



Improving People's Lives Through Innovations in Personalized Health Care

2015 Latino Health Summit

8/14/15

Interpreter Services

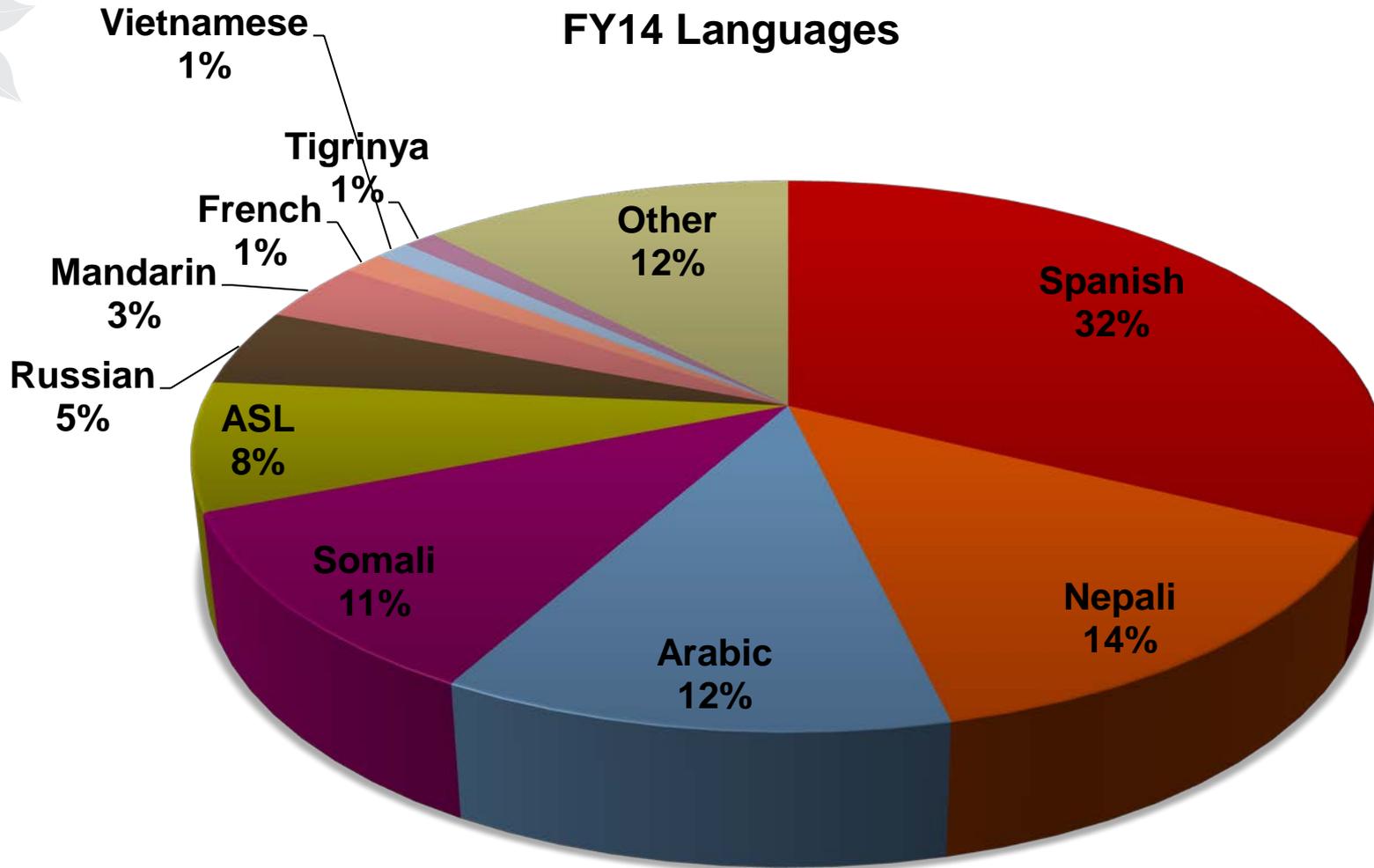


THE OHIO STATE UNIVERSITY

WEXNER MEDICAL CENTER

