CCHI Certification Commission for Healthcare Interpreters



A national, valid, credible, vendor-neutral certification program for healthcare interpreters

Certification Commission for Healthcare Interpreters

Kathleen K. Diamond, MA, Commissioner, Vice Chair of Outreach

Natalya Mytareva, MA, Managing Director

ILR Plenary Presentation

Foreign Service Institute Arlington, VA - January 24, 2014

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

CCHI Commissioners



Shiva Bidar-Sielaff, MA, University of WI Hospital & Clinics

Wayne Boatwright, MHA, Meridian Health

Frederick Bw'Ombongi, MHA, Spectrum Health, AHI™

Kathleen K. Diamond, MA, Association of Language Companies

Gabriela Flores, MBM, Children's Mercy Hospitals and Clinics

Jonathan Levy, MA, Consultant and interpreter trainer

Alejandro Maldonado, BA, MN Dept. of Human Services, CHI™

Maria Michalczyk, RN, MA, Coram Specialty Infusion Services

Elizabeth Nguyen, MA, Children's Hospital Los Angeles, AHI™

Virginia Pérez-Santallá, C.T., American Translators Association

Karin Ruschke, MA, International Language Services, AHI™

Mara Youdelman, JD, LLM, National Health Law Program

CCHI Managing Director: **Natalya Mytareva**, MA, AHI™

Our Story



Two decades of stakeholder talks lead to:

- Creation of National Council of Interpreting in Health Care (NCIHC) - National Code of Ethics (2004)
- Hosting of National Forums on Certification (2007)
- Founding of Certification Commission for Healthcare Interpreters (2009)
- First *Job Task Analysis Study* of the profession (2010)
- First certification credentials awarded (2011)
- National Commission for Certifying Agencies accreditation of CCHI's Spanish certification program (CHI™) (2012)
- Continuing Education Accreditation Program (CEAP) (2013)

Accomplishments



By Interpreters, for Interpreters and the Public Good

- **13 Commissioners**
- **20 Advisors and 1 Managing Director**
- **50 Supporters**
- **2,479 Job Task Analysis Participants**
- **115 Test Development Subject Matter Experts**
- **Over 1,160 AHI ™ and CHI ™ Credentials Awarded**
- **26 training providers registered with CEAP, 34 continuing education programs accredited**

CCHI Certification Program



- **Associate Healthcare Interpreter™ Credential (AHI™)**
  - ↳ core knowledge credential available to all interpreters **EXCEPT** Spanish-, Arabic- and Mandarin-speaking interpreters
- **Certified Healthcare Interpreter™ Certification (CHI™)**
  - ↳ currently available to **Spanish-, Arabic- and Mandarin**-speaking interpreters

Who is CCHI Certification for?

