CCHI Community of Certified Interpreters: An open conversation on training and education, job growth and career path

Natalya Mytareva, MA, CoreCHI™
CCHI Managing Director
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www.CCHIcertification.org
Our Story

- Hosting of National Forums on Certification (2006-08)
- Founding of Certification Commission for Healthcare Interpreters (2009)
- First Job Task Analysis Study – defining the profession (2010)
- First certification credentials awarded (2011)
- National Commission for Certifying Agencies (NCCA) accreditation of CCHI’s Spanish certification program (CHI™) (2012)
- Continuing Education Accreditation Program (CEAP) (2013)
- NCCA accreditation of CCHI’s Core certification (CoreCHI™) (2014)
The Certification Commission administers
A National, Valid, Credible, Vendor-Neutral Certification Program

- **National** – A portable credential that follows the Interpreter throughout their career
- **Valid** – The single most important concept – the certification test measures what it intends to measure
- **Credible** – Created by Interpreters, for Interpreters and the public good
- **Vendor-Neutral** – Developed from the ground up and not reliant on any existing certification, training, testing or assessment developed or licensed by other organizations. No individual, organization, vendor or entity has any financial or other stake in the program's administration

[www.cchicertification.org](http://www.cchicertification.org)
Focused on Results

By Interpreters, for Interpreters and the Public Good

- Over 1,800 CoreCHI™ and CHI™ Certifications Awarded
- Over 150 Continuing Education programs accredited with CEAP
- Accredited by a third party - National Commission for Certifying Agencies (NCCA)
Top 10 States with CCHI Certificants (as of 3/31/15)

Top 10 states – 75%

- CA: 391
- WI: 195
- MA: 182
- OH: 118
- TX: 97
- IL: 83
- AZ: 82
- MN: 76
- MI: 69
- NY: 64

CO is #11!!!
(50 certificants)

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Bird’s-eye View:
Population who may need an interpreter

<table>
<thead>
<tr>
<th>State</th>
<th>Residents speaking a language other than English at home: 2011</th>
<th>%</th>
<th>Number of CCHI certified interpreters (as of 03/31/15)</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>60,577,020</td>
<td>20.8%</td>
<td>1,800</td>
</tr>
<tr>
<td>CO</td>
<td>798,923</td>
<td>16.7%</td>
<td>50</td>
</tr>
</tbody>
</table>
CCHI Certification Program

CHI™
certifications

www.cchicertification.org
Certifications Offered

Core Certification Healthcare Interpreter™ (CoreCHI™)
Certification of interpreter core knowledge in healthcare interpreting. Available for interpreters of any language.

Certified Healthcare Interpreter™ (CHI™)
Certification of interpreter performance skills in healthcare interpreting. Currently available in three languages – Spanish, Arabic, Mandarin.
Who is CCHI Certification for?

An Entry-Level Interpreter:
A person who is able to perform the functions of a healthcare interpreter competently and independently in a healthcare setting with the knowledge, skill and ability required to relay messages accurately from a source language to a target language in a culturally competent manner and in accordance with established ethical standards.
Test Development Process

**Describe the Profession**
- National Survey – Job Task Analysis
  - 2,479 participants

**Select Volunteers to Represent the Profession**
- **115 volunteers** became our Subject Matter Experts (SMEs)
  - Demographic, linguistic, cultural, experience and geographic diversity

**Create Psychometrically Valid Tests**
- Two nationally recognized psychometricians directed the process
  - Followed the best practices for certification tests

**Pilot & Validate the Tests**
- 347 candidates participated in the pilot
  - A group of volunteers under the guidance of psychometricians evaluates and validated the results
  - The process was validated by **NCCA accreditation** of the CoreCHI™ & CHI™-Spanish certification
Information about certification
Review the Certification Process

Review *Eligibility Requirements*, the certification process, and test center locations – at our website:

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

– and in the *Candidate’s Examination Handbook*:

Healthcare Interpreting Training Requirement

- 30 hours must be on the subject of healthcare interpreting
- 5 hours may be attending any interpreting conference
- 5 hours may be in a related professional training, e.g. court or conference interpreting, medical specialty

http://www.cchicertification.org/eligibility-criteria/eligibility-criteria
Measures the core professional knowledge that distinguishes a healthcare interpreter from a bilingual, including knowledge of:

- safety precautions, universal protocols and HIPAA
- working in health and health care various settings, e.g. health departments, hospitals, community outreach

Measures critical thinking and ethical decision-making abilities that are vital for the interpreter as a member of the care team.

www.cchicertification.org
Critical thinking & decision-making abilities
Manage an interpreted encounter (30-35%)
Effective interaction with other healthcare professionals (20-24%)
Knowledge of medical Terminology (22-25%)
Ability to prepare for an encounter (16-20%)
Cultural responsiveness (3-6%)
Language-specific performance certification, currently available in Spanish, Arabic and Mandarin

Certificants pass two exams:

- multiple-choice core knowledge (CoreCHI™) examination +
- computer-based oral performance, language-specific (CHI™) examination

www.cchicertification.org
CHI™ oral performance exam measures

Language skills (being bilingual)

Sight Translation & Written Translation skills

Consecutive Interpreting skills

Simultaneous Interpreting skills
The Only Exam Evaluating Simultaneous Interpreting Skills of healthcare interpreters

Interpreters must interpret simultaneously to maintain the accuracy of communication in these situations:

- Emotionally charged situations
- Mental health encounters
- Emergency Dept
Why Translation?