Top 10 Languages Requested

FY14 Languages



Provided 104 languages

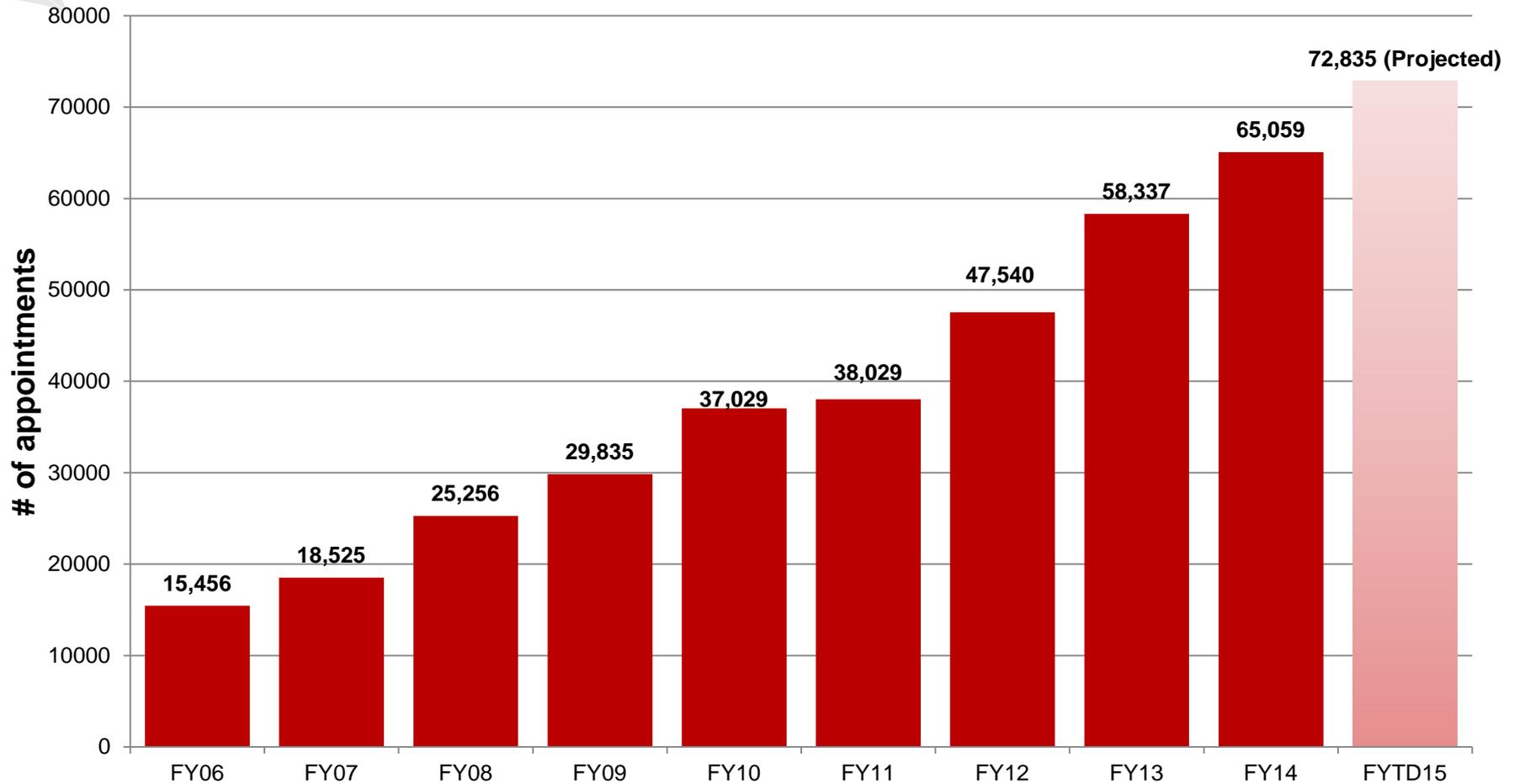


Legal and Accreditation Mandates

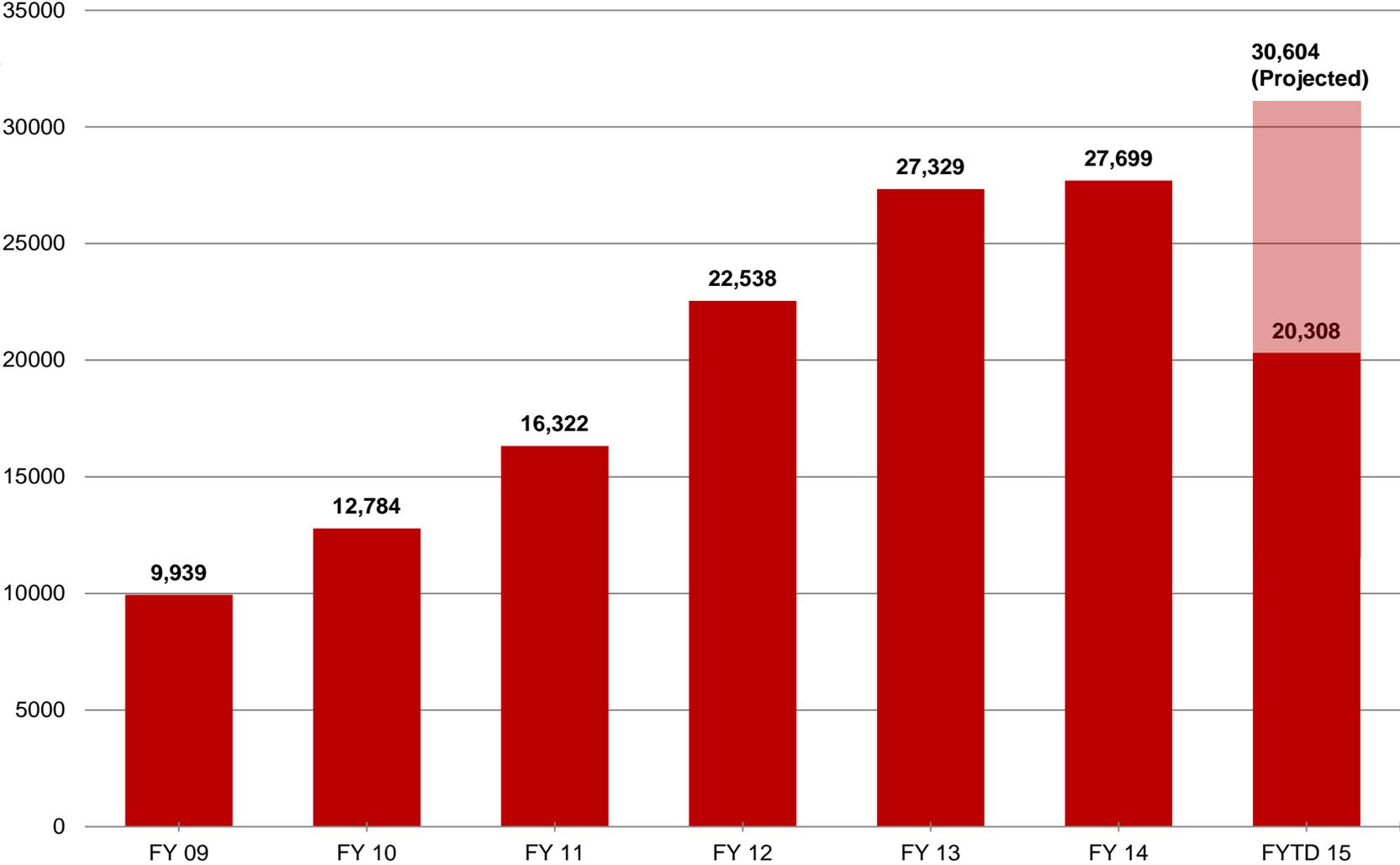
- Title VI of the Civil Rights Act of 1964
 - Executive Order 13166 requires recipients of federal funds to provide meaningful access to Limited English Proficient individuals
- Medicaid, Medicare
- Americans with Disabilities Act (ADA)
- CLAS Standards
- The Joint Commission