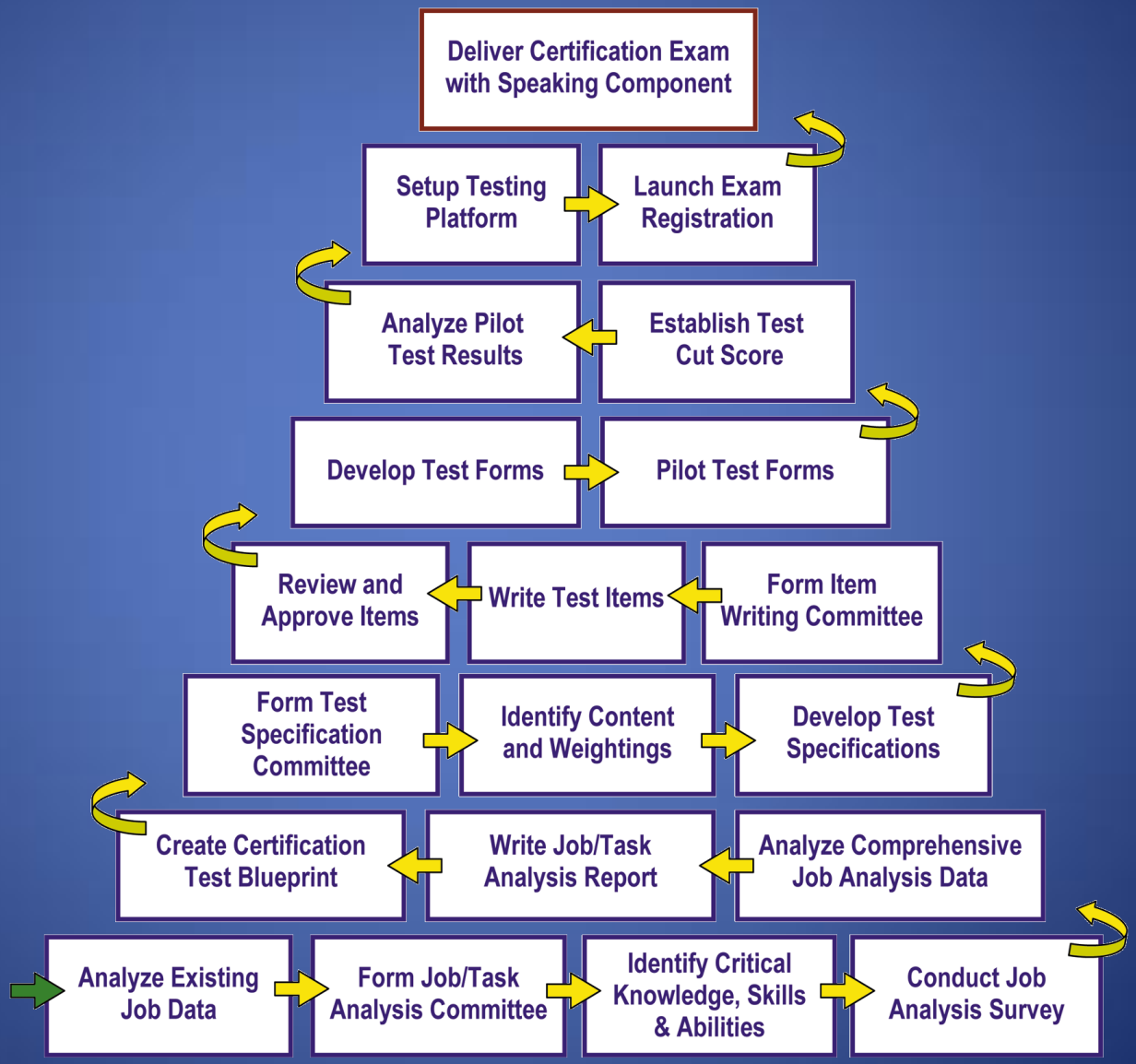


An Entry-Level Interpreter:

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.

CCHI Test Development Process





Job Task Analysis (JTA)







- To create a thorough and accurate definition of the healthcare interpreter profession
- JTA panel of 10 subject matter experts (SMEs) drafted a survey
- 2,479 responded to the national survey
- Representing healthcare interpreters of 141 Languages
- Results (JTA Report available online):
  - Provided the overarching framework for the certification
  - Differentiated between job categories
  - Established exam segmentation

JTA Report





- Response rate well exceeded the minimum required for statistically reliable results
- Study appropriately & accurately identified the tasks performed by entry-level healthcare interpreters & the knowledge, skills, abilities (KSAs) required to perform those tasks



- Data is consistent across subgroups & represents the breadth of the profession



- Profession is very consistent in the tasks performed on the job
- An examination specification can be constructed using this data that will result in a valid, fair and legally defensible certification examination

Comparison of Court and Healthcare Interpreters: Setting







Court	Healthcare
• Adversarial Communication • Expected duration of continuous interpreting - over 30 minutes • Recorded interpretation, often performed in a public setting • Possibility of sight translation from L2 >English	• Collaborative Communication • Average duration of continuous interpreting - 30 minutes or less • Absence of interpretation record; private setting • Personal safety & protective gear

Comparison of Court and Healthcare Interpreters: Language







Court	Healthcare
• Full spectrum of registers present • High frequency of specialized terminology on a variety of subjects • High frequency of formulaic language • High frequency of complex speech patterns	• Mostly everyday language • Moderate level of specialized terminology (providers are encouraged not to exceed 8th grade level literacy) • Few examples of formulaic language (mostly in written form) • Simple speech patterns

What Is the *Associate Healthcare Interpreter™* (AHI™) Credential?



