



CASE STUDY

Confluence Health Sees a Nearly 50 Percent Cost Savings and an Increase in Patient Satisfaction

PROFILE

Location: Wenatchee, Washington

Confluence Health is committed to providing an excellent patient experience and believes that cultural and ethnic diversity is an important component. Communicating with patients is essential to that experience. Because of its commitment to patient care it has been named to the Community Value Index™ Top 100 Hospitals list.

Challenge | With a minority population of roughly 25% and growing, *Confluence Health* was desperately trying to keep pace with the community's increasing interpreter needs while trying to accomplish this challenge cost effectively. At any given time, at least one Spanish interpreter was available on-site, but these interpreters would frequently get backlogged and patients would end up waiting 45 minutes or more before being able to interact with hospital staff. Compounding the problem, the hospital still had additional languages requiring interpretation throughout the year that were never readily available in the hospital.

This problem radiated through all hospital departments, the emergency room required an interpreter throughout the patient's treatment, the reception area needed an interpreter to admit patients, while off campus services like Home Care and Hospice, Dialysis, and Rehab had to reserve an interpreter at least 24 hours in advance to have them available to interpret for the patients



The Solution

Confluence Health installed 45 Video Remote Interpreting stations for immediate access to experienced medical interpreters.

After reviewing their options, Confluence Health turned to InDemand Interpreting for a solution to their growing challenge. With a 30-day pilot conducted in the Emergency Department, Confluence Health was able to assess the service quality InDemand was able to provide at a fraction of the cost of their current program.

Considering the goal of reducing costs while improving the quality of service, Confluence Health installed 45 InDemand Video Remote Interpreting carts for language services. These stations are housed throughout the hospital. Every reception area has a laptop station, so upon arrival patients have immediate access to communicate and engage with the Confluence Health staff. In addition, every nursing unit uses dedicated computers on carts which easily roll from room to room and patient to patient.

With InDemand's software, interpreter access is easy- just click on a tab and the interpreter is available through high-definition video. Doctors and staff no longer have on-site interpreter scheduling constraints, which dramatically improves patient care and timely service.

“The wide camera angle allows the medically certified interpreters at InDemand to hear and see the interaction between the doctor, nurse and patient, minimizing the margin of error.”

The Results | Confluence Health was able to cut their Interpreting budget by \$250,000 with InDemand Interpreting.

Confluence Health was quickly able to see the benefits of using InDemand Interpreting. The annual cost of interpretive services has dropped from trending to half a million to \$225,000, a budget which

includes employing an onsite physical interpreter during the day.

There has also been an increase in both patient satisfaction and staff satisfaction. The patients are happy to speak in their own language, and thrilled that they no longer have to wait for an interpreter to become available. With the wide camera angle the interpreter can easily hear

and see the interaction between the doctor, nurse, and patient and is able to translate everything that takes place increasing their effectiveness and minimizing the margin of error.

Since launching InDemand Interpreting VRI, staff complaints have dwindled. ■