Question: What does it mean to create a "culture of health equity" at Seattle Children's?

EQUALITY   EQUITY
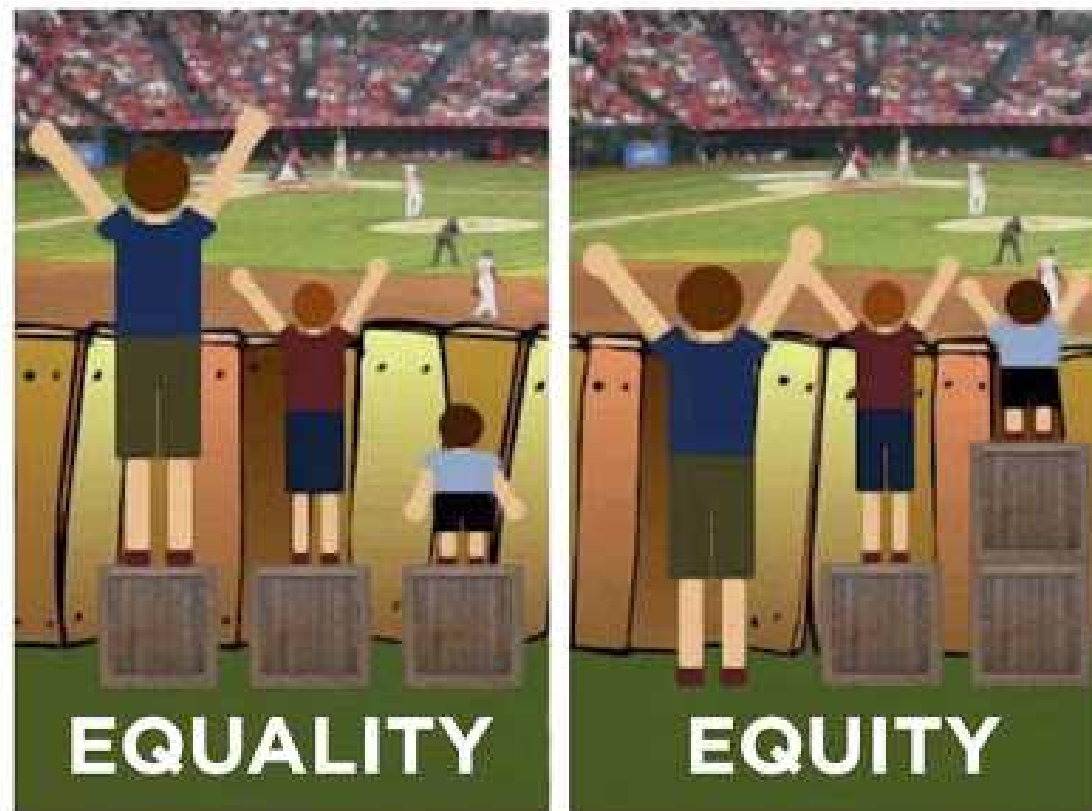
Answer: Consider what the family needs to receive equitable care.

All programs are *not focused on equity* but all programs and planning need to *take equity into account.*

And the Research Shows….

- "Communication problems involving patients with limited proficiency in English are a leading cause of medical errors," according to a 2014 study reported in the Journal for Healthcare Quality (JHQ).

  - Melanie Wasserman, Megan R. Renfrew, Alexander R. Green, Lenny Lopez, Aswita Tan-McGrory, Cindy Brach, Joseph R. Betancourt. **Identifying and Preventing Medical Errors in Patients With Limited English Proficiency: Key Findings and Tools for the Field**. *Journal for Healthcare Quality*, 2014; 36 (3): 5 DOI: 10.1111/jhq.12065

- "Situations in which adverse events and medical errors were most likely to occur are medication reconciliation, patient discharge, the informed consent process, emergency department visits and surgical care,"

