

UCDAVIS *HEALTH SYSTEM*

Marbella Sala

Executive Operations Manager

School of Medicine: Center for Reducing Health Disparities

UCDAVIS
HEALTH SYSTEM

UCDHS Medical Interpreting

- Over 25 year history of service
- Formal program designation in 1987
- Program uses direct as well as video interpreting modalities
- Program covers the Hospital as well as the clinic system serving in excess of 800,000 visits annually over a large geographic area



- Highly collaborative and critical component of providing care

Program Development

- Early efforts focused on face to face interpreting
- Staffing grew as demands increased.
- Professional Development of Medical Interpreters.
- Operational flow in clinics improved and customized.
- Information system support structures developed.
- Telephonic pilots conducted and abandoned.
- Patient care demand, economic and efficiency pressures continued to force evolution of program.
- Technology adaptations (Video Interpreting).
- Current program with ongoing QI efforts.

Current Workforce

- 43 Career, Part-time Interpreters and Translators
- 2 American Sign Language Interpreters
- 1 Dispatcher
- 2 Supervisors
- 1 Manager



Languages Served

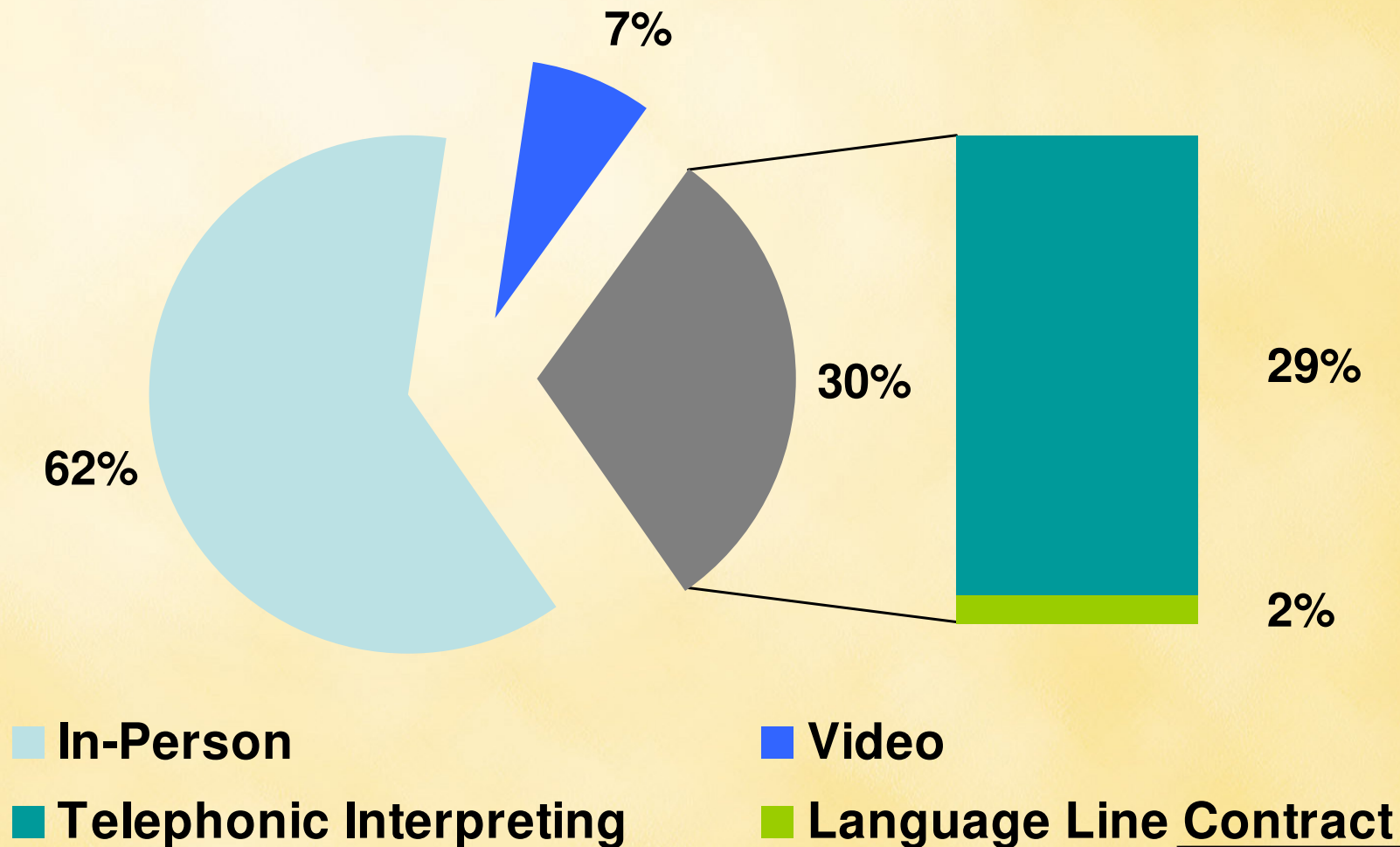
- ASL
- Armenian
- Cantonese
- Hindi
- Hmong
- Korean
- Khmer
- Lao
- Mandarin
- Mien
- Punjabi
- Russian
- Serbian
- Spanish
- Thai
- Ukrainian
- Urdu
- Vietnamese

