

## Using On-Demand Language Interpretation to Improve Patient Outcomes

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## Conflict of Interest Disclosure

Jeremy Waiser reported no relevant financial relationships or relationships he has with ineligible companies of any amount during the past 24 months.



## Conflict of Interest Disclosure

Annie Ferrer reported no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.



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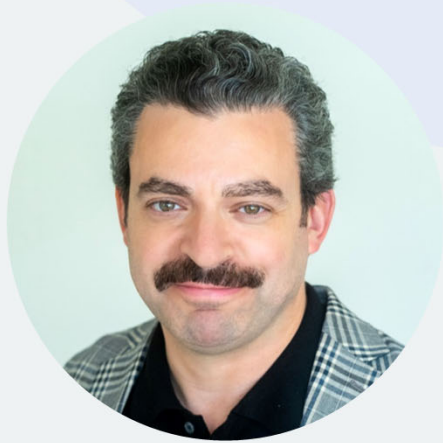
## On-Demand Interpretation in Patient Care



**VOYCE**

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# Communication Has Never Been More Important

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## Americans Who Primarily Speak a Language Other than English is at a Record High

**1 in 10** speak English "less than well"

**1 in 5** speak a language other than English at home

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## California's Language Demographics

**6.4M+**

Californians speak English 'less than well' (LEP\*)

**52%**

of foreign-born Californians speak English 'less than well'

**61%**

of non-citizen Californians speak English 'less than well'

\*Limited English Proficiency

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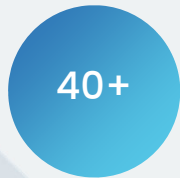
# California's Language Demographics



California is the most multilingual state in the US



45% of Californians speak a language other than English at home



40+ languages spoken at home in California

## What Does This Mean for Communication in Healthcare?

Navigating health care is hard enough when you speak English – doubly so when you don't.

## The Need for Language Concordance Technology

**350+** languages spoken across the United States

**only 21%** of US medical schools offering medical Spanish programming met NIH standards

**2.5% (1 in 40)** US malpractice claims blamed inadequate interpretation services

## The Risk of Breaking Federal Laws

All required language assistance services must be free and provided by qualified interpreters

2022 El Paso court orders \$1,000,000 payment

2012 Iowa court orders \$218,000 payment

2 Berkeley study: \$5 million paid out in 35 malpractice cases

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## California's Need for Language Concordance Technology

#1

California has the most malpractice suits of any US state annually

2,000,000+

patient encounters in California required a language other than English in 2020

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# Traditional Approaches are Inadequate

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# Traditional Approaches are Inadequate

Family members 2

Hospital staff 3

External interpreters

Unreliable,  
slow, and  
costly

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# The Solution

## On-Demand Interpretation

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## Hallmarks of On-Demand

### Accessibility

Access audio & video interpretation from any device

### Speed

Connect with medical interpreters in less than 30 seconds on average

### Cost

Reduce annual interpreter costs by 15-45%



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# On-Demand Interpretation Equips Your Team With

## More Languages

Access hundreds of languages that reflect the diversity of the patients you serve

## Medically Qualified Interpreters

Interpreters receive training to provide accurate and effective interpretation in healthcare settings

## Compliance

With health privacy laws and regulations, including HIPAA

## Critical Integrations

Interpretation is embedded within the EHR platforms you use every day

# Demand for On-Demand Interpretation

On-demand interpretation supports millions of patient encounters every month with health care providers across North America





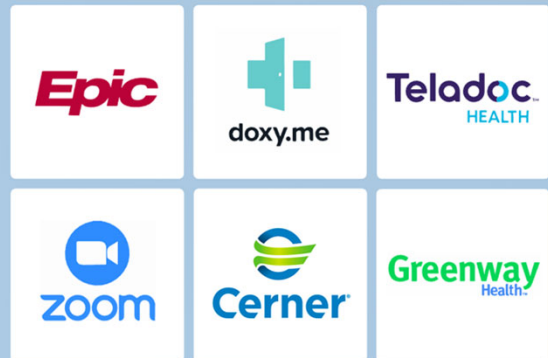
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## EHR Integration

1. On-demand interpretation is embedded within the most popular EHRs
1. You can launch interpreter sessions directly from within their platforms
1. Interpreter event and transaction data are auto-logged in patient's record



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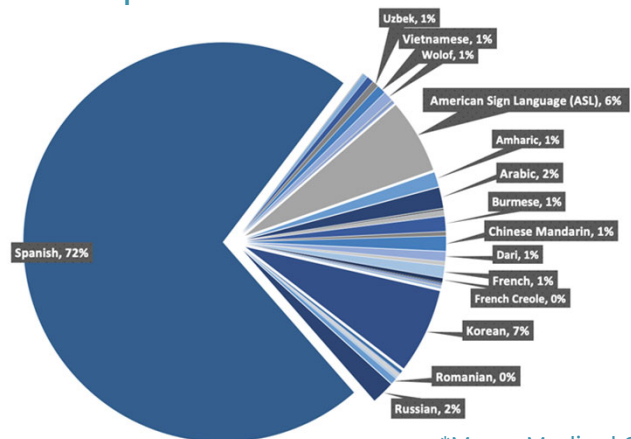
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# Case Studies