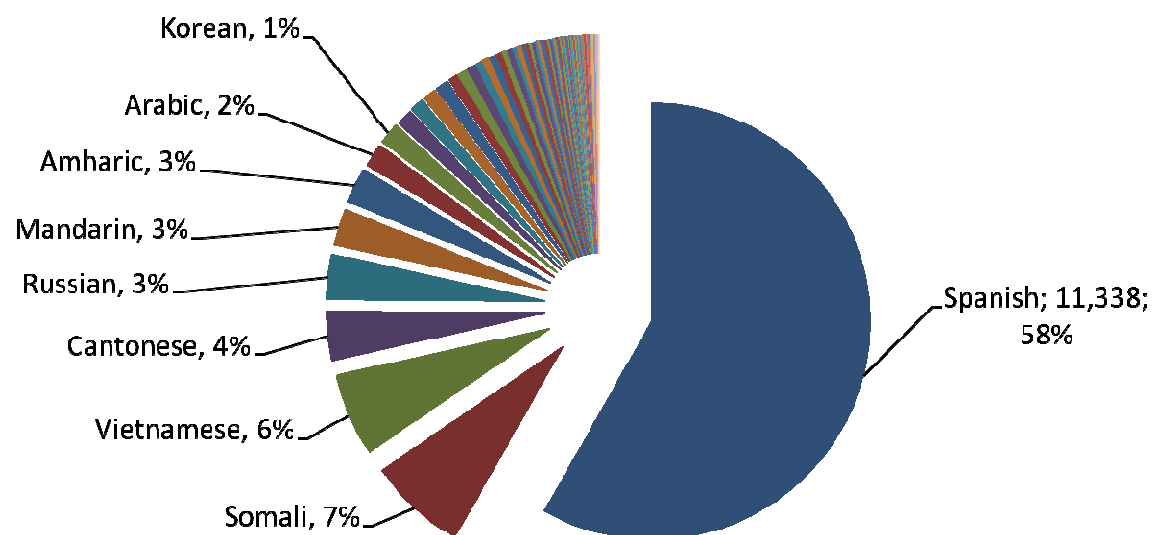- **Languange Barriers Lead to Errors** *Healthcare Risk Mangement Review* (HRMR) 5/6/14

Strategies and systems to prevent medical errors should include:

- ***strengthening*** interpreter services
- improving ***coordination*** of clinical services
- providing ***translated*** patient education materials
- improving ***training for healthcare staff*** for communication, interpreter use, cultural awareness and advocacy

Language Barriers Lead to Errors *Healthcare Risk Mangement Review* (HRMR) 5/6/14

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FY14 – Limited English Proficiency (LEP)

15% of distinct patients seen at SCH during FY14 were LEP (n=19,476)
42% of these patients spoke a language other than Spanish (n=8,138)

Korean, 1%
Arabic, 2%
Amharic, 3%
Mandarin, 3%
Russian, 3%
Cantonese, 4%
Vietnamese, 6%
Somali, 7%
Spanish; 11,338; 58%

How Technology Contributes to Quality Interpreter Services

- **Just In Time Services**: Phone/video.
- Wide variety of **scheduling resources** from scheduling portals to stand alone scheduling systems.
- Interpreters can use any device with **email and internet** capability to make themselves available or find available jobs on line.
- **Bar coding** patient/client identification; HIPPA compliant.
- **EMR Documentation**: Narratives and check boxes.
- **Provider** surveys
- **Family** feedback surveys

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Goal: High Quality Interpretation Just In Time

Research:

- Pediatrics. 2015 Mar;135(3):e709-16. doi: 10.1542/peds.2014-2024.

Evaluation of a quality improvement intervention to increase use of telephonic interpretation.

Lion KC[1], Ebel BE[2], Rafton S[3], Zhou C[4], Hencz P[3], Mangione-Smith R[4].

- Jt Comm J Qual Patient Saf. 2012 Feb;38(2):81-8.

Impact of an easy-access telephonic interpreter program in the acute care setting: an evaluation of a quality improvement intervention.

Tuot DS[1], Lopez M, Miller C, Karliner LS.

Coming soon!

- JAMA Pediatrics website October 26, 2015
  (http://archpedi.jamanetwork.com/journal.aspx)—

What data provided by whom?