- National Job Task Analysis (2010) showed that interpreters are asked to write down translation of instructions for patients.
- NCIHC’s Sight Translation & Written Translation Guidelines for Healthcare Interpreters

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1. 4 consecutive interpreting vignettes (bi-directional, English to/from L2)
2. 2 simultaneous vignettes (unidirectional, one L2 and one English)
3. 3 brief sight translation passages from documents that healthcare interpreters might encounter to sight translate into L2
4. Testing of translation skills from English to L2
Human raters score the exam by applying the *Behaviorally Anchored Rating Scale* which was developed and validated by CCHI’s Subject Matter Experts under the guidance of a nationally-recognized psychometrician.

Raters do not know candidate identities when scoring examinations. Each oral response is scored by two raters (potentially your exam may be scored by 14 raters).
CHI™ Testing Locations

- CHI testing takes place 4 times a year.
- Each “testing window” is approximately 3 weeks.
- Number and locations of testing sites varies, so please check the link in your Notice to Schedule before you plan your exam.

CO: Glenwood Springs – CO Mountain College & Colorado Springs - GlobeLink

- Each testing site has its own schedule.
- No testing on Sundays.

www.cchicertification.org
How to Apply

Congratulations on taking the first step toward becoming a certified healthcare interpreter. The Certification Commission for Healthcare Interpreters (CCHI) welcomes you to our healthcare interpreter certification program.

CCHI proudly offers two examinations for you to become a professional healthcare interpreter.
- Core Certification Healthcare Interpreter™ examination (CoreCHI™) for interpreters of all languages
- Certified Healthcare Interpreter™ examination (CHI™) for Spanish, Arabic, & Mandarin interpreters

Get Certified
- Apply or Continue Your Application
- Candidate’s Examination Handbook
- Eligibility Criteria
- Fees
- Prerequisite Training Opportunities
- CCHI Exams: How to Apply and What to Expect
- Retake Policy
- FAQs
- Understand the Benefits of Certification
- Resources
- Get Involved

Find a Testing Center & Schedule

Prepare for Your Exam
Resources to Prepare for CCHI Exams

Share Your Story
Healthcare interpreters change their world one word at a time.

Accredit Your Conference Sessions
Free Webinar on January 31.

www.cchicertification.org
How to Prepare

➢ Practice CoreCHI Test
➢ free Sample CHI Tests
CoreCHI™ Practice Exam

- Available for purchase online
- Cost - $30
- Test interface and questions are similar to the actual examination
- Consists of 27 questions, gives correct answers and references for them
How to Prepare

- Mini-Glossaries
- Medical Terminology links
How do mini-glossaries help engage and develop a professional community of interpreters?

- peer review
- finding language experts on a national level
- creating a standardized glossary for your language

www.cchicertification.org
Credential Maintenance

- CoreCHI™ and CHI™ credentials are valid for 4 years

- Maintenance Requirements
  - 32 hours total Continuing Education = 16 hours (classroom or contact) in years 1 & 2, 16 hours in years 3 & 4
  - 40 hours of work experience = 20 hours in years 1 & 2, 20 hours in years 3 & 4
  - Renewal fees: $150 at year 2 and $150 at year 4 (or $300 at year 4 for both periods)

www.cchicertification.org
What training is accepted as CE?

1. Continuing education (CE) training must be of beyond-beginner level of complexity
What training is accepted as CE?

2. CE training must be on these subjects:

- Healthcare interpreting (=what is covered on the certification exams)
- Performance based training, including for court or administrative hearings:
  - Consecutive skills
  - Simultaneous skills
  - Sight translation skills
- Translation - limited to healthcare, medical, legal, and healthcare/auto insurance subject areas (only 2 hours are accepted)
CE Guidelines

Accepted CE topics:

http://www.cchicertification.org/credentialed-interpreters/renewal-criteria

Easiest way – accredited training courses:

www.ceapcchi.org
CCHI congratulates all healthcare interpreters who have earned the CoreCHITM and CHITM certifications. The CoreCHITM and CHITM certifications are the nation’s highest certifications available to healthcare interpreters and professional recognition of your qualification.

You are part of a professional cadre of over 1,500 certified interpreters nationwide providing the assurance of safety, accuracy, respect of boundaries, and transparency required in a healthcare setting.

