

Setting the Standard for Quality in Healthcare Interpreting

Certification Commission for Healthcare Interpreters

## National Certification of Healthcare Interpreters: A Competency Assurance Process

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APHA 142<sup>nd</sup> Annual Meeting and Exposition  
[www.CCHICertification.org](http://www.CCHICertification.org)

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### Presenter Disclosures

**Natalya Mytareva, M.A., Core-CHI™**

(1) The following personal financial relationships with commercial interests relevant to this presentation existed during the past 12 months:

**No relationships to disclose**

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## 1. State of the healthcare interpreting industry and the national certification process



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### Certification is a Response to Language Access Requirements

- Title VI of the Civil Rights Act and the corresponding DHHS Guidance
- National CLAS Standards
  - mandate providers ensure **meaningful access** to health care for patients with limited English proficiency

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### Meaningful Language Access

depends on **competency** of interpreters

- DHHS Guidance: “Recipients should be aware that competency requires more than self-identification as bilingual.”
- CLAS Standard 7: “Ensure the competence of individuals providing language assistance...”

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### 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 (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)

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**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

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**Components of  
CCHI Certification**

**Three-step competency assurance process:**

- **Eligibility requirements**
- **Examination(s)**
- **Re-certification requirements**

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**Focused on Results**

**By Interpreters, for Interpreters and the Public Good**

- **Over 1,600 CoreCHI™ and CHI™ Certifications Awarded**
- **Over 140 Continuing Education programs accredited with CEAP**



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**CCHI** Get Effective  
Certification for  
Healthcare  
Interpreters™

### 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**.

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## 2. Correlation between the certification exams and patient safety



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### CCHI Certification is available to

- Interpreters of all languages
- Interpreters working in all modalities:
  - Face-to-face
  - Telephonic
  - Video
- Interpreters in any state
- Interpreters working in any health or healthcare setting
- Staff, contractor or volunteer interpreters

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is the **core certification** and a professional entry point for healthcare interpreters regardless of the language(s) in which they interpret.

It is a *multiple-choice, computer-based test in English* which focuses on the role of the healthcare interpreter and measures the interpreter's knowledge, abilities and skills related to the following areas:

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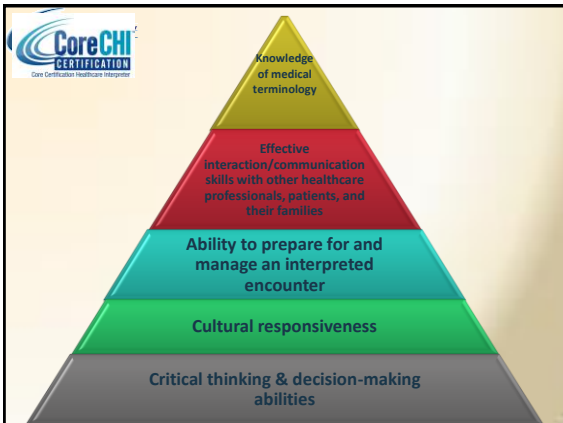
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### Value of the CoreCHI™ Certification

- 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**

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➤ **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

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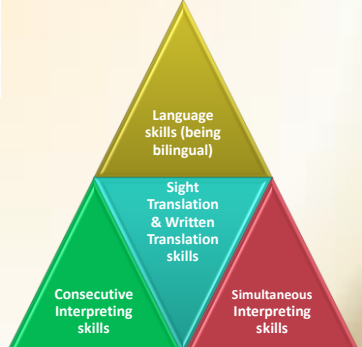
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### CHI™ oral performance exam measures




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### The Only Exam Evaluating Simultaneous Interpreting Skills

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

Emotionally charged situations

Mental health encounters

Emergency Dept

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### 3. Value of certified interpreters – competency assurance process, reduction in health disparities



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### Questions to ask yourself

- Do you know how competency is assessed for your staff interpreters?
- Do you know how interpreter competency is assessed by your contractors?

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### CCHI Certification Offers

- **Consistency** in assessing professional competencies of interpreters
- **Validity** of the assessment tool verified by a third-party – the National Commission for Certifying Agencies (of Institute for Credentialing Excellence)
- **Workforce development** by requiring interpreters to complete continuing education as a credential renewal requirement

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## Bird's-eye View: Top 10 Multilingual States

State	% of population speaking a language other than English at home: 2011	Number of CCHI certified interpreters (as of 10/15/14)
United States	21%	1,610
CA	44%	305
NM	37%	3
TX	35%	87
NJ	30%	8
NY	30%	56
NV	30%	2
FL	28%	16
AZ	27%	77
HI	25%	1
IL	23%	67

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## Bird's-eye View

### Top 10 Multilingual States: 42.7 million patients (who speak language other than English at home) 622 certified interpreters

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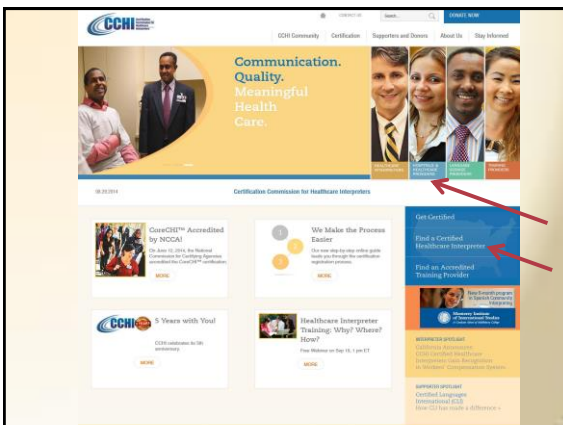
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The screenshot shows the CCHI website homepage with a navigation bar at the top. The main content area features a large banner with the text "Communication. Quality. Meaningful Health Care." and a group of diverse healthcare professionals. Below the banner are several informational tiles: "Covered by NCCAM", "We Make the Process Easier", "Get Certified", "Find an Accredited Training Provider", and "5 Years with You". Two red arrows point to the "Get Certified" and "Find an Accredited Training Provider" tiles.

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 **How do we support health systems?**

Contact us at  
[managing.director@CCHlcertification.org](mailto:managing.director@CCHlcertification.org)

for more information about our current special offers for group discounts and benefits

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 **Get Certified, Get Connected, Get Informed.**

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