- **Providers**: Language, patient name, MRN, department, inpatient?
- **Vendors**: Reports including volume, time of day, by patient name, MRN, location, language, waste, incidents.
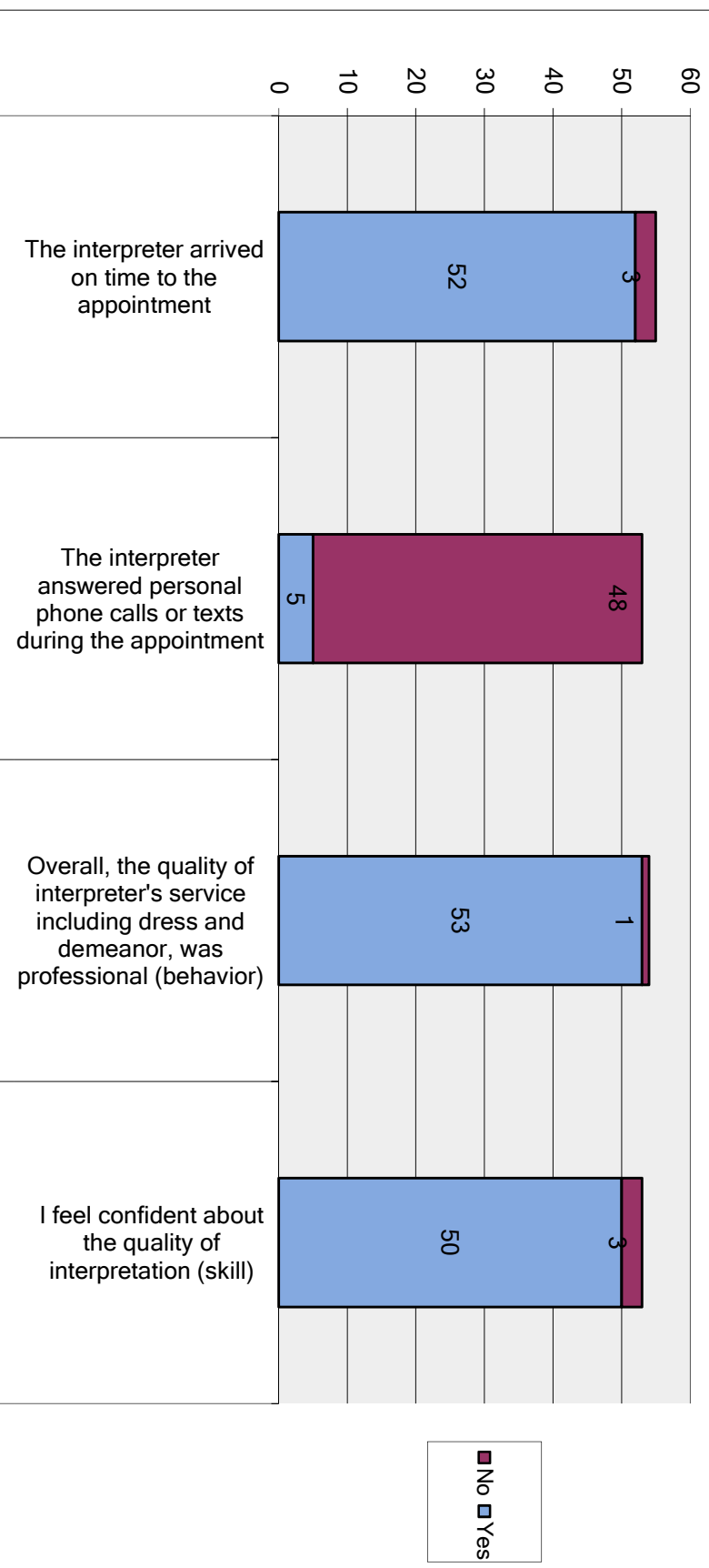- **Regulatory agencies**: Contract evaluations, adherence to agency policies.

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Data Collection: What and Why?

