



## Setting the Standard for Quality in Healthcare Interpreting



August 2016

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## Ethics + Dilemmas + You = #CCHIchat

Life is full of choices and most people respond to making choices with absolute dread. Whether or not to accept a job offer? Where to go eat? Should you make that risky but potentially lucrative investment? But in a workplace setting, some choices can pose a real conflict for a person forcing them to choose between their moral or ethical principles.

Ethical dilemmas are more than just uncomfortable situations. Ethical dilemmas can have negative consequences and healthcare interpreters are not exempt from facing some serious challenges in their work of bridging communication between two or more people. Yes, we are guided by a National Code of Ethics and National Standards of Practice, but what happens when certain situations force an interpreter to choose one ethical principle over another?

## Interpreter Education News



Our webinar **“Demystifying Sight Translation in Healthcare Settings”** on **August 13, 2016** was a huge success. If you missed it, we

have **handouts and study materials available [here](#).**

The next 3 webinars in our CE series will be language-specific: Spanish, Mandarin & Arabic.

**Save the date for the CE webinar in Spanish: September 24 at 3 pm ET/ 2 pm CT/ 12pm PT!** Follow our hashtag

In 2002, the California Healthcare Interpreters Association (with funding from the California Endowment) published the California Standards for Healthcare Interpreters, which included guidance for ethical decision making. While a helpful guide, it's important that interpreters prepare themselves through engaging in dialogue and sharing of encounters which posed an ethical dilemma through the course of their work. This sharing must be done in a way that respects all parties involved but allows for input from practitioners from all walks of life and all levels of experience.

To that end, the Certification Commission of Healthcare Interpreters (CCHI) is pleased to launch **#CCHIchat**, a social media forum for healthcare interpreters, trainers, managers, and administrators of language services to engage in a meaningful and respectful way around a series of different categories of ethical dilemmas.

Over the next few months, you will see posts on social media asking you to share examples of situations that you have been confronted with.

Follow **#CCHIchat** on [Facebook](#) and [Twitter](#) and please participate! As always... your voice will shape the future of healthcare interpreting, and we hope to have your valuable input as part of this initiative!



**#CE4terps** on [Facebook](#), [Twitter](#) and [LinkedIn](#) for the registration announcement.

#### *Training Program Advertisement:*

Ready to study for the CoreCHI™ exam in a highly interactive instructor-led *online* training?

**REACH's** next **Medical/Healthcare Interpreting 101™: a 40-hour training for certification** will begin September 16, 2016! There is still time to register and prep for the written exam while in the comfort of your own office or home anywhere in the country with a live instructor!

**Early Bird discount available through August 28, 2016.** Click [here](#) for all details.

Looking for approved workshops for Continuing Education?

REACH's next available *Medical Terminology Boot-Camps* for the Fall will be offered as of September:

**English Medical Terminology Boot-Camp 1** - Sept 26 or Oct 14, 2016

**English Medical Terminology Boot-Camp 2** - Sept 20 or Oct 25, 2016

**Spanish Medical Terminology Boot-Camp 1**- Sept 27 or Nov 10, 2016

**Spanish Medical Terminology Boot-Camp 2**- Sept 22 or Nov 1, 2016

To register, visit <http://www.reach-diversity.com/medical-terminology-boot-campstrade.html>

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### **New Resources on CCHI's Website**

**We have updated and improved our CoreCHI™ Practice Examination!** In addition to getting the references for the correct answers, the practice exam now offers explanations why each incorrect option is incorrect and suggestions about what the candidate should review. It is

## How does Section 1557 of the Affordable Care Act affect interpreters?

Healthcare interpreters study and follow a number of legal and regulatory documents related to their profession: Title VI of the Civil Rights Act, Title 42, chapter 126 (ADA), Executive Order 13166, CLAS Standards, The Joint Commission Standards, etc. One more has been added to this list this summer.

**On July 18, 2016, Section 1557 of the Affordable Care Act came into effect.** By amending this Section, the Department of Health and Human Services (DHHS) has made the **biggest changes to the law pertaining to language access in nearly 20 years.**

Section 1557 is a “non-discrimination” modification that bans discrimination in health care or health coverage on the basis of: race, skin color, national origin (including immigration status and English language proficiency). Complying with Section 1557 has implications for interpreting services, both spoken and sign language, for utilizing bilingual staff, for translating of documents, and many more other aspects of delivering health care.