Menu of Language Services

- In-Person Interpreting
- Video Interpreting
- Telephonic Service
- Translation in 7 Languages
- Language Testing for bilingual staff (pilot)
- Contract with Pacific Interpreters Services
- Cultural Consultation
- Cultural Specific Programs
- Cultural Newsletter

Encounters by Categories

June 30, 2006 – October 31, 2007



Operational Support for Clinics and Hospital

- Appointment system notifications (MIS).
- On line status of appointment notification.
- Grouping of appointments by language.
- In service and staff training on language and cultural resources.
- Video Interpreting for fast, urgent and distance.
- Face to face interpreting for In-patient, family conference, patient preference and complex and sensitive visits.
- In-house telephonic interpreting for appointments, consultations.



New Technologies

❖ Video Interpreting



❖ POLYGLOT pilot in Emergency Department and Pharmacy

Video Interpreting

- A collaboration between the Center for Health and Technology and Medical Interpreting.
- Began in 2002 with Family Practice and the Pediatric Clinics.
- Expanded to Ambulatory Clinics, Cancer Center, and three offsite Community Clinics.
- Wireless Video in Pediatric Surgery Center, University Surgery Center and Pediatric Intensive Care (will be utilized for Physician Rounding with families).

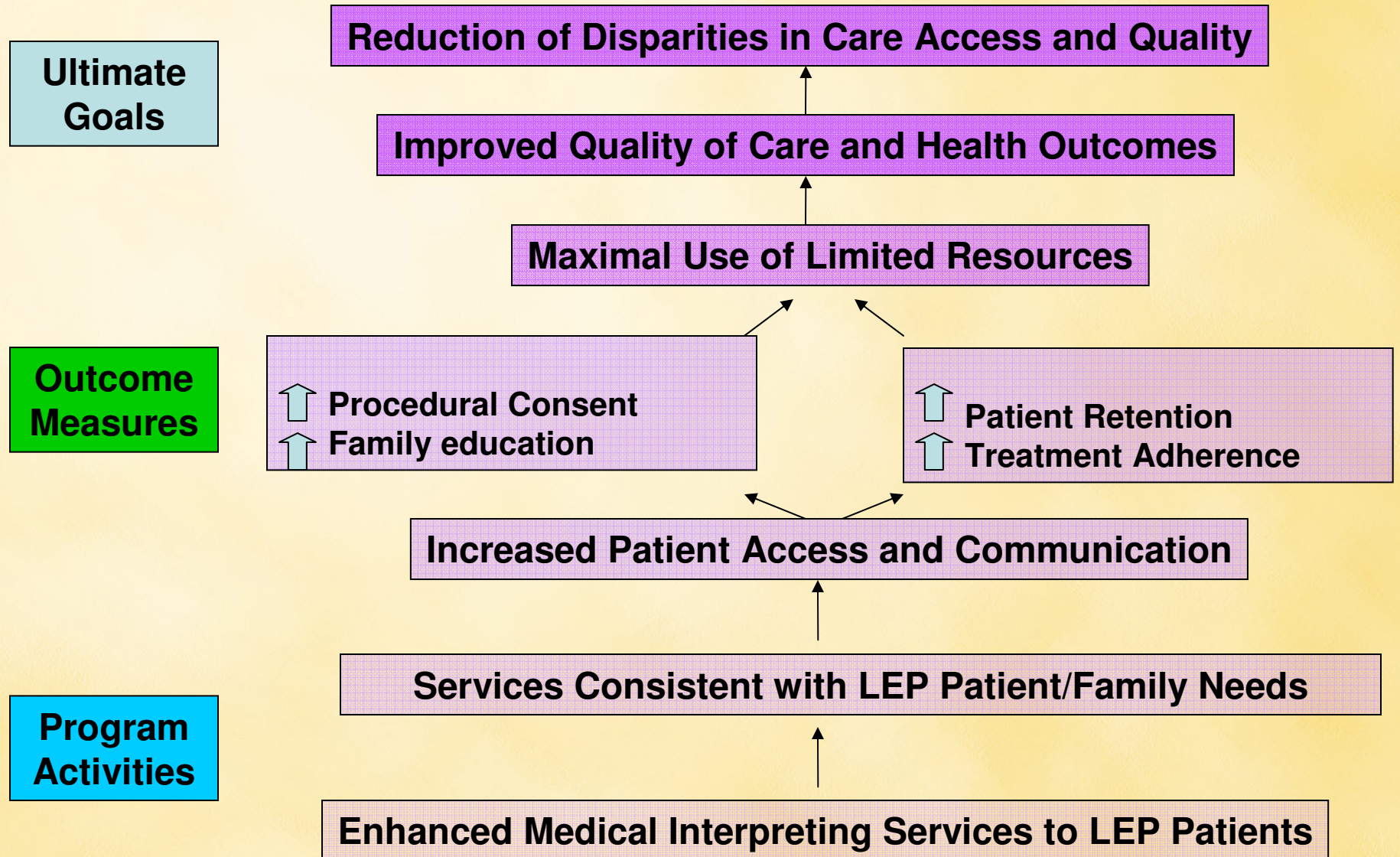
Language and Cultural Integration