- Number Of Interpretations Per Patient Encounter (Patient Day, Appt. Etc)

- Cost

- Time

- Volume

- Waste

- Demographics

- Surveys On Provider Experience
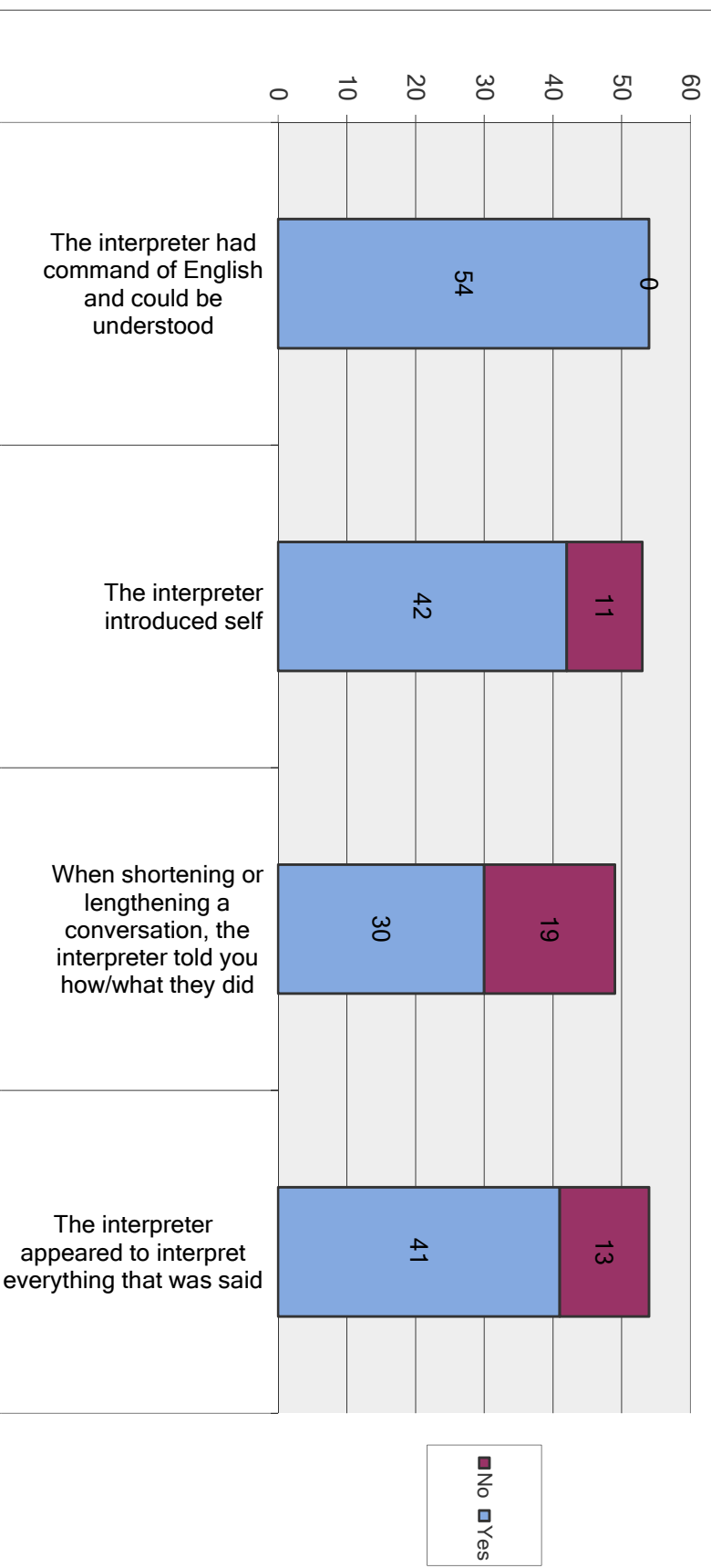
- Surveys On Patient/Client Experience

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Provider Survey of Agency In-Person Interpreter Services 2015

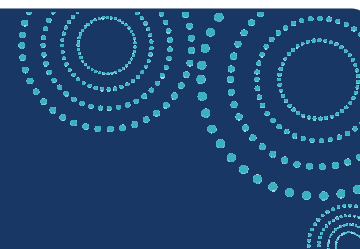**Survey Monkey Results - Interpreter Services Agencies - 3/23/15-7/2/2015**