## Case Study A

# High Volume, Diverse Languages

In 5 months, the hospital saw\*:

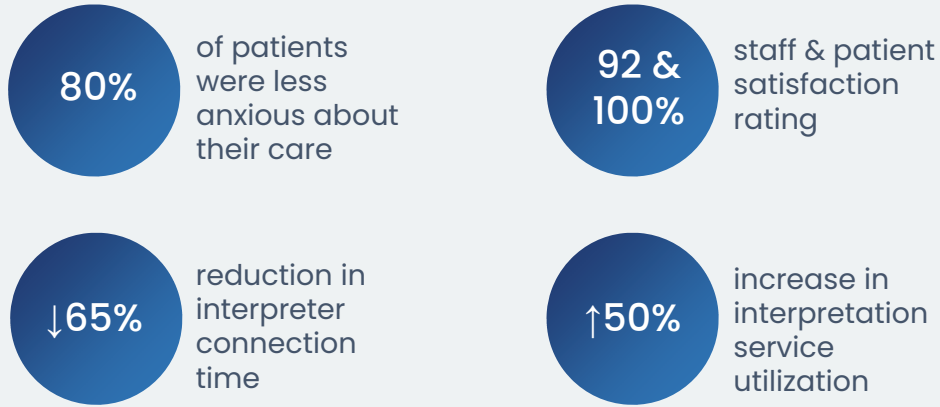


\*Mercy Medical Center

Case Study B

# Patient and Staff Impact

In 3 months, the hospital saw\*:



\*St. Mary's General Hospital

Case Study C

# Patient and Staff Impact

Overwhelming Staff Preference\*



\* Hamilton Health Sciences

## Case Study C

On-Demand Interpretation in Action

### The Jomaa Family

“Whatever I’m saying, I’m sure that it’s being relayed – no matter how I’m expressing it – in the same way. It feels like I’m the one who is speaking.”



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# Valley Children’s Hospital

Lives Worth Fighting for

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# At a Glance

358

Inpatient beds

73,945

Emergency room visits in 2021

203,477

Physician visits in 2021

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## Huge Interpretation Needs