- Leadership and Physician Champions.
- A Community Advisory Board.
- Accurate data collection of LEP needs and usage.
- Reimbursement from Managed Care Plans for usage of In-House Interpreters.
- Involvement with collection of Race and Ethnicity.
- Interpreters will have limited access to Electronic Medical Records.
- Productivity reports and local census to show trends.
- Promote awareness of laws, regulations and latest publications regarding language and cultural services.
- Leading efforts to provide language assessments to bilingual staff.
- Integrally involved with CLAS Standards Training.
- Part of UCD School of Medicine Cultural Competence training.
- Public Affairs publishes language and cultural articles.
- Collaboration with the Center for Reducing Health Disparities.

Quality of Care and Language Services

- **Robert Wood Johnson: Speaking Together Collaborative**
- **Six Aims of Quality of Care:** Safety, effectiveness, patient-centeredness, timeliness, efficiency, equity.
- Data collection on these measures.
- Clinical Interventions:
 - Interpreters Screening for depression.
 - Pediatric Intensive Care Unit – Utilize Medical Interpreters for all procedural consents.
- Invited to participate on the UCDHS Quality of Care Committee and UCDHS Quality of Care and Patient Safety Committee.

Logic Model: Benefits of Enhancing Medical Interpreting Services to LEP Patients



EL FIN



UCDAVIS
HEALTH SYSTEM