

Andy Schwieter

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STRENGTHS	<ul style="list-style-type: none">• Building and leading extraordinary teams• Leveraging systems thinking for innovation and continuous improvement• Finding, adapting, and applying existing solutions to novel problems
EXPERIENCE	<p><i>Director, Language Access Services</i> 2019 - present Cincinnati Children's</p> <ul style="list-style-type: none">• Leading language access strategy for over 125K visits and 90 languages annually.• Writing, updating, and disseminating a user-centered language access plan.• Improving team experience: employee engagement increased to 92% favorable.• Translating evolving language access regulations into actionable compliance practices, ensuring zero regulatory findings across 2 Joint Commission audits.• Partnering with divisions to meet the unique needs of their staff and families: co-led 4 quality improvement projects which achieved their SMART aim.• Updating processes for quality: deployed 200+ new video interpreting carts on which staff rate calls an average of 4.6 out of 5 stars.• Promoted from Manager in February 2021. <p><i>Specialist, Language Access Services</i> 2014 - 2019 Cincinnati Children's</p> <ul style="list-style-type: none">• Improved language access processes: selected and implemented a translation management system (TMS), cutting request processing labor by 50%.• Managed translation vendors: completed RFP in 2017 to reduce costs by 25%.• Standardized documentation of consent with bilingual forms institution-wide.• Promoted from Coordinator in January 2018. <p><i>Translation Department Manager</i> 2013 - 2014 Affordable Language Services</p> <ul style="list-style-type: none">• Ensured my team understood, documented, and fulfilled customer needs.• Improved internal processes, including implementing a TMS.• Increased sales 90% while maintaining staffing and 88% Net Promoter Score. <p><i>Translation Project Manager</i> 2010 - 2013 Conversa Language Solutions</p> <ul style="list-style-type: none">• Developed, implemented, and oversaw the entire translation process.• Promoted from ESL Teacher and Interpreter in May 2012.
EDUCATION	<p><i>University of Wisconsin MBA Consortium</i> MBA in healthcare management</p> <p><i>University of Illinois at Urbana-Champaign</i> B.S. in Spanish and mathematics with honors</p>
SERVICE	<p>Vice President of the National Council on Interpreting in Health Care 2024 - present Chair of The Health Collaborative Language Access Committee 2023 - present</p>
CREDENTIALS	<p>National Board Certified Medical Interpreter - Spanish Supreme Court of Ohio Certified Court Interpreter - Spanish</p>