

2021 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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In 2021, healthcare interpreters' commitment to high quality service, professional development, and certification allowed our profession and industry to adapt and thrive in the ever-changing life during the pandemic.

By the end of 2021, CCHI counted **4,793 nationally certified healthcare interpreters**: 3,294 CHI™-Spanish, 1,110 CoreCHI™, 203 CHI™-Mandarin, and 186 CHI™-Arabic.

CCHI resumed administering the CoreCHI exam in a live remote proctoring (online) modality in addition to the test-center modality and updated its relevant policies and procedures to ensure the security and integrity of the examination. In 2021, 29% of all CoreCHI tests were administered online.



We are grateful to our **37 certifiants who volunteered as Subject Matter Experts** and helped with the important test development processes such as creating new items for examinations, updating test forms, standard setting study, etc.

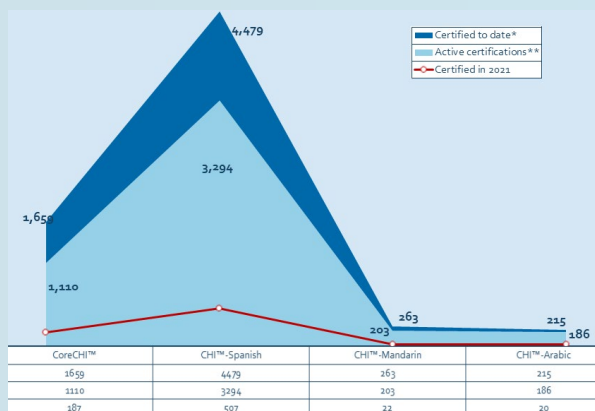
Our **national Continuing Education Accreditation Program (CEAP)** accredited 333 continuing education programs for healthcare interpreters, offered by 80 training providers, including 285 online courses.

The Commissioners held monthly **virtual Community Conversations** with various experts and leaders in the field on issues important for our profession and society. The recordings are available on CCHI's YouTube channel at <https://www.youtube.com/c/CertificationCommissionforHealthcareInterpreters>.

CCHI convened the **National Language Access Leadership (NLAL) Huddle** in June 2021 (<https://cchicertification.org/healthcare-administrators/nlal-huddle/>). It is a vendor-neutral forum in which healthcare language access program administrators can interact with each other, discuss innovations and challenges, and share best practices to advance language access for all patients with LEP and for those who are Deaf or Hard of Hearing.

Certified Healthcare Interpreters in 2021

Since its inception and as of 12/31/21, **CCHI has issued a total of 6,616** credentials (both active and expired).



***Certified to date** includes the number of all credentials issued by CCHI as of 12/31/21 (both active and expired).

****Active certifications** are those CCHI credentials that are *not* expired as of 12/31/21, 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.

Exam Statistics in 2021

	CoreCHI™ (all candidates)	CoreCHI™ candidates only*	CHI™- Spanish	CHI™- Arabic	CHI™- Mandarin
Exams taken	1,096	225	772	80	73
Passed	915	187	507	20	22
Passing rate	83.5%	83.1%	65.7%	25%	30.1%
Average passing score**	512	n/a	501	472	491
Average failing score	414	n/a	401	380	383

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

** CCHI's scaled passing score for all exams is 450 points, on the scale of 300 to 600.

Top 10 CoreCHI™ Languages in 2021



If you have any questions, please contact:
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CCHI Certifications

CCHI has developed a comprehensive certification program for healthcare interpreters. This program currently includes these credentials: Core Certification Healthcare Interpreter™ and language-specific 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.

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