

Andy Schwieter

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STRENGTHS

- Building and leading extraordinary teams
- Leveraging systems thinking for innovation and continuous improvement
- Finding, adapting, and applying existing solutions to novel problems

EXPERIENCE

Director, Language Access Services 2019 - present
Cincinnati Children's

- 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.

Specialist, Language Access Services 2014 - 2019
Cincinnati Children's

- 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.

Translation Department Manager 2013 - 2014
Affordable Language Services

- 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.

Translation Project Manager 2010 - 2013
Conversa Language Solutions

- Developed, implemented, and oversaw the entire translation process.
- Promoted from ESL Teacher and Interpreter in May 2012.

EDUCATION

University of Wisconsin MBA Consortium
MBA in healthcare management

University of Illinois at Urbana-Champaign
B.S. in Spanish and mathematics with honors

SERVICE

Vice President of the National Council on Interpreting in Health Care 2024 - present
Chair of The Health Collaborative Language Access Committee 2023 - present

CREDENTIALS

National Board Certified Medical Interpreter - Spanish
Supreme Court of Ohio Certified Court Interpreter - Spanish