- ✓ Measures the core knowledge of healthcare interpreting as well as critical thinking abilities
- ✓ Two-hour, Computer-Based, 100 Question, Multiple-Choice Exam in English, available at test centers on demand throughout a year
- ✓ Preliminary results are immediate at test center (passing score 450 points out of 600)

AHI™ Examination Domains



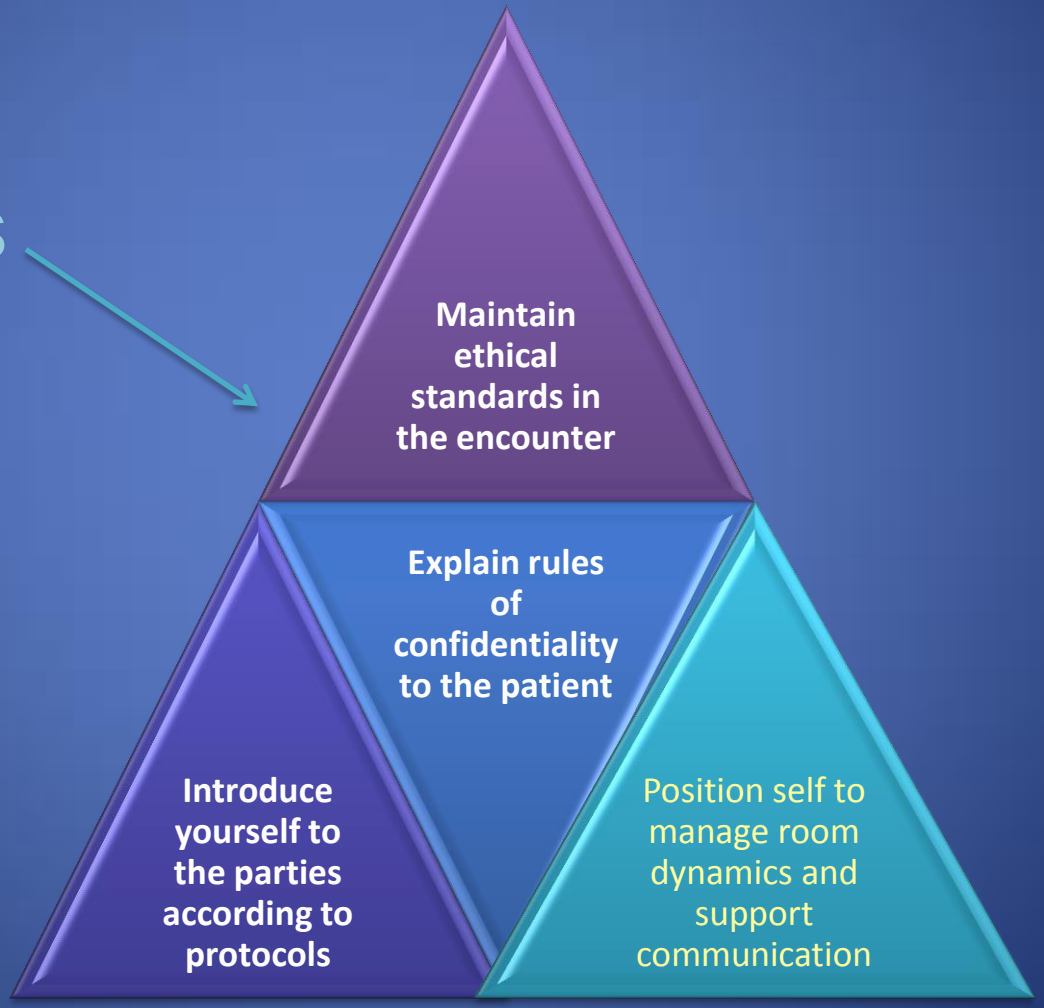
Managing an Interpreting Encounter	30% - 35%
Healthcare Terminology	22% - 25%
Interacting w/Other Healthcare Professionals	20% - 24%
Preparing for an Interpreting Encounter	16% - 20%
Demonstrating Cultural Responsiveness	3% - 6%

AHI™ Examination:

Domain: Manage an Interpreting Encounter



Tasks



The AHI™ Practice Test



- 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

What is the *Certified Healthcare Interpreter™* (CHI™) Certification?



