



Setting the Standard for Quality in Healthcare Interpreting

HEALTHCARE INTERPRETERS

HOSPITALS & HEALTHCARE PROVIDERS

LANGUAGE SERVICE PROVIDERS

TRAINING PROVIDERS

July 2017

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Discover Healthcare Interpreting CoreCHI™ Scholarship

is awarded to:

- 1) Briscoe, Pornwipa L. (Thai; CA)
- 2) Foster, Marcia N (Portuguese; GA)
- 3) Maldonado Hernandez, Domingo (K'iche; OH)
- 4) Ntunzwenimana, Marc (French, Kirundi, etc.; ME)
- 5) Tagarian, Mehdi (Farsi; WA)

#DiscoverHCI
#GetCertified

CONGRATULATIONS!



Winners of CCHI’s “Discover Healthcare Interpreting” CoreCHI™ Scholarship

This July, as part of our 8th anniversary celebration, we announce the **first recipients of the “Discover Healthcare Interpreting” CoreCHI™ Scholarship**. The purpose of the scholarship is to support interpreters of languages for which only the CoreCHI™ certification is

Stakeholder Engagement

One of the important aspects of strengthening our profession is educating about it. CCHI recognizes the importance of continuous reaching out to healthcare administrators and providers with information about the current standards and expectations about healthcare interpreters. **The Commissioners are working on creating a toolkit for them that will help**

currently available, including refugee languages and languages of lesser diffusion. It is an important milestone in the life of CCHI as a non-profit organization. We did not do it alone. We thank *Fluency Inc.* and Bill Glasser, personally, for the contribution to our inaugural scholarship.

[Fluency Inc.](#) is a leading Software as a Service provider that provides spoken and American Sign Language agencies efficient, industry-leading tools to schedule, track, invoice and document face-to-face interpreting encounters. By supporting the professionalization of interpreters through our contribution, we strengthen the capacity and continued excellence of our partner language agencies nationwide, thereby improving language access for our nation's millions of LEP people in a virtuous cycle of accountability and quality assurance.

The first recipients of the “Discover Healthcare Interpreting” CoreCHI™ Scholarship, sponsored by *Fluency*, are:

1. **Briscoe, Pornwipa L. (Thai; CA)**
2. **Foster, Marcia N (Portuguese; GA)**
3. **Maldonado Hernandez, Domingo (K’iche; OH)**
4. **Ntunzwenimana, Marc (French, Kirundi, Kinyarwanda; ME)**
5. **Tagarian, Mehdi (Farsi; WA)**

CCHI and *Fluency Inc.* 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.

Look for the announcement about the sponsor of and application acceptance for the 2017 Fall Cycle scholarships on September 1!

them understand our profession better. The toolkit will include several resources such as definitions related to the profession (e.g., interpreter, bilingual staff, certification, language proficiency assessment, etc.), list of references, a checklist of interpreter competencies, and a checklist for selecting language services vendors.

At this time, **we are asking for your comments about the draft** of this document that will be a part of the toolkit – [How to Assess Interpreting Services Vendors: A Checklist for Healthcare Customers](#) (click on the title to view this document in pdf format). **Please send your comments, edits, additions to solutions@cchicertification.org by September 15, 2017.** For electronic security reasons, please provide your suggestions in the body of the message; attachments will not be opened.

#GetEngaged

Did You Know?



Do you know that one of the most effective ways to practice or self-assess your interpreting skills is to record yourself interpreting? Do you know where to find examples of speeches to practice with?

Here are a couple of resources other than the ubiquitous YouTube:

Amplify your impact – add CCHI certification to your credentials!



Many interpreters work across settings – in health care, courts, Workers’ Compensation, schools, etc. At the same time, many interpreters are also professional translators. Our 2016 national Job Task Analysis (JTA) study showed that about 8% of respondents – CCHI certificants – also hold another language professional certification, e.g. of ATA, RID, state or federal court interpreter, etc.

CCHI commends and supports all professionals who seek certification in more than one specialty! One of the ways we show our support is **waiving our application fee of \$35** for those applicants who otherwise meet our eligibility criteria and who already hold a certification of ATA, BEI, NBCMI, RID, Federal or State courts, or state of Washington for medical interpreters. All applicants must sit for and pass CCHI’s certification exams to earn CCHI certification.