One of the biggest changes directly affecting interpreters is changing the legal standard from requiring “competent” to “qualified” interpreters. As linguists, we appreciate the importance of this one-word change. “Qualified” means that, on the one hand, there exist agreed-upon professional qualifications, and on the other, that such qualifications can be confirmed through a valid assessment process. By changing this one word, DHHS is setting a higher standard of care for LEP, Deaf, or Hard of Hearing patients. All organizations receiving federal funds are now obligated to increase the professionalism of their language access services. And while the new rule does not specifically require the use of a certified interpreter, it is clear that this is the intent of the rule.

Under the new rule, a “**qualified interpreter for an individual with limited English proficiency**” is defined as an interpreter who

- (1) adheres to generally accepted interpreter ethics principles, including client confidentiality;
- (2) has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language; and
- (3) **is able to interpret** effectively, accurately, and impartially, both receptively and expressly, to and from such language(s)

an intuitive teaching and self-learning tool. To purchase (\$30), [click here](#).

## Upcoming Conferences: Plan your professional development

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

- **TAHIT [10<sup>th</sup> Annual Symposium](#)** will take place on **September 9-10, 2016 in Dallas/Fort Worth, TX**. CEAP accredited 18 sessions for 19.5 CE hours. **Stop by our table to #CCHIchat!**
- **[TAPIT-TAMIT 2016 Joint Annual Conference](#)** will be held on **September 10-11, 2016 in Nashville, TN**, at Vanderbilt University Medical Center. CEAP accredited the preconference workshop (6 CE hrs, 2 Performance-Based CEs) and 8 sessions for 9 CE hours.
- **[CAPI 2016 Fall Conference](#)** will be held on **September 11-12, 2016 in Golden, CO**.
- **[Oregon Society of Translators and Interpreters](#)** will hold its Annual Conference on **September 23-25, 2016 in Bend, OR**. Two sessions are accredited by CEAP for 3 CE hours. **Stop by our table to #CCHIchat!**
- **October 1, 2016** is the day of 3 conferences:
  - [ATI \(Arizona Interpreters and Translators, Inc.\)](#) **Stop by our table to #CCHIchat!**
  - [MiTiN \(Michigan Translators/Interpreters Network\)](#)
  - [OHCIA \(Oregon Health Care Interpreter Association\)](#) **Stop by our table to #CCHIchat!**
- **CFI (California Federation of Interpreters/ Local 39000)** will host its [Annual Conference “Let’s Aim for the Stars”](#) on **October 7-9, 2016 in Los Angeles, CA**. **Stop by our table to #CCHIchat!**
- **MasterWord Services®** will hold its 5th annual [International Language](#)

and English, using any necessary specialized vocabulary, terminology and phraseology.”

We added the emphasis to what we consider the key element in the definition directly related to certification. **A national, vendor-neutral professional certification process is the only valid and efficient way to prove that an individual “is able to interpret.”** Documenting that an individual has completed some training or even conducting an internal or commercial third-party assessment do not constitute a valid or sufficient verification of the individual’s ability to interpret. Only passing a national, accredited, and vendor-neutral certification examination can provide such verification.

To read the Section 1557 Rule in its entirety, click [here](#).

[Services Conference](#) on **October 14, 2016 in Houston, TX.**

- [WASCLA’s Summit XI](#) will be held on **October 21-22, 2016 in Shoreline, WA.**
- [ATA’s 57th Annual Conference](#) is on **November 2-5, 2016 in San Francisco, CA.**
- See the **full list of the Fall 2016** conferences and CEAP-accredited sessions at our [Interpreting Industry Conferences](#) webpage.

## CHI™ Summer 2016 Testing

Our **Summer CHI™ testing window** is in full swing through **September 10, 2016**. We are excited to simplify the scheduling process! You can now **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 – **the Fall testing window runs on October 17- November 5.**

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).

Please check our [“Testing Centers & Schedule”](#) web page for the test center locations near you. These 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](mailto: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](mailto:news@CCHIcertification.org) by the 2nd Tuesday of the month.

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