



July 2018

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Discover Healthcare Interpreting CoreCHI™ Scholarship
is awarded to:

- 1) Dhungana, Bhim P. (Nepali; OH)
- 2) Farah, Said M. (Somali; MN)
- 3) LeVering, Maria (Russian; UT)
- 4) Matos Leslie, Maria Celia (Portuguese, KS)
- 5) Prasad, Jay Sh. (Nepali; TX)

CONGRATULATIONS!

#DiscoverHCI #GetCertified

LIBERTY LANGUAGE SERVICES
Sponsor of 2018 Spring Scholarships

CoreCHI CERTIFICATION
Core Certification Healthcare Interpreter

Congratulations to Recipients of the Spring 2018 Discover HCI Scholarship!

On July 15, 2018, in celebration of our 9th anniversary, we announced five recipients of 2018 Spring cycle of the “Discover Healthcare Interpreting” CoreCHI™ Scholarship. This scholarship supports certification of interpreters of languages for which only the CoreCHI™ certification is currently available, including refugee languages and languages of lesser diffusion. We would like to take this

Seeking Commissioner Nominations

The Certification Commission for Healthcare Interpreters is **opening nominations for the two Commissioner positions** for the term from October 25, 2018 to October 24, 2021.

Nominees must represent a stakeholder group of the healthcare interpreting profession, healthcare

opportunity to thank [Liberty Language Services](#) and the Board of [UMTIA](#) for the contribution to our scholarship.

Liberty Language Services is a language services agency providing *Your Total Language Solution*— language access services to hospital systems, medical offices, legal firms, courts, public schools, state and local government agencies, universities, private companies and more. Core capabilities include on-site, face-to-face interpreting services, over the phone interpreting, video remote interpreting, and interpreter training. *Liberty Language Services* also offers other language services such as written translation, and American Sign Language (ASL) services. The company prides itself on offering unparalleled and quality services, by professionally trained interpreters and translators, at an affordable cost, 24 hours a day, 7 days a week.

The *Upper Midwest Translators and Interpreters Association (UMTIA)* is a chapter of the American Translators Association (ATA) serving the geographic region of Minnesota, Wisconsin, Iowa, South Dakota, and North Dakota. UMTIA's mission is to offer local educational opportunities for translators and interpreters, and to promote professional discussions and networking.

The **Spring 2018 recipients** of the “Discover Healthcare Interpreting” CoreCHI™ Scholarship, sponsored by *Liberty Language Services* and *UMTIA*, are:

- 1) **Dhungana, Bhim P. (Nepali; OH)**
- 2) **Farah, Said M. (Somali; MN)**
- 3) **LeVering, Maria (Russian; UT)**
- 4) **Matos Leslie, Maria Celia (Portuguese, KS)**
- 5) **Prasad, Jay Sh. (Nepali; TX).**

CCHI, *Liberty Language Services*, and *UMTIA* commend the achievements and the commitment to professional success of the scholarship winners. We wish them the best of luck on their testing and certification journey.

CCHI Commissioners and staff
Liberty Language Services management and staff
UMTIA Board

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interpreting industry, or field of language access to health care.

Before nominating, please review the [expectations of the CCHI Commissioner](#) (this is a volunteer position) and the [criteria for selecting Commissioners](#). Also, please read CCHI Policies for Commissioners at http://cchicertification.org/uploads/CCHI_Policies_for_Commissioners.pdf.

You may nominate yourself or someone else. If you nominate someone, prior to submission of the nomination, that individual must agree to the nomination and to serve for a term of three (3) years.

Nominations must be submitted on the *Nomination Form* ([click here to download](#)) as an attachment **via email** with the subject “CCHI Commissioner nomination” **by 8:00 p.m. EDT on August 18, 2018** to: solutions@cchicertification.org.

“Techie” Corner:

Software for Healthcare Compliance



As an organization without a brick-and-mortar presence, CCHI lives and breathes technology on a daily basis. We'd like to share with you some of our finds. In this issue, we are introducing **Indigo Interactive**, a company that designed and maintains our [CEAP](#) database and registry. Their products may be helpful to healthcare administrators and other organizations.