- ✓ Currently available in Spanish, Arabic and Mandarin
- ✓ Tests the basics of healthcare interpreting plus interpreting skills & abilities
- ✓ AHI™ examination + computer-based oral performance (CHI™) examination *(takes 1 hour to complete)*
- ✓ Administered at a test center during 4 testing windows per year

CHI™ Examination Domains



1. **Knowledge required of healthcare interpreters (same as AHI™ credential)**

2. **Interpreting in a healthcare environment: accurately and completely within a cultural and environmental context:**
   - **Interpret consecutively 75-80%**
   - **Interpret simultaneously 10-15%**
   - **Sight translate and translate healthcare documents 10-15%**

The CHI™ Examination:
Why are Simultaneous Interpreting Skills Important?



ER

Emotionally charged situations

Mental health encounters

CHI™ Exam Components



- 4 consecutive interpreting vignettes (bi-directional, English to/from L2)
- 2 simultaneous vignettes (unidirectional, one L2 and one English)
- 3 brief sight translation passages from documents that healthcare interpreters might encounter to sight translate into L2
- Testing of translation skills from English to L2

The CHI™ Sample Test



- **Available for free online**
- http://www.vantageonlinestore.com/product.php?productid=16442&cat=250&page=1
- **This is just a sample to familiarize candidate with the look and feel of the actual exam**

Eligibility



- 18 years of age
- U.S. High School Diploma or its equivalent
- Language proficiency in English and target language
- Completion of a minimum of 40 hours in healthcare interpreter training

Fees



Application:	**$35**
AHI™:	**$175**
CHI™:	**$275**

- ***$485 total for Spanish-, Mandarin-, Arabic-speaking interpreters***
- ***$210 for all other interpreters***
- ***All fees are non-refundable***
- ***Volume discounts are available for organizations purchasing 10 or more exams***

This is for one examination administration

AHI™ Testing Locations



- **Computer-based**
- **Administered on demand throughout a year**
- **see the list of test centers on the CCHI's associate (Comira) website:**

http://candidate.comiratesting.com/comira/sponsors/certification-commission-for-healthcare-interpreters%20/

CHI™ Testing Locations



- Computer-based
- Administered during 4 testing windows per year, 3 weeks each
- 84 sites with more being added (incl. 3 in Canada, 1 in Puerto Rico)

Credential Maintenance



- **CHI™ certification and AHI™ credential are valid for 4 years**

- **<u>Maintenance Requirements</u>**
  - ☑ **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**

Continuing Education Topics



- beyond-beginner level of complexity
- address the essential body of knowledge that serves as the context for the healthcare interpreting profession
- align with one or more of the KSAs needed for competent performance of the job of healthcare interpreter

What's New!



- **National Registry of Credentialed and Certified Healthcare Interpreters –** searchable by name, language and state

Credentialed interpreters **have to opt in** to display their contact info in the Registry.

https://cchi.learningbuilder.com

More News!



- **Continuing Education Accreditation Program (CEAP)**
  - Funded by the Kaiser Permanente Community Benefit Fund of the East Bay Community Foundation
  - Open to all training providers offering continuing education courses or programs in alignment with KSA domains related to healthcare interpreting
  - To find an accredited CE course, go to: **www.CEAPCCHI.org**

2014 Testing Windows for CHI™:



- January 28 - February 15, 2014
- April 23 - May 14, 2014
- July 21 - August 9, 2014
- October 20 - November 8, 2014

2014 Educational Webinars at 1 pm ET:



- **January 31** – How to accredit conference sessions with CEAP
- **February 7** - Generalist AHI™ Credential Exam: Value and Structure
- **February 28** – Healthcare interpreter certification as a solution to language access
- **March 14** - Why do you need to have your interpreters credentialed?
- **March 28** - How to Apply for & What to expect at CCHI's exams?

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Certification Commission for Healthcare Interpreters

www.cchicertification.org

info@cchicertification.org

managing.director@cchicertification.org

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