



2019
Annual
Conference


VIDEO REMOTE INTERPRETING (VRI) SERVICES

ICE CULTURAL AND LINGUISTICS (C&L) SERVICES TEAM

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WHAT DO YOU WANT TO KNOW ABOUT IMPLEMENTING VRI SERVICES?


POLLING QUESTION

Do you currently use VRI Services?
1)Yes
2)No
3)Not Sure

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IMPLEMENTING VRI SERVICES ADDRESSING ISSUES:



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IMPLEMENTING VRI SERVICES

ADDRESSING ISSUES:

CONNECT TIME

ROLLING TO TELEPHONIC SERVICES

INTERNET BANDWIDTH NEEDS

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RESOURCE DEVELOPMENT PRIORITIES IN 2020

- Guidance Tools for Request for Proposals (RFPs) for VRI Service Vendors
- VRI Services White Paper for Health Plans and Providers

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VIDEO REMOTE INTERPRETER (VRI) SERVICES

THANK YOU!


Interpreter Quality Standards:
<https://www.iceforhealth.org/library.asp?sf=&scid=3923#scid3923>

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**VIDEO REMOTE INTERPRETING FOR PATIENT-
PROVIDER COMMUNICATION: LESSONS
LEARNED**

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OBJECTIVES

- Participants will:
 - Understand facilitators and barriers to implementing Video Remote Interpretation
 - Identify strategies for successful provider-patient encounters

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ACKNOWLEDGEMENTS

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THREE MAJOR IMPLICATIONS FOR CULTURAL & LINGUISTIC COMPETENCY

Figure 2: Root Causes of Patient Safety Events

- Increased diversity = broad range of perspectives regarding health (Limited English Proficient (LEP) populations increase) (American Factfinder Census Bureau, 2009)
 - Approximately 20 million, 6.6 percent of the U.S. population, are defined as being LEP
- Patient-Provider Communication is linked to satisfaction and health outcomes to be culturally competent (mitigating risk)
- Importance of patient-centered care and cultural competence in improving quality and eliminating racial/ethnic health care disparities (i.e., views on health and prevention, health literacy, having a primary source of care)

Source: Betancourt et al 2005, *Cultural Competence And Health Care Disparities: Key Perspectives And Trends*

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TIMELINE

2018 Exploratory	2019 Deployment	2020 Monitoring and Evaluation
Assessed two vendors	25 locations	Usage
Awareness/Education	Awareness & Education	Surveys
Obtained feedback	In-person training	Health Literacy
Infrastructure	On-line training	Cost
Policies & Procedures	Usage and Adoption	--Long-term Health Outcomes
	On-site interpretation	

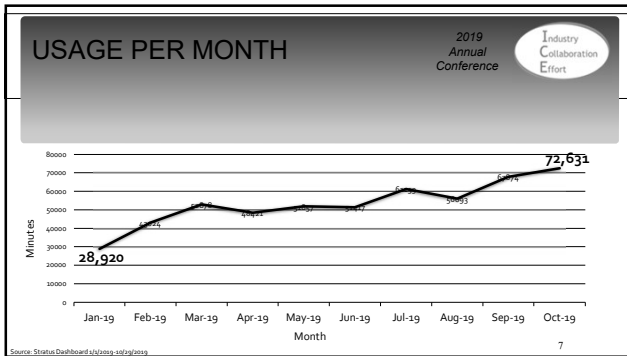
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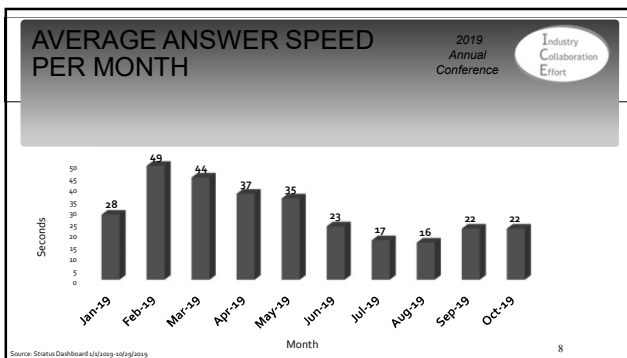
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EVIDENCE-BASED FOR RECOMMENDATIONS