[Indigo Interactive](#) is passionate about making the healthcare experience smoother, easier, and more patient-focused. Currently, they are collaborating with the University of Kansas Health

Interview with a Scholarship 2017 Winner



Marina Fatieva, CoreCHI™

Russian interpreter (MN)

Marina Fatieva was awarded the “Discover Healthcare Interpreting” CoreCHI™ Scholarship in December of 2017, and in May of 2018 she earned the CoreCHI™ credential.

Marina is a Russian interpreter who works in the Minneapolis/St. Paul area in Minnesota. She has worked as an interpreter for four years. In addition to interpreting at a variety of healthcare locations, she also interprets in social work, assisted living, and educational settings.

The following are excerpts from a recent interview with a CCHI Commissioner:

What inspired you to become an interpreter and why health care?

My parents. Their health declined, and it was sometimes difficult to arrange an interpreter for them because it was in a remote area. One of their interpreters told me about her job. When I compared my language skills to other interpreters, I realized that I was more prepared to become an interpreter than I originally thought. I thought, okay, I can do that, and I enjoy it. In healthcare settings, there are always different experiences. It is not predictable, and it keeps me on my toes all the time.

What does earning the certification credential mean for you and your professional career?

I moved up another level in the pay rate, which is encouraging. I feel proud, and it is something that I earned. I am not just a bilingual person trying to explain something. I feel like a professional by having training and certification.

What would you tell someone who is considering becoming a healthcare interpreter?

Training is important. I started without a 40-hour training program, and it was a lot of learning by trial-and-error. When I took the 40-hour training, it answered a lot of the questions that I had to previously figure out on my own.

System to develop a software solution that does just that.

As with any other complex system, in a large healthcare facility it's easy to lose some of the important little details in pursuit of the big picture. Everyday compliance regulations and checks can end up on the back burner, and keeping track of endless spreadsheets and lists can be time-consuming and difficult.

That's why Indigo Interactive created [Loup™](#), a product purpose-built to focus on healthcare compliance. Loup™ helps healthcare providers create, maintain, and track inspection checklists, all on a cloud-based software that's accessible anywhere at any time. Loup™ also tracks licenses for individuals as well as for sites, and it issues automatic alerts when renewals are due. By automating these crucial but routine systems, Indigo Interactive is on a mission to make healthcare compliance second nature - providing you with the flexibility and time to spend caring for patients, pursuing innovation, and growing your skills.

Whether you're conveying an important message, or monitoring several large facilities at once, Loup™ provides an elegant, user-friendly solution. Indigo Interactive is proud to provide software that supports the important work at CCHI, and we look forward to applying our clear, streamlined user experience to the healthcare industry as a whole.

Interpreter Education News

The Interpreter Training Center of MUSC Health is holding a **two-workshop event on August 18 in Charleston, SC**. The topics are “Autism and Diversity” and “Difficult Situations;” both are accredited by CEAP for 3 CE hrs. and 4 Ce hrs. respectively. **For more info and to register, [click here](#)**. For the list of other courses available this summer and fall, visit <http://www.muschealth.org/interpreter/courses/index.html>.

What advice would you give someone who is preparing to take the certification exam?

Use a variety of resources to study – ethics, terminology, and laws and rules regarding interpreting. Get training. Do on-the-job training, including asking questions to learn from providers.

CCHI Commissioners and staff congratulate Marina Fatieva on earning her CoreCHI™ credential and for her continued dedication to the healthcare interpreting profession.

Joy Connell - 2018 Tony Winsor Award Recipient



Lisa Morris (right) of UMass Medical School presents the award to Joy Connell (left)

We are excited to share that **Joy Connell is this year's recipient of the Tony Winsor Award in MA.** The award, which was first presented at the Paving the Way conference in 2015, honors a person who has advocated for professionalizing the work of a medical interpreter to improve language access for all.

