

CCHI

FOCUS

Certification Commission for Healthcare Interpreters

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Three Reasons Why Healthcare Providers Choose CCHI-Certified Interpreters

1 Ours Is a National, Valid And Credible Certification Program Created By Interpreters, For Interpreters—And the Public Good

All stakeholders played major parts developing the certification program—healthcare providers, interpreters and training providers. CCHI certification and credentialing programs are available to all interpreters around the nation.

Significantly, CCHI is the first organization certifying interpreters to receive accreditation from the National Commission for Certifying Agencies (NCCA). By earning the NCCA seal of approval, CCHI has demonstrated that our certification program meets the stringent standards set by the credentialing community.

The launch of our certification program in 2010 created the impetus for an increasing number of hospitals and healthcare organizations to choose certified interpreters as their preferred means of ensuring language access for their limited English proficient (LEP) patient population. These organizations demonstrate their commitment to excellence in the delivery of quality care and patient safety by:

- **Implementing policies to hire or contract only certified interpreters** or to require passing a CCHI certification exam as one of their performance measurements.

2 Growth of Limited English Proficient Population Coinciding With Healthcare Access for All

Currently, 9% of the U.S. population is limited English proficient (LEP) and over the next 10 years, the LEP population will grow significantly. This, combined with the fact that *The Affordable*

3 The Joint Commission Requirements and Rising Awareness of Patient Safety and Quality Health Care Will Drive Greater Consumer Sophistication

As the number of limited English proficient patients increases, and new waves of patients are covered by *The Affordable Care Act*,

- **Sponsoring interpreters** to take CCHI certification exams. **CCHI provides volume discounts on examination fees.** To learn more about these discounts, contact CCHI at info@CCHIncertainment.org.

The mission of CCHI

certification is to

contribute to the full and informed participation of every patient in their own health care—facilitated by professional healthcare interpreters. CCHI tests the relevant knowledge, skills and abilities of healthcare interpreters on two levels. Interpreters who hold the **Core Certification Healthcare Interpreter™ (CoreCHI™)** certification have successfully demonstrated their knowledge of medical terminology, cultural responsiveness, ability to prepare for and manage an interpreted encounter, and ability to interact with other healthcare professionals. Interpreters who hold the **Certified Healthcare Interpreter™ (CHI™)** certification have, additionally, passed a language-specific oral performance exam confirming their skills and ability to accurately interpret in any healthcare environment.



Care Act will bring an influx of new patients into the health care system, suggests the potential for healthcare providers to face circumstances that can develop into critical or crisis situations. It is imperative to prepare in advance and to be assured of the professional qualifications of healthcare interpreters.

your exposure will also multiply. CCHI-certified interpreters help fulfill The Joint Commission standards and requirements for effective, culturally and linguistically appropriate communication. By hiring only CCHI-certified interpreters, you can improve patient safety and minimize risk to your organization.



The development and launch of the Interpreter Registry and Credential Renewal System in 2013 are funded by The U.S. Department of Health and Human Services, Office of the Secretary, Office of Minority Health.



www.CCHIncertainment.org

Three Ways CCHI Certification Can Benefit Healthcare Organizations and Providers

1 CCHI Certification for Interpreters is the Highest Standard to Protect Healthcare Organizations and Providers

Make it a practice to hire only CCHI-certified interpreters and you have assurance of the highest quality interpreting. There is no higher standard. Think about this. If you are looking for the best in any field, do you seek out the person with “school learning” or the one with “in practice” learning? Of course, experience always trumps book learning. Make sure the interpreters you hire have CCHI certification - CoreCHI™ or CHI™. Their proven skills can make the difference and contribute to better patient outcomes and highest standard of care.

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 CHI™ certification tests the language-specific interpreting skills in consecutive and simultaneous interpreting, sight translation and translation. Testing the simultaneous interpreting skills (when the interpreter renders their interpretation as quickly as possible while the speaker continuously speaks) is especially important because it is used in



emergency care, mental health settings or emotionally charged circumstances. When you put all this together, you understand the competency and professionalism of the CCHI-certified healthcare interpreter.

2 Trust That Choosing CCHI-Certified Interpreters Supports Your Risk Management Efforts

Choosing CCHI-certified interpreters reduces your organization’s liability, and helps you streamline the management and quality assurance of your interpreter services and programs. Your managers will no longer need to set up time-consuming and costly ways to

assess the qualifications of hired or contracted interpreters. They can utilize our **National Healthcare Interpreter Registry** to search for certified interpreters by city, state or language. They can make judicious choices about supporting the educational needs of your interpreters by choosing CCHI-accredited training programs or events at our online **Continuing Education Course Registry** (www.CEAPcchi.org).

3 As Healthcare Consumer Sophistication Rises, You’re Employing Interpreters Who Are Prepared to Assist Patients to Fully Participate in Their Health Care

As a healthcare provider, you doubtless understand that healthcare interpreting is not just word-for-word translation. It

is much more complex. In addition to language skills, interpreting also includes competent knowledge of medical terminology in both languages. And that’s just the tip of the iceberg.

Healthcare interpreters are also full partners in the patient’s care team, helping to improve patient- and family-centered communication across the care continuum. They can help communicate information about the unique needs of the patient to the care team; identify the patient’s cultural, religious, spiritual beliefs or practices that may impact health outcomes; engage patients and families in care planning, decision making, treatment compliance, discharge and transfer instructions.

Next Steps

Hiring only CCHI-certified healthcare interpreters helps protect your organization. CCHI-certified healthcare interpreters provide the highest standard of care. Go to our website (www.CCHIcertification.org) to search for certified interpreters. Contact us at info@CCHIcertification.org to learn about volume discounts.

THANK YOU FOR YOUR CONTINUED SUPPORT OF CCHI’S MISSION.