

# Test Content Outline 2017

## CoreCHI™ Examination (100 multiple-choice questions in English)

Domain I. Professional Responsibility and Interpreter Ethics	22%
Domain II. Manage the Interpreting Encounter	22%
Domain III. Healthcare Terminology	22%
Domain IV. U. S. Healthcare System	15%
Domain V. Cultural Responsiveness	19%

## CHI™ Examination (performance examination in Arabic, Mandarin, and Spanish)

### Domain VI. Interpret in Healthcare Settings

#### Tasks:

1. Consecutive Interpretation	75%
2. Simultaneous Interpretation	14%
3. Sight Translation	9%
4. Written Translation	2%



CCHI  
1725 I Street NW, Suite 300  
Washington, DC 20006

Phone: 866-969-6665  
[apply@cchicertification.org](mailto:apply@cchicertification.org)

[www.cchicertification.org](http://www.cchicertification.org)

[www.facebook.com/CCHICertification](https://www.facebook.com/CCHICertification)

[@CCHICertify](https://twitter.com/CCHICertify)

©2016-2017, CCHI

## Domain III. Healthcare Terminology

**1. Remain current on healthcare terminology and general vocabulary in working languages through research, continuing education, etc., in order to interpret accurately and completely.**

#### Knowledge of:

- Healthcare terminology (e.g., anatomy, physiology, system terminology, dental, nutrition, behavioral health, culturally specific medical terms, alternative medicine)
- General vocabulary and idioms used in healthcare settings
- Available resources

#### Skill in:

- Evaluating the validity of resources
- Establishing equivalence

## Domain IV. U.S. Healthcare System

**1. Maintain working familiarity with the US health system as a part of a legal and socioeconomic environment with its own culture and organizational structure to predict and respond to events appropriately and navigate the system effectively.**

#### Knowledge of:

- U.S. healthcare delivery systems
- Public health and its implications on populations
- Federal and state legislation and regulations pertaining to language and healthcare access
- Applicable legislation and regulations regarding the role of interpreters as mandated reporters
- Latest developments in the U.S. health and healthcare system
- Relevant organizational structure and protocols
- Roles and responsibilities of healthcare providers and staff
- Social determinants of health
- Relevance of disparities that prevent access to health care

#### Skill in:

- Using health system terminology

- Locating resources and information about legislation and regulations that pertain to the U.S. health system
- Abiding by standard operating procedures
- Asking for information on organizational protocols

## Domain V. Cultural Responsiveness

**1. Recognize that individuals have different levels of acculturation and intracultural variation in order to avoid making assumptions that may misrepresent a speaker's meaning.**

#### Knowledge of:

- Culture of participants in a healthcare encounter
- Healthcare interpreter standards of practice
- Effect of one's own culturally embedded behaviors and mannerisms and those of other parties

#### Skill in:

- Monitoring own assumptions
- Interpreting verbal and nonverbal communication
- Interpreting culturally embedded behaviors and mannerisms

**2. Serve as a culture mediator by recognizing when there is risk of potential miscommunication and responding appropriately so that each person's own beliefs are expressed.**

#### Knowledge of:

- Cultures of participants in a healthcare encounter
- Healthcare interpreter standards of practice
- Various intervention strategies

#### Skill in:

- Assessing situations and determining the most appropriate intervention
- Applying an incremental approach to interventions



## CCHI Examination Specifications - 2017

CCHI conducted its second **national Job Task Analysis (JTA) study in 2016** to create the overarching framework – the test blueprint – for CCHI's certification examinations.

The data collected in the JTA study **defines the healthcare interpreter at the entry point** to the profession as:

*A person who is able to perform the functions of a healthcare interpreter competently, independently, and unsupervised in any setting and in any modality where health care is provided, with the knowledge, skill, and ability required to relay messages accurately from a source language to a target language in a culturally competent manner and in accordance with established ethical standards.*

The nature of our profession and currently available testing options allow for two types of assessment that would differentiate a certified healthcare interpreter ready to perform the necessary job tasks from an unqualified individual: a multiple-choice examination and a performance examination.

CCHI has two corresponding types of certification examinations:

- **CoreCHI™ certification** - assessment of candidate's core professional knowledge in English,
- **CHI™ certification** - language-specific performance assessment in Arabic, Mandarin, and Spanish.

See the **2016 JTA Study Report** at [www.cchicertification.org/images/pdfs/CCHI\\_JTA2016\\_Report.pdf](http://www.cchicertification.org/images/pdfs/CCHI_JTA2016_Report.pdf).

## Domain I. Professional Responsibility and Interpreter Ethics

### 1. Maintain the boundaries of the interpreter’s professional role by refraining from personal involvement in order to respect the needs and contributions of all parties.

- Knowledge of:
- Healthcare interpreter codes of ethics and standards of practice
  - Roles of all parties in a healthcare encounter
  - Consequences if boundaries are violated

- Skill in:
- Applying critical thinking skills
  - Adhering to the interpreter role while maintaining transparency
  - Redirecting patients’ questions and requests to appropriate healthcare team members

### 2. Maintain impartiality by separating personal values, beliefs, and biases from those of all parties in order to respect their autonomy and self-determination.