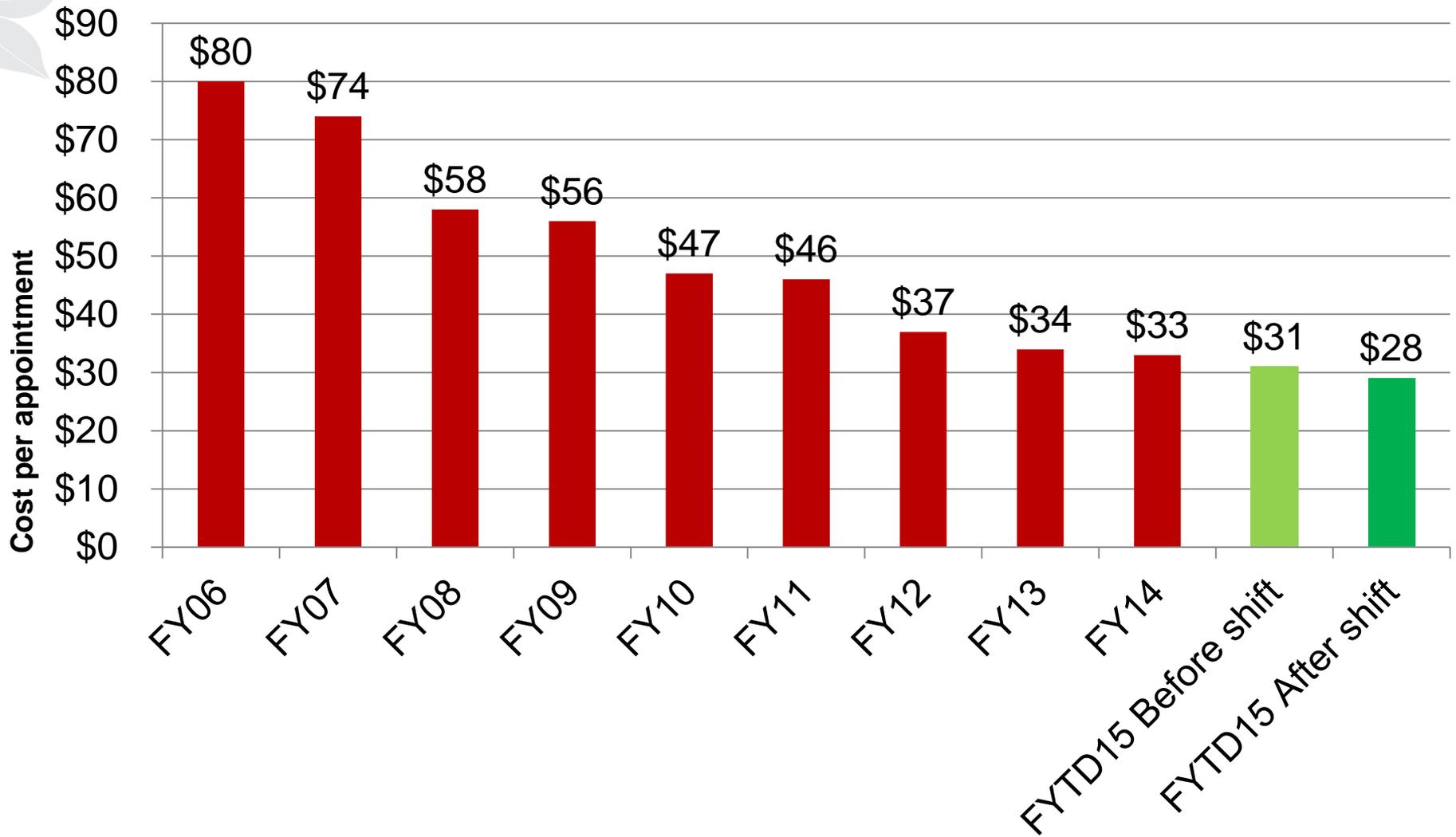
Growing Demand



Patient Volume



Decreasing Cost



When an Interpreter is needed...

Programmatic Updates

- Onsite
- Phone/Video
- Keep in mind...



Best Practices

- Utilization of a combination of qualified resources
- Cluster same language appointments
- Do appointment reminders in patient's language
- Identify and communicate unique situations in advance
- Include us in staff meetings to in-service at least a couple of times a year
- Proactive rounding
- Hire multilingual staff in high volume areas



Innovative Approaches

- Refugee time study
- Audio recordings of specific instructions
- Selective days – OB/GYN, Mobile Mamo
- Train multilingual staff as dual role
- Video in OR
- Repository of translated materials



Continuing our work

- Provide high quality, cost effective, timely services
 - Competitive pricing
 - Deploy the right resource at the right time
- Continued partnerships and collaborations