In addition, until December 31, 2017, CCHI offers to such applicants a special examination fee of \$150 for either CoreCHI™ or CHI™ exam. This means that Spanish, Arabic and Mandarin interpreters, who hold certifications by ATA, NBCMI, Federal or State courts, or the state of Washington for medical interpreters will pay only \$300 for their certification with CCHI. And

- **Speechpool**, a collaborative site where interpreters contribute their recordings of speeches for fellow interpreters to practice: <http://speechpool.net/en/>
- **TedTalks**, a site with smart, thought-provoking speeches on a variety of subjects: www.ted.com/topics, OR www.tedmed.com/videos

Interpreter Education News

- **Webinar for Portuguese speakers or providers serving Portuguese-speaking patients! HCIN offers “Brazil and Portugal: Two Countries Separated by a Common Language” presented by Isabel Pinto-Franco, CoreCHI™, on Aug 17, 2017 at 9 a.m. PDT/11 am CDT/ 12 pm EDT.** This is a 90-min webinar, accredited for 1 CE hour; the cost is \$20. **To register:** <http://learn.hcin.org/mod/page/view.php?id=311>.
- **Upcoming online trainings by REACH-Reaching diversity** include CE modules, such as [“Baby Steps for Note-taking for Interpreters”](#) (2 CCHI CEUs) on **August 12, 2017**, and [certification exams prep courses for the CoreCHI™ exam](#) in September and [oral exams in October](#). For the full list of workshops and schedule, got to www.reach-diversity.com.
- Participate in a **research survey:** Sayoko Tanaka, a graduate student pursuing Medical Interpreting in Japan, asks you to take this survey that will be the core discussion in her thesis and can be a good guide to Japanese medical interpreters. The purpose of this survey is to

interpreters of other spoken languages or ASL will pay only \$150 total.

For information on how to how to get this special pricing, go to our website at <http://www.cchicertification.org/57-stay-informed/news/237-power-addcchi>.

#AddCCHI #GetCertified

learn “Why cultural competence is important for healthcare interpreters?”

To fill out the survey, go to:

<https://goo.gl/yKBNnf>.

Interpreter Spotlight



Debbie Lesser, BSc, CI, CT, CoreCHI™

Debbie has been a certified sign language interpreter since 1999. Debbie also holds a degree in Psychology with a focus in crisis intervention. She has worked in the video interpreting industry

since 2007 and has served as the Operations Manager for two different VRS companies (both also provided VRI services). Debbie has managed more than 160 interpreters - all of whom worked from independent call centers all over the country.

Debbie's interpreting passion is the medical environment. She has completed an intensive Certificate of Healthcare Interpreting (CHI) Program for ASL interpreters established by the Rochester Institute of Technology (RIT) and the National Technical Institute for the Deaf (NTID). She is currently enrolled at RIT/NTID working toward a Master of Science in Health Care Interpretation. She has also completed specialized medical trainings, such as, oncology with the University of California San Diego (UCSD), various medical systems with the CATIE Center, and mental health through Troy University, the Alabama Department of Mental Health and ADARA.

Upcoming 2017 Conferences

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

- **NATI 18th Annual Conference is on August 3-5, 2017 in Bellevue, NE.** 16.5 CE hours are accredited by CEAP. For more details, or to register go to: <http://www.natihq.org/component/rsevents/pro/event/1-nebraska-association-for-translators-interpreters-18th-annual-conference-for-professional-development>
- **TAHIT 11th Symposium is held on September 8-9th, 2017, in Austin, TX.** Early bird registration ends on August 8! Attendees can earn up to 12 CE hours in 2 days, with 20 concurrent sessions accredited by CEAP. <http://www.tahit.us/symposium>
- **OSTI conference is on September 9th, 2017 in Portland, OR.** Attendees can earn up to 5 CE hours on 9/9/17, with 9 concurrent sessions accredited by CEAP. The workshop on 9/10 is accredited for 3 CE hours. <http://ostiweb.org/conference>
- **ATI Annual Conference is on September 30th, 2017 in Phoenix, AZ.** For more details, or to register go to: <https://atiinc.org/event/arizona-translators-interpreters-annual-conference>
- **OHCIA 5th Annual Conference is on September 30th, 2017 in Hillsborough, OR.** Register here: <http://ohcia.org/registration>



Debbie is an interpreter for and the Director of ASL Services with InDemand Interpreting, a national company specializing in medical settings. Debbie is deeply grateful for the cultural and linguistic knowledge she has gained from being a part of the Deaf community and continuously strives to improve the standard of medical interpreting services.

When Debbie isn't working, she keeps busy with her husband, 4 teenagers, and 3 very active dogs.

- **InterpretAmerica 6th Summit is on October 30th, 2017 in Washington, D.C.** For info, visit <http://www.interpretamerica.com/interpretamerica-6-welcome-page>

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

Summer CHI™ 2017 Testing

The Summer 2017 testing for CHI™ candidates is in full swing **until August 14**. There is still an opportunity to take the exam this summer if you have the *CHI™ Notice to Schedule*. We have added a new team to our scheduling service at (844) 704-1487 to help with the process.

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 adding new testing locations for the Fall window, e.g., in Grants Pass and Medford (OR), St. Louis (MO), Buffalo (NY), etc., which will be available for scheduling in September.

Oral performance 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).

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 news@CCHIcertification.org by the 2nd Tuesday of the month.

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