time most convenient for you!

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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1725 I Street NW - Suite 300, Washington, DC, 20006, United States