The interpreter arrived on time to the appointment: 52, 3

The interpreter answered personal phone calls or texts during the appointment: 48, 5

Overall, the quality of interpreter's service including dress and demeanor, was professional (behavior): 53, 1

I feel confident about the quality of interpretation (skill): 50, 3

Legend: No, Yes

Provider Survey (Cont'd)

Survey Monkey Results - Interpreter Services Agencies - 3/23/15-7/2/2015

The interpreter had command of English and could be understood: 54, 0

The interpreter introduced self: 42, 11

When shortening or lengthening a conversation, the interpreter told you how/what they did: 30, 19

The interpreter appeared to interpret everything that was said: 41, 13

No
Yes

Family Experience Survey

2015 FES Results - Interpreter Services

Legend: ■ Affirmative Response

Category	Value
Got interpreter when needed	74%
Could not speak to providers in preferred language	71%
Trouble getting help/info b/c of language barrier	68%
Felt confused because of language barrier	72%

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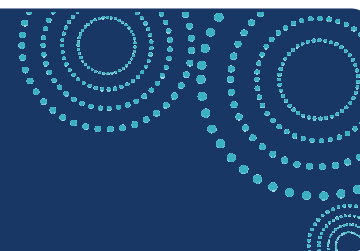HOSPITAL • RESEARCH • FOUNDATION
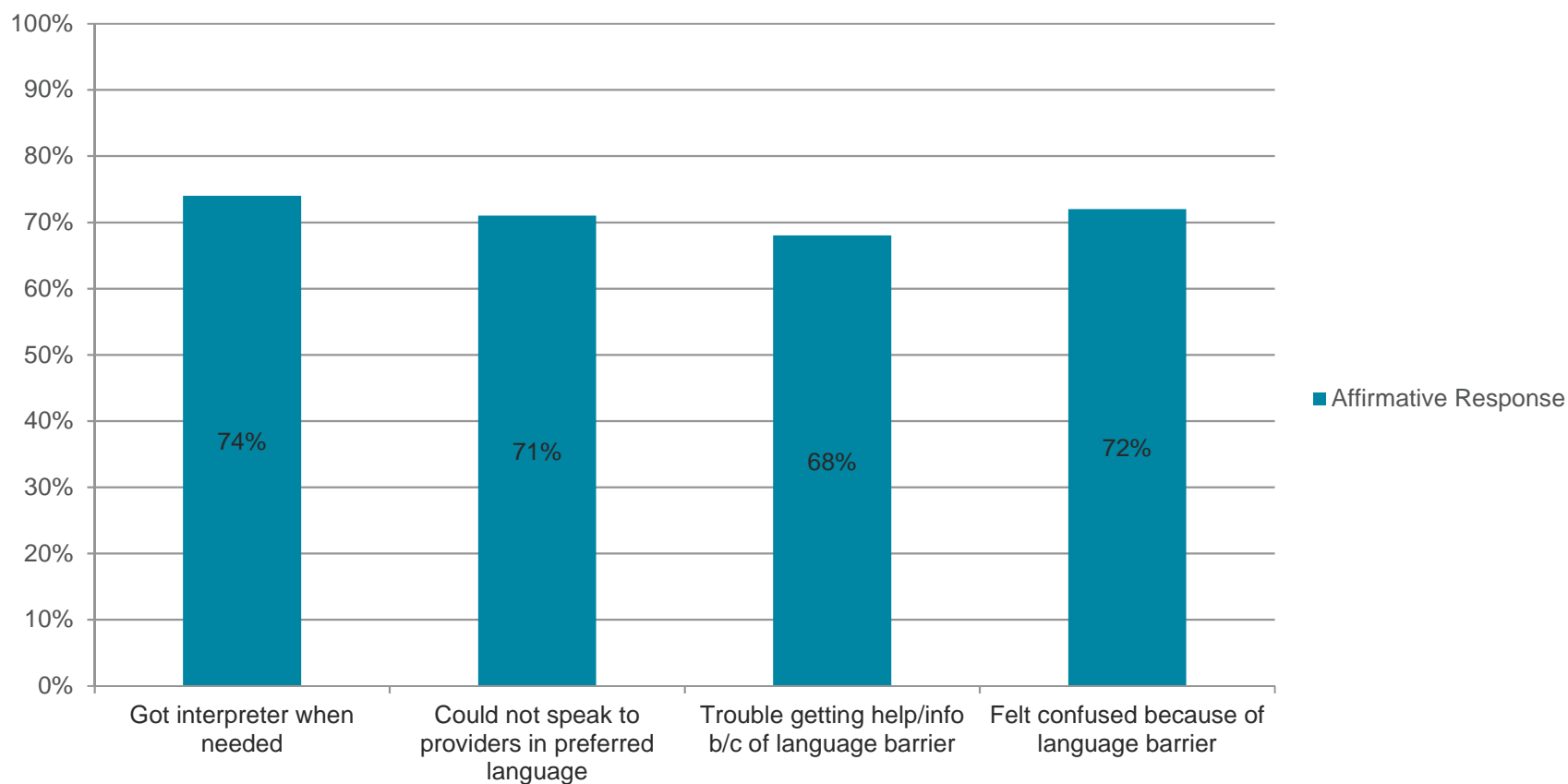
Consider:

Data, Equipment, Training, Evaluation & Resources for:

- Patients/Clients
- Providers
- Interpreters
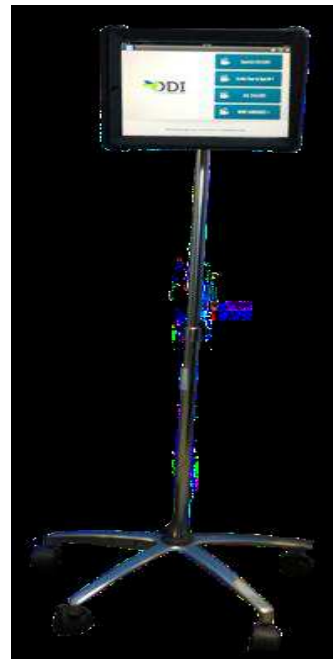- Schedulers
- Agencies
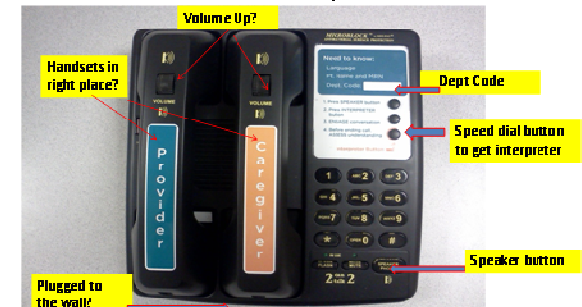- Owners

In-Person, Phone or VRI: What's better/best?

- *Safety:* Patient/client and provider understanding
- *Quality:* Interpreter training/quality of service
- *Reliability:* Connectivity, timeliness
- *Cost:*
- *Satisfaction:* Patient/client and provider
- *Evidence based:* What does the research show?

Service Modalities

In-Patient Units Interpreter Phones

- "Quick Dial" and Speaker features to facilitate provider's access to telephonic interpretation.
- *Try it, you'll like it !*

Use Your Wireless Phone

http://youtu.be/e6fBISdokws

Speak line 7-7325

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Phone Services

Providers:

SPEAK LINE x77325

Phone (video COW or iPad)

Families:

Toll-free family line 866-583-1527

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Toll-free Family Phone Interpreting Line

For LEP families to call us:

"**Please call this number and ask for this extension_____. If you get voicemail, leave your phone # and your message with your child's name and birth date**"

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1 (866) 583-1527 _____ Call Back Number

Toll-free Family Phone Interpreting Line
Call Seattle Children's Hospital in your own language
Not for medical emergencies

Línea gratis de interpretación telefónica para las familias
Comuníquese con el Hospital Seattle Children's en español
No para emergencias médicas