Renew Your Certification
Renewal Criteria
How to renew your certification
Renewal Resources
Continuing Education Accreditation Program (CEAP)
Login to Your CCHI Profile
Understand how to use your CCHI mark
Disciplinary Policy
Get Involved

Other Logos & CCHI Certification

Get Certified
Find a Certified Healthcare Interpreter
Find an Accredited Training Provider

INTERPRETER SPOTLIGHT
CCHI Conference Celebrates 15 Years!
Register early and get a discount for the CoreCHITM exam

SUPPORTER SPOTLIGHT
Certified Languages International (CLI)
How CLI has made a difference >

RELATED LINKS - HEALTHCARE INTERPRETERS
- Begin My Application
- Learn About the CoreCHITM Exam
- Learn About the CHITM Exam
- What is a Qualified Interpreter?
Accredited CE Programs

Find a Training Provider

CCHI's National Training Provider Registry provides healthcare interpreters and providers an avenue to find continuing education programs that promote the highest professional standards for healthcare interpreters. This Registry highlights programs that have earned CCHI Accreditation by demonstrating alignment with CCHI's six accreditation criteria.

**Filters**

- **Organization**: Organization
- **Organization State**: Organization State
- **Price Range**: Price Range
- **Language Offered**: Language Offered
- **Subject Matter**: Subject Matter
- **Delivery Method**: Delivery Method
- **Program Name**: Program Name

Filter  Clear

www.CEAPcchi.org
Interpreter Registry and Credential Verification

Welcome to the CCHI Community

Congratulations on taking the first step toward becoming a certified healthcare interpreter. The Certification Commission for Healthcare Interpreters (CCHI) welcomes you to our healthcare interpreter certification program.

If you want to apply:
Click the orange button “Register As An Applicant” below to start the application process by creating a user profile. After that, you can access the application system at any time using the Login screen to the right. This is where you will track your progress, update your contact information, renew your certification, and interact with CCHI throughout your career. So it is important that you write down your login and password and keep it in a safe place.

If you want to find a certified interpreter:
Create a login account to access our National Healthcare Interpreter Registry by clicking on the orange button “Access Interpreter Registry” below. After that you can access the Registry using the Login screen to the right. If you know the certified interpreter’s name and want to just verify their certification status, please use the CCHI Credential Verification search engine at the bottom of the screen on the right.

CCHI Credential Verification

To verify credentials, please enter at least 2 characters for the member’s First Name or Last Name. Click on the pdf symbol next to the interpreter’s name in the search results to view and download CCHI’s statement verifying their certification status. Each certified interpreter has a corresponding certificate with their name and ID number. “CHI™ Candidate” status means that an interpreter has completed their first certification step (i.e. passed the CoreCHI™ exam) and is in the process of taking their language-specific CHI™ exam.
Career Path as a Healthcare Interpreter

www.cchicertification.org
# Bird’s-eye View: Top 10 Multilingual States

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</thead>
<tbody>
<tr>
<td>United States</td>
<td>60,577,020</td>
<td>1,800</td>
</tr>
<tr>
<td>CA</td>
<td>15,390,211</td>
<td>391</td>
</tr>
<tr>
<td>NM</td>
<td>707,597</td>
<td>3</td>
</tr>
<tr>
<td>TX</td>
<td>8,221,202</td>
<td>97</td>
</tr>
<tr>
<td>NJ</td>
<td>2,520,761</td>
<td>11</td>
</tr>
<tr>
<td>NY</td>
<td>5,506,992</td>
<td>64</td>
</tr>
<tr>
<td>NV</td>
<td>754,531</td>
<td>3</td>
</tr>
<tr>
<td>FL</td>
<td>4,959,186</td>
<td>16</td>
</tr>
<tr>
<td>AZ</td>
<td>1,629,853</td>
<td>82</td>
</tr>
<tr>
<td>HI</td>
<td>323,915</td>
<td>1</td>
</tr>
<tr>
<td>IL</td>
<td>2,730,437</td>
<td>83</td>
</tr>
</tbody>
</table>

www.cchicertification.org
Bird’s-eye View

Top 10 Multilingual States:
42.7 million patients
(who speak language other than English at home)
751 certified interpreters
Job Market Prospects for Healthcare Interpreters

- Video Remote Interpreting
- Telephonic Interpreting
- Face-to-face Interpreting
Growing demand: hiring certified interpreters reduces liability and simplifies workforce development logistics for hospitals and language companies

Valley View Hospital case study

(CCHI Newsletter October 2014)
Certification Future

- Growing demand: hiring certified interpreters reduces liability and simplifies workforce development logistics for hospitals and language companies
- Prepare for certification exams: Development of online skill-based training programs and remote coaching
- Remote proctoring: Testing at home
- Development of oral exams: What is needed to develop a new CHI™ exam?

www.cchicertification.org
How can you support CCHI Certification?

- Encourage your colleagues to subscribe to CCHI Newsletter and ‘like’ our Facebook page
- Share with CCHI contact info of decision-makers at your local hospital, agency
- Refer hospitals and language agencies to contact CCHI
- Tell us where we should be, who we should talk to

www.cchicertification.org
www.cchicertification.org
CMSspecialist@cchicertification.org
CCHIcertification
@CCHIcertify
Certification Commission for Healthcare Interpreters