20%

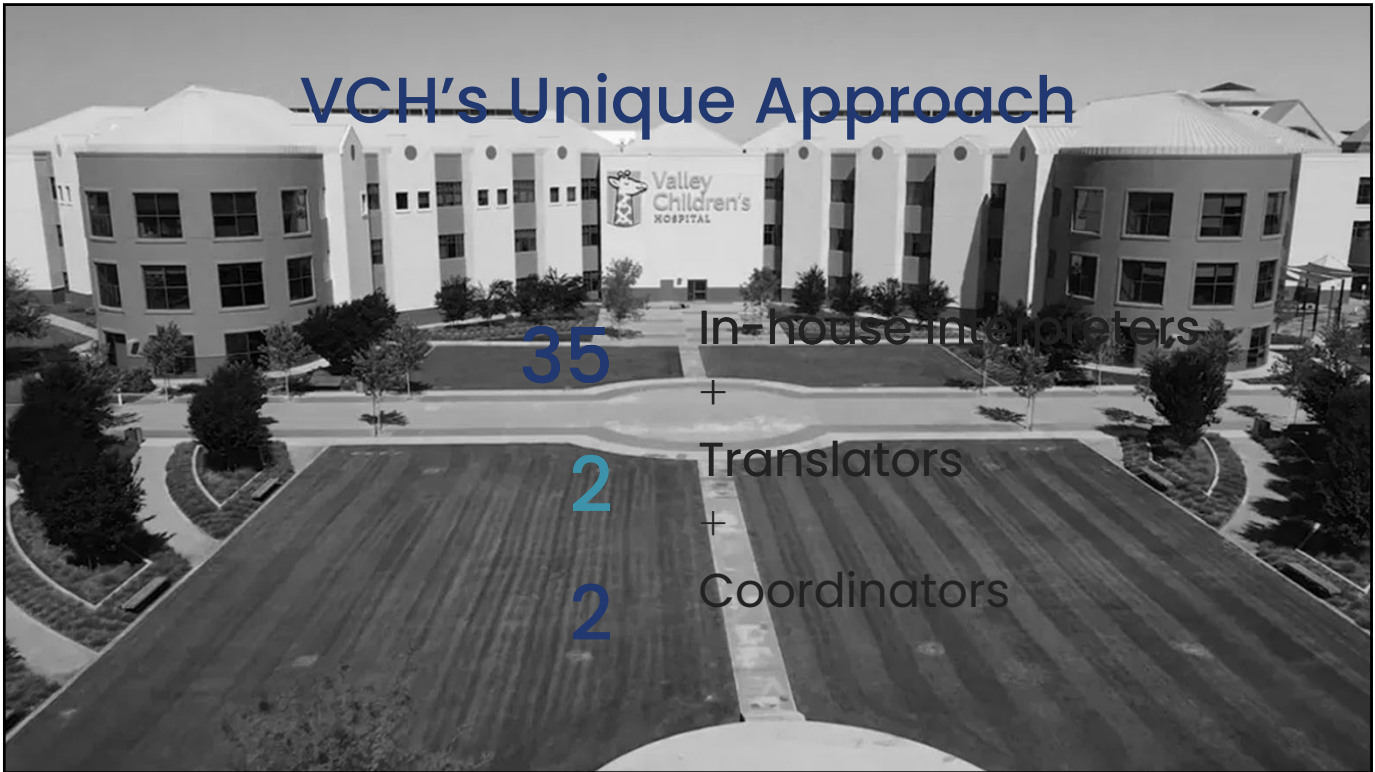
or

1 in 5

of Valley Children's Hospital patients require care in a language other than English

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## Clearing the Burden

# The Old Approach

100% in-person

Over 100,000 sessions annually

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## Clearing the Burden

### Optimized Approach

100% of old burden  
shifted to on-  
demand

Over 116,000  
sessions annually

## Clearing the Burden

### Freeing Up

In-person team  
free to focus on  
critical sessions

Performing an  
additional 65,000+  
annual sessions

# Faster Delivery

**2 Hour** wait  
for In-Person Sessions

*reduced to*

**11 Minute** wait  
for In-Person Sessions

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# Strengths and Challenges

## Strengths

Speed of Connection

Cost

Language Availability

Quality of Interpretation

User Experience

Data Collection

## Challenges

Highly Sensitive Cases

Hands on Training

Certain Dialects

ASL for Surgeries, Children

Technical Challenges

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# Access to Your Critical Data 24/7

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# Data Driven Improvement

Resource Allocation

Compliance

Assisting Board of Directors

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# Broad Perspective



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# Comprehensive Data



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# Full Transaction Reports

Audio/Video	Target Language	Request Time	Wait	Duration	Site	Employee Name	Program
Video	Russian	10/15/2020 14:44	22	37	North	John Smith	Emergency
Video	Cantonese	10/16/2020 13:37	7	21	South	Betty Johnson	Children's
Audio	Spanish	10/16/2020 11:5	0	1	East	Mark Jackson	Oncology
Video	Russian	10/20/2020 12:05	17	6	North	John Smith	Emergency
Video	Arabic	10/20/2020 14:25	15	3	South	Betty Johnson	Children's
Video	Spanish	10/22/2020 6:49	10	12	East	Mark Jackson	Oncology
Video	ASL	10/22/2020 12:34	18	8	North	John Smith	Emergency
Video	Spanish	10/22/2020 14:20	8	17	South	Betty Johnson	Children's
Audio	Japanese	10/23/2020 6:09	14	30	East	Mark Jackson	Oncology
Video	Spanish	10/26/2020 9:54	8	14	North	John Smith	Emergency
Audio	Spanish	10/26/2020 11:56	14	13	South	Betty Johnson	Children's
Video	Spanish	10/26/2020 12:18	4	24	East	Mark Jackson	Oncology
Video	Arabic	10/26/2020 15:57	25	52	North	John Smith	Emergency
Video	ASL	10/26/2020 18:14	11	10	South	Betty Johnson	Children's
Audio	Spanish	10/27/2020 10:56	0	7	East	Mark Jackson	Oncology
Video	Spanish	10/27/2020 11:05	6	15	North	John Smith	Emergency
Video	Spanish	10/27/2020 12:21	4	13	South	Betty Johnson	Children's
Video	Spanish	10/28/2020 11:16	12	1	East	Mark Jackson	Oncology
Video	Mandarin	10/28/2020 17:52	17	1	North	John Smith	Emergency
Audio	Spanish	10/29/2020 14:17	8	15	South	Betty Johnson	Children's
Video	Spanish	10/30/2020 9:51	12	9	East	Mark Jackson	Oncology
Video	Spanish	10/30/2020 10:14	13	4	North	John Smith	Emergency
Video	Spanish	10/30/2020 14:49	11	7	South	Betty Johnson	Children's
Video	Arabic	10/30/2020 16:08	17	9	East	Mark Jackson	Oncology

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# Improved Outcomes, Efficiency and Equity

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# Saving Time and Money

↓ Redundant Tests

↓ Medical Errors

# Equity Impact

Reduction In Disparities

Inclusivity

# On-Demand Interpretation Services allow providers to deliver equitable, safe and efficient patient experiences

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## Questions



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## Thank you

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