



Case Study: Commission for Healthcare Interpreters (CCHI)

Indigo Interactive was retained to develop a [Continuing Education Accreditation Program \(CEAP\)](#) and National Training Provider Registry, an online directory of accredited training providers. CCHI commissioned Georgia Patrick, The Communicators to manage and oversee the projects. Both projects were graciously funded by a grant from the Kaiser Permanente National Community Benefit Fund at the East Bay Community Foundation.



The Continuing Education Accreditation Program (CEAP) accredits CCHI programs which include the Associate Healthcare Interpreter™ (AHI™) and Certified Healthcare Interpreter™ (CHI™) certifications to maintain the highest professional standards for healthcare interpreters. The National Training Provider Registry is their online registry which highlights programs that have earned CCHI Accreditation by demonstrating alignment with their accreditation standards and criteria



Challenge

CCHI credentialed interpreters are the preferred “gold standard” for healthcare providers, providing effective communication between patients and healthcare providers. To maintain and grow their “gold standard”, CCHI needed to develop the Continuing Education Accreditation Program (CEAP) to assess, analyze, and accredit continuing education programs for healthcare interpreters. As well as giving certified Interpreters a directory to find CEAP accredited training providers to maintain their skills and certifications.

Solution

Indigo Interactive created an online accreditation management system for the Continuing Education Accreditation Program (CEAP). The site offers a registration area for training providers to begin a request for accreditation services, listing of their programs in the registry, and additional exposure to healthcare interpreters that are in need of continuing education credits. In addition, healthcare interpreters can utilize the Training Provider Search feature to find credible training providers that offer continuing education credits in their field of expertise.

Results

CCHI continues to be the “gold standard” and the main source of offering qualified, accredited training providers to healthcare interpreters.

[Contact Indigo Interactive](#) to create a site that manages providers and their programs!