1-(866) 583-1527 _____ Call Back Number

Бесплатный перевод на русский язык для членов семьи
Звонить в детскую больницу Children's
Не предназначен для срочной медицинской помощи

Đường Dây Thông Dịch Miễn Phí Dành Cho Gia Đình
Gọi điện thoại cho Bệnh Viện Nhi Đồng bằng tiếng Việt
*Không dùng dịch vụ này trong trường hợp cấp cứu*

Taleefanka Bilaashka ee Turjubaanka Qoyska U Furan
Soo wac Cisbitaalka Carruurta
Wixiii aan u baahnayn dhakhtar degdeg ah

Feedback

- **In-Person**: Behavior, timeliness, role, command of language (target or English), dress, demeanor, not interpreting or interpreting too much/socializing/advising.
- **Phone:** Connectivity, timeliness.
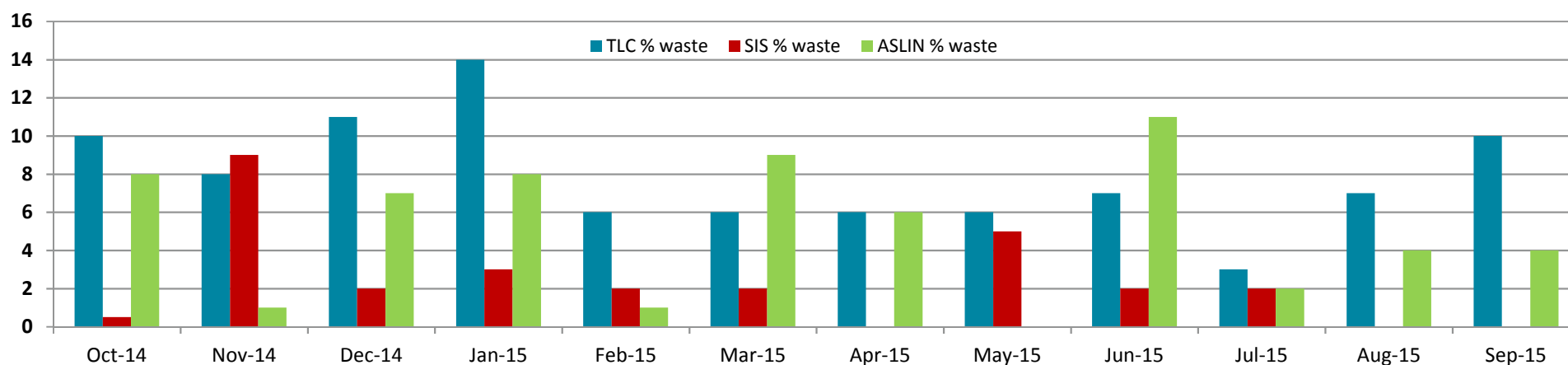- **VRI:** Connectivity, timeliness, role.
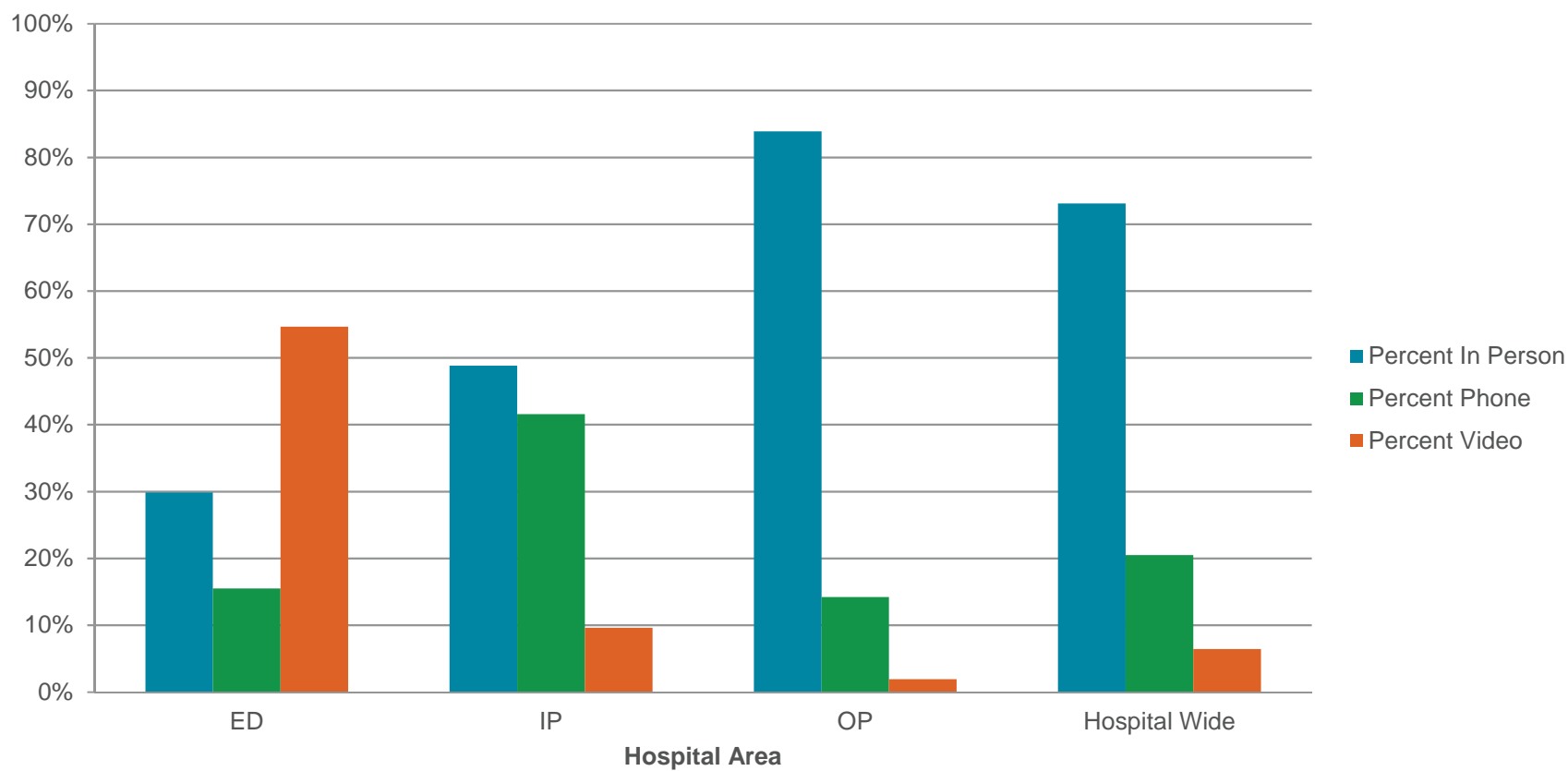
In-Person Agency Waste

