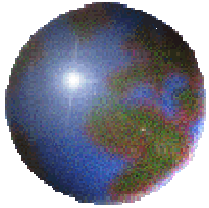




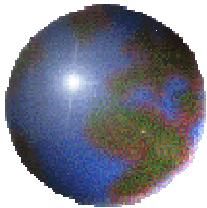
*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)*



Kenneth B. Cohen
Director, Health Care Services
San Joaquin County

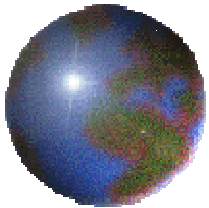
*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)
Description of Hospital*

San Joaquin General Hospital



- Established 1896.
- County Owned.
- Teaching Hospital.
- Inpatient, Emergency, and Outpatient Services.
 - Significant Indigent Workload.
 - Limited Budget/Resources.
- 67% of patients are limited English proficient.

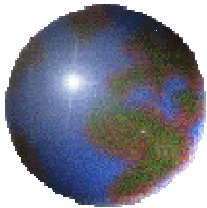
*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)
Value Proposition*



Interpretation Services Are Vital to Your Institutions Mission

- Improves patient care.
- Improves productivity.
- Removes institutional barriers to care.
 - Reduces risk/liability.
- Uses state of the art technology.
- Is community standard of care.

*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)
The Business Plan*

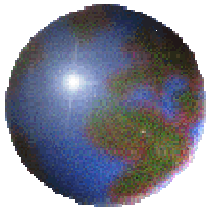


Interpretations Services are Vital to Your Strategic Business Plan

- Compete for patients.
- Facility of choice for LEP patients.
 - Efficient provision of service.
 - High quality of service.
 - Respond to customer needs.
- Reduce cultural and linguistic disparities.
- Positive Impact on the "Bottom Line".

*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)
Responding to your Leadership*

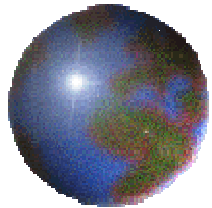
What CEOs and CFOs Want



- Staff Productivity
- Cost containment
- Contribution to the budget/bottom line.
 - Physician friendly, clinically proven.
 - State of the art/competitive edge.
 - Cost benefit/return on investment.
 - Reporting and Accountability.
 - Quality.

*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)
Responding to your Leadership*

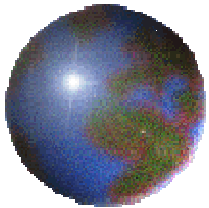
Creation of HCIN System



- A shared system of qualified interpreters using advanced video/voice automated call routing
- Economies of scale in the maintenance of system.
- Economies of scale in pool of Spanish interpreters.
 - Economies of scale in sharing lower volume languages among hospitals, Cambodian, Korean, etc.
- Economies of scale in sharing Spanish on evening and weekend shifts.

*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)
Selling the concept*

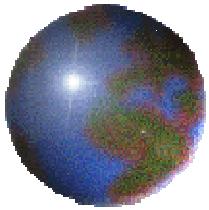
Selling the concept



- Enhance productivity of currently employed interpreters by as much as 400%.
- Reduce cost of outside vendors by 50%.
 - Reduce reliance on outside vendors.
- Superior experience for patients and clinicians.
 - Positive clinical outcomes.
- State of the art technology/low cost capital investment.

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Health Care Interpreter Network (HCIN)
Selling the Concept...continued*

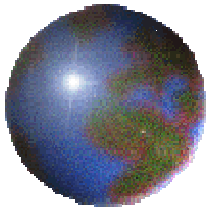
Selling the Concept (continued)



- ⊕ Enhanced through-put of ED and OP patients.
 - ⊕ Speed up registration time.
 - ⊕ Training and Quality Assurance.
 - ⊕ Ongoing data gathering.
 - ⊕ Turn-key policies and procedures.
 - ⊕ Measured/shared results.
- ⊕ Better information results in better billing.

*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)
The Future*

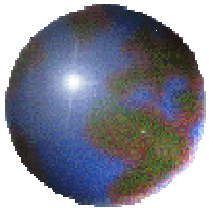
The Future



- Use of advanced voice/video technology to establish broad networks.
- Large networks offer economy of scale among diverse provider groups.
- Optimization and economy of scale for scarce languages: Mandarin, Russian, Hmong, Vietnamese.
- Improved use of internal staff with optimized back up of external commercial service providers.

*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)
The Future*

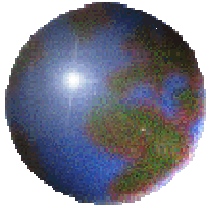
The Future (cont)



- Extension of technology and networks to other uses: Telemedicine.
- Extension of the technology and network for other industries: hotel/motel, airport, law and justice, etc.
- Networks can be national or international.
- Cost of technology will decrease.
- Call center technology will become even better.

*San Joaquin General Hospital
Health Care Interpreter Network (HCIN)
Conclusion*

Conclusion



● Superior patient care.