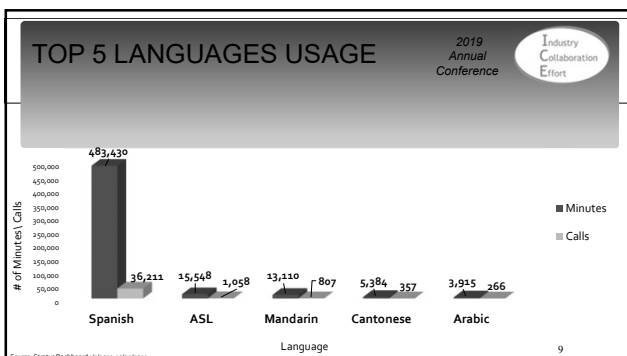
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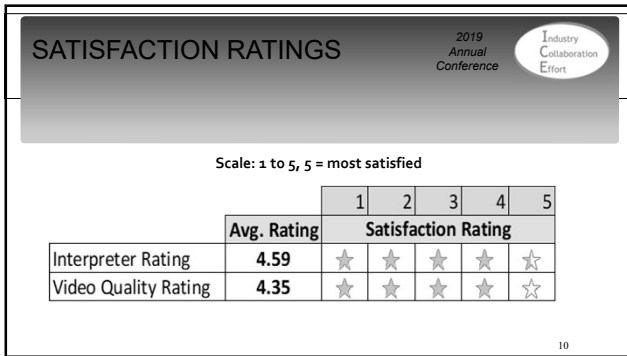
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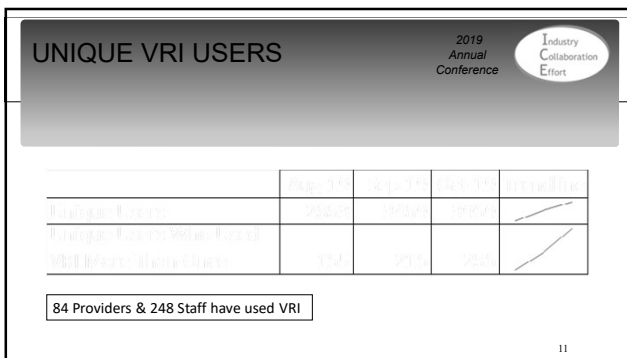
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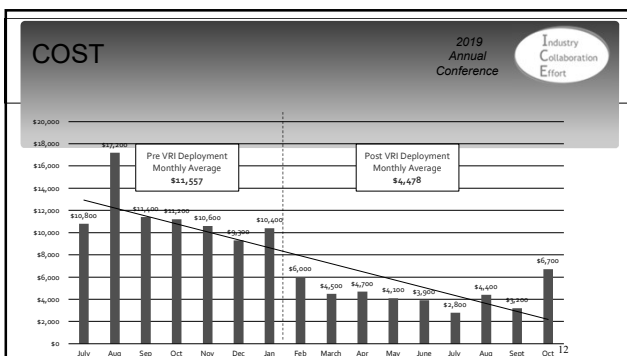
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<div> <div>PATIENTS' PERCEPTIONS</div> <div>2019 Annual Conference</div> <div>Industry Collaboration Effort</div> </div>			
Questions among Spanish-speaking patients (N =105)	Yes	No	Not Sure
1. After today's visit I understand the steps I have to follow to better my health.	97%(102)	2%(2)	1%(1)
2. I was satisfied with my experience with the Video Interpreter service.	96%(101)	4%(4)	0
3. The video interpreter helped me understand the questions I had regarding today's visit.	98% (103)	2%(2)	0
4. I will recommend AltaMed to my family and friends because they offer a video interpreter.	96% (101)	1% (1)	3% (3)

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<div> <div>PROVIDERS' RESPONSES</div> <div>2019 Annual Conference</div> <div>Industry Collaboration Effort</div> </div>			
Questions among Providers (N =63)	Yes	No	Not Sure
1. Did the interpreter communicate all the information correctly?	89%(56)	8%(5)	3%(2)
2. Did VRI improve your ability to communicate with your patients?	86%(54)	13%(8)	2%(1)
3. The video interpreter was courteous and respectful of my patients' health beliefs?	83% (52)	2%(1)	16%(10)

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<div> <div>STAFF RESPONSES</div> <div>2019 Annual Conference</div> <div>Industry Collaboration Effort</div> </div>			
Questions among Staff (N =122)	Yes	No	Not Sure
1. The video interpreter was courteous and respectful of patients' health beliefs?	92%(110)	0%(0)	8%(12)
2. Did VRI improve your ability to communicate with your patients?	87%(106)	13%(16)	0
3. The video interpreter was able to communicate the information appropriately.	89% (108)	3%(4)	8%(10)

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LESSONS LEARNED

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- Using qualified interpreters is met
- Interpreters are available on the spot
 - Ability to serve walk-ins
- There is potential for savings if adequately used
- Monitoring and Tracking
 - VRI usage tracked by site
 - Patient, Provider, Staff Feedback

- Sensitive Encounters
- Pilot—Trials (feedback)
- WI-FI
- Awareness and Training (contextualize—CLAS Standards)
 - In-Person, Online

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NEXT STEPS

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Summary

Next Steps with VRI:

- Health Literacy trends
- Health Outcomes analysis

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THANK YOU!

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