- Knowledge of:
- Healthcare interpreter codes of ethics and standards of practice
  - Personal values, beliefs, and biases

- Skill in:
- Applying self-restraint
  - Respecting the expertise, autonomy, and right to self-determination of all parties

### 3. Assess the need for advocacy by considering all available information to prevent harm or disrespect to any party.

- Knowledge of:
- Healthcare interpreter codes of ethics and standards of practice
  - Roles and goals of other members of the healthcare team
  - Levels of advocacy
  - Prevailing norms in a specific situation
  - Appropriate and available resources

- Skill in:
- Identifying situations that are appropriate for advocacy
  - Asking questions to determine the need for advocacy
  - Determining best approach and time frame
  - Asserting oneself respectfully when necessary

### 4. Address ethical dilemmas using decision-making skills and established codes of ethics in order to support optimal patient outcomes and to maintain the integrity of the healthcare interpreting profession.

- Knowledge of:
- Core values
  - Healthcare interpreter codes of ethics and standards of practice

- Skill in:
- Recognizing ethical dilemmas
  - Applying decision making skills
  - Applying ethical principles
  - Identifying appropriate solutions
  - Disclosing potential conflicts
  - Maintaining confidentiality
  - Educating parties about the role and responsibilities of healthcare interpreters

### 5. Present self in a professional manner to all parties involved in the healthcare encounter by upholding national and locally applicable standards of practice.

- Knowledge of:
- Healthcare interpreter codes of ethics and standards of practice
  - Dress code for healthcare settings

- Skill in:
- Abiding by standards for behavior and appearance in professional settings

### 6. Pursue professional growth and development on an ongoing basis by keeping abreast of working languages and their variants, relevant legislation, health care, and public health to enhance the capacity to interpret accurately.

- Knowledge of:
- Credible sources of continuing education on topics affecting proficiency in interpreting
  - Professional associations, conferences, and publications

- Skill in:
- Gaining maximum benefit from continuing education activities
  - Networking in professional organizations related to interpreting
  - Sharing resources with colleagues

### 7. Adhere to personal and occupational safety mea-

### asures by following standard precautionary protocols to reduce the risk of harm and disease.

- Knowledge of:
- Occupational health risks and their corresponding protocols and safety procedures (e.g., personal protective equipment, universal precautions)

- Skill in:
- Abiding by standard operating procedures
  - Asking for information on safety protocols

### 8. Manage stress using self-monitoring and self-care strategies in order to encourage personal and professional wellness.

- Knowledge of:
- Personal and professional stressors
  - Appropriate resources for managing personal and professional stressors
  - Appropriate self-care strategies
  - Self-monitoring techniques
  - Secondary (vicarious) trauma and its potential effect on interpreters

- Skill in:
- Identifying internal and external factors that can cause stress
  - Finding and using appropriate strategies for self-care and alleviating stress

## Domain II. Manage the Interpreting Encounter

### 1. Monitor one’s own competence and limitations by recognizing personal, scheduling, linguistic, and cultural constraints in order to interpret effectively.

- Knowledge of:
- Healthcare interpreter code of ethics
  - Language and memory limitations
  - Existing language variants
  - Protocols of specific modalities (in-person, telephonic, video remote)
  - Potential conflicts of interest
  - Personal cultural biases
  - Emotional stressors
  - Scheduling

- Skill in:
- Professionally express personal limitations
  - Disclosing limitations related to language variants
  - Disclosing skill limitations
  - Appropriate refusal

- Time management
- Terminology management
- Cultural competence

### 2. Manage unfamiliar terms and concepts in a manner that maintains transparency and supports effective communication for all parties.

- Knowledge of:
- Research tools and resources
  - Techniques for intervening and clarifying

- Skill in:
- Interpreting accurately and completely
  - Matching register and style
  - Correcting errors
  - Maintaining transparency
  - Asking for clarification
  - Establishing equivalence

### 3. Manage the flow of communication from the start of the encounter to the end by adhering to professional standards of practice to support effective communication.

- Knowledge of:
- Healthcare interpreter codes of ethics and standards of practice
  - Various modes of interpreting
  - Obligations to all parties
  - Healthcare specialties, policies, protocols, and procedures
  - Proper positioning to support effective communication
  - Modalities of interpreting (in-person, telephonic, video remote)

- Skill in:
- Promoting direct communication between provider and patient
  - Setting ground-rules (e.g., pre-session, pre-conference, introduction)
  - Intervening at the least intrusive level of disruption appropriately and incrementally
  - Monitoring for comprehension
  - Adapting to the physical environment (e.g., positioning, lighting, volume) and modality of interpreting (in-person, telephonic, video remote)
  - Choosing mode and switching as needed
  - Asking for pauses
  - Managing register and style
  - Maintaining transparency
  - Gathering and providing feedback after encounters
  - Working effectively as a member of a team