

# 2019 Annual Report

## Our Accomplishments

### Who we are

The Certification Commission for Healthcare Interpreters (CCHI) is a 501(c)6 organization founded in 2009, whose mission is to develop and administer a comprehensive national certification program for healthcare interpreters, bringing together representatives from interpreting associations, language companies, community-based organizations, educational institutions, hospitals, health and healthcare providers, and advocates for patients with limited English proficiency.

### What we stand for

CCHI Commissioners brought together stakeholders through a non-profit organization whose main mission is to develop and administer a national, valid, credible, vendor-neutral certification program for healthcare interpreters in the U.S.

CCHI offers two national certifications: the Core Certification Healthcare Interpreter™ (CoreCHI™) and language-specific, performance Certified Healthcare Interpreter™ (CHI™) certification in Arabic, Mandarin and Spanish.

CCHI administers a national Continuing Education Accreditation Program (CEAP) with the online National Registry of accredited CE courses for healthcare interpreters at <https://CEAPcchi.org>. CCHI offers an online training portal at <https://cchiinterpreters.org>.

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- CCHI held the **First National Healthcare Interpreter Certification Summit** on October 12, 2019 in Minneapolis (MN) and virtually, to celebrate its 10th anniversary and to bring together various stakeholders for discussion of current issues and “pain points” of the healthcare interpreting profession and industry. The Summit was attended by around 200 participants on-site and 406 via live online streaming; additionally, 110 interpreters participated in 12 virtual roundtables.

- We count **3,954 nationally certified healthcare interpreters by the end of 2019**: 2,729 CHI™-Spanish, 942 CoreCHI™, 161 CHI™-Mandarin, and 122 CHI™-Arabic.

- CCHI has implemented a **major upgrade of its testing processes** to ensure utilization of the best technology available. The upgrades necessitated a pause in testing for several months. While the numbers of administered exams and awarded credentials are lower in 2019, as a result of this pause, CCHI is satisfied with the achieved improvement in its exam scheduling process, testing software, and test center network.



- Our national **Continuing Education Accreditation Program (CEAP)** accredited 463 continuing education programs for healthcare interpreters, offered by 101 training providers, including 254 online courses and 29 conferences.

- CCHI **updated its certification renewal policy and simplified the reporting** of the continuing education (CE) requirement, based on the results of the certificants’ survey and the positive changes in the interpreter education overall. CCHI certificants who wish to renew their certification need to submit a single renewal application, reporting all 32 CE hours (i.e. tracking in two-year cycles has been eliminated). In 2019, 523 certificants renewed their certification for the next four-year cycle.

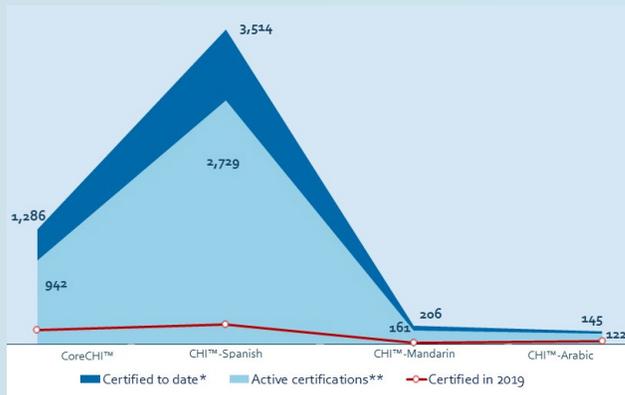
- CCHI received **reaccreditation of its CoreCHI™ certification** by the National Commission for Certifying Agencies (NCCA) until 6/30/2024 as meeting the national standards for certification programs.

- CCHI has started the **development of the English-to-English (ETOE™) exam** which assesses cognitive interpreting skills, engaging 36 volunteer Subject-Matter Experts, practicing interpreters and interpreter trainers.



## Certified Healthcare Interpreters in 2019

Since its inception and as of 12/31/19, **CCHI has issued a total of 5,151** credentials (both active and expired).



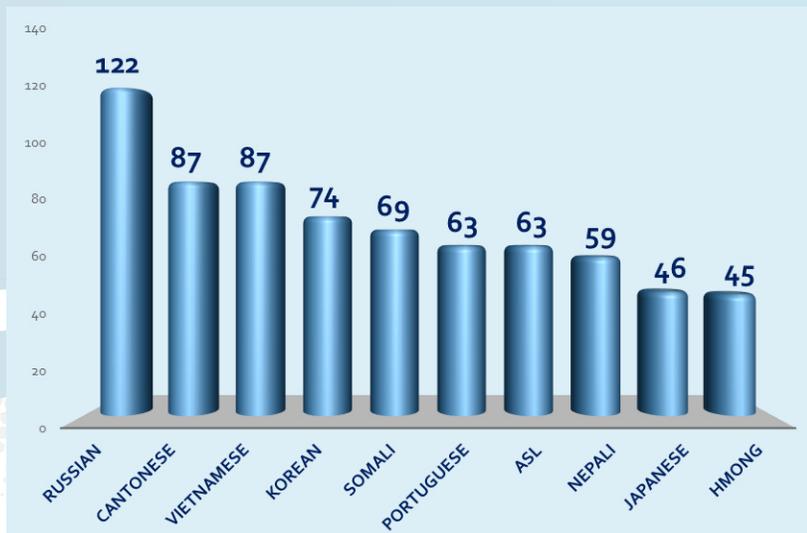
\***Certified to date** includes the number of all credentials issued by CCHI as of 12/31/19 (both active and expired).  
**\*\*Active certifications** are those CCHI credentials that are not expired as of 12/31/19, either because the original expiration date has not yet been reached or because the certificant chose to renew their certification for another four-year period.

## Exams Statistics in 2019

	CoreCHI™ (all candidates)	CoreCHI™ candidates only*	CHI™-Spanish	CHI™-Mandarin	CHI™-Arabic
Exams taken	966	194	329	42	94
Passed	812	163	226	16	33
Passing rate	84.06%	84.02%	68.7%	38.1%	35.1%

\***CoreCHI™ candidates** are interpreters of all languages, except for Arabic, Mandarin and Spanish, for whom the language-specific CHI™ certification is available.

## Top 10 CoreCHI™ Languages in 2019



If you have any questions, please contact:  
[info@cchicertification.org](mailto:info@cchicertification.org)

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## CCHI Certifications

CCHI has developed a comprehensive certification program for healthcare interpreters. This program currently includes two credentials: Core Certification Healthcare Interpreter™ and Certified Healthcare Interpreter™.

### Core Certification Healthcare Interpreter™ (Core CHI™)

The CoreCHI™ certification measures the core professional knowledge of the medical interpreter of any language, including such vital healthcare concepts as safety protocols, universal precautions, and HIPAA. The CoreCHI™ examination tests the interpreter's critical thinking, ethical decision-making, and cultural responsiveness skills needed to perform their duties in any healthcare setting. The CoreCHI™ examination is a multiple choice exam in English, available year-around, and delivered online in a secure test center environment across the U.S.

### Certified Healthcare Interpreter™ (CHI™)

The CHI™ certification includes a language-specific assessment of the interpreter's performance skills and abilities in consecutive and simultaneous interpreting, sight translation and translation. The CHI™ examination is offered only during certain testing "windows."

The CHI™ certification is currently available for Arabic, Mandarin, and Spanish interpreters.

## CCHI Supporters

CCHI's goals, objectives and approach have earned the support of professionals and organizations throughout the nation and we are honored to have their support.\*

For a complete list of sponsors, visit CCHI's web site:

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

\* Participation by supporters does not constitute ultimate endorsement of CCHI's certification program.