To many of us, Joy is mostly known as past Chair and current Board member of the National Council on Interpreting in Health Care (NCIHC). In her home state of Massachusetts, she has a 30-year history of service with community-based organizations, with a focus on refugees and immigrants, and a passion for language access for limited English proficient groups seeking health care.

Ms. Connell has been involved with the Massachusetts Department of Mental Health's (DMH) Interpreter Services program since its inception in 1988. The DMH Interpreter

* * *

Advanced Medical Interpreting, 2-day workshop for ASL interpreters, is held on **Aug 25-26, 2018 in Birmingham, AL.** The presenters are Heather Brown, M.S., PA-C, DFAAPA, and Anna McDuffie, B.S., CI & CT, NIC, SC: L. **To register**, [click here](#).

Advertisement



Upcoming 2018 Conferences

A few of the regional conferences you will want to be sure and register for and attend, when they come your way!

- [OHCA 6th Annual Conference](#) – **August 25, Portland (OR)**; our Vice Chair Linda Golley presenting.
- [OSTI 2018 Conference](#) – **September 8-9, Milwaukie (OR)**; meet our Commissioner Mateo Rutherford.
- [TAPIT 2018 Annual Conference](#) – **September 14-16, Nashville (TN)**; our Commissioner Jorge Ungo presenting.
- [TAHIT 2018 Symposium](#) – **September 21-22, San Antonio (TX)**; meet our Chair Margarita Bekker and Commissioner Mateo Rutherford.
- [WASCLA 2018 Summit](#) – **October 19, Lacey (WA)**.



Services program is the longest-running and most active program among all state agencies in the Commonwealth. In addition to program coordination, she developed and presented numerous trainings to both interpreters and providers working with interpreters.

Her nomination reminded the selection committee of Joy’s time as the thoughtful and unpretentious President of the MMIA, pitching in before one of the early conferences making hors d’oeuvres for a first ever reception for attendees to keep costs low for the participants. Joy was also involved in helping Tony Winsor himself, for whom the award is named, in the passage of the Emergency Room Interpreter Law.

Join us in congratulating Joy and wishing her many more years of being part of the profession and language access field.

- [ATA 59th Annual Conference](#) – **October 24-27, New Orleans (LA)**; our Executive Director Natalya Mytareva presenting.
- [MING Fall 2018 Forum](#) – **October 27, Atlanta (GA)**.

Visit our [Interpreting Industry Conferences](#) webpage for ongoing updates throughout the year!

CORRECTION to our *Interview with a Scholarship 2017 Winner* in March-April 2018 issue: The correct spelling of the CoreCHI™ certificant we interviewed is **Ze Yang**, and she is a Hmong interpreter from Wisconsin.

CHI™ Summer 2018 Testing

The Summer 2018 testing for CHI™ candidates is under way until **August 13, 2018**. Call to schedule your exam now if you have the *CHI™ Notice to Schedule*. Contact our scheduling service at (844) 704-1487.

You can **search for the test center locations for any of our exams from one page** – click [here](#) – thanks to our testing vendor PSI (formerly Comira). We are excited to have added a new testing site in Virginia Beach, thanks to [The Language Group](#).

Oral performance CHI™ exams for Arabic, Mandarin and Spanish interpreters are available only 4 times a year (for specific dates in 2018 [click here](#) and then on the blue bar titled “Scheduling your CHI™ exam”).

The CoreCHI™ examination is available all year round! You can schedule an exam at any time as soon as you receive your *Notice to Schedule* in the email. To search available sites, [click CCHI Core Certification Healthcare Interpreter Exam™ \(CoreCHI™\)](#) and then enter your zip code to find the CoreCHI™ sites closest to you.



Keep in mind that testing locations may change during the year; ask our representative (at 844-704-1487) 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 Director of Operations, 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.

Remember, you have **6 months** from the date when your application is approved, to take the CoreCHI™ exam. You have **12 months** to take the CHI™ exam after you pass the CoreCHI™.

You will need 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 info@CCHIcertification.org by the 2nd Tuesday of the month.

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