FY 2014

Legend: TLC % waste, SIS % waste, ASLIN % waste

Criteria for Using Phone or Video - aka Acuity Guidelines

Phone: Quickest access to interpreter.	*VRI:* Visual advantage allows interpreter to see the environment.
• Ideal for updates, return visits < 30 min with providers. • Provides most privacy. • Provides most languages. • Interpreters are well trained • Connection may not always be optimal. • What else?	• Ideal for updates, return visits < 30 min with providers. • Visual connection may increase/improve rapport. • May increase provider and client confidence in interpreter understanding of situation. • Interpreters are well trained • Connection may not always be optimal.

Industry Strengths and Opportunities

Providers

- Have a variety of options to provide service.
- Some have training on working with interpreters in various modalities.
- ??

Patients/Clients

- Learning to advocate for themselves.
- Need training on working with interpreters-roles.
- Need measureable feedback from patients/clients.

Translated Discharge Instructions

- **7 languages**: Amharic, Chinese, Korean, Spanish, Somali, Russian, Vietnamese.

- Averaging 61 documents/month.

- Guaranteed **turn around time** of <90 min for documents <450 words.

- **Cost** $137.50 per 450 word **document,** plus **monthly** software fee, plus **startup** costs.

- Excellent quality.

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Center for Diversity and Health Equity

healthequity@seattlechildrens.org