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 CUSTOMER SPOTLIGHT

Steward Health Care Teams With Pacific Interpreters™ to Serve Limited-English Patients



BRIEF OVERVIEW

Customer Profile

Steward Health Care is a community-based hospital network headquartered in Boston, Massachusetts. Currently comprised of eight facilities, Steward has 14,000 employees and serves more than one million patients annually. We spoke with Aaron Lemmon, Coordinator for Interpreter Services and Carla Fogaren, RN, System Director of Diversity Initiatives and Interpreter Services, to learn more about the company and why they use Pacific Interpreters™ exclusively for over-the-phone interpreting (OPI) calls totaling over 11,000 minutes per month.



EXECUTIVE SUMMARY

Steward currently has eight hospitals and 1,750 physicians thanks to significant success in acquisitions over the past year. The system hopes to add up to four more facilities by the end of 2011. With this rapid growth, Steward is exploring opportunities to improve service quality and patient outcomes.



“*Pacific Interpreters’ range of supported languages and quality of customer service speak for themselves.*”

– Aaron Lemmon | Coordinator for Interpreter Services
Steward Health Care

SIZE/DIVERSITY OF LEP POPULATION

The Limited English Proficient (LEP) population in Steward-served communities is large, and in some cases even represents a majority of served patients. Lemmon says, “The ability to provide equivalent care for these individuals is essential, and is a crucial way that Steward can differentiate itself in the market.”

“We start with the goal of serving one LEP patient well, and soon we are serving an extended family,” explains Lemmon. “As long as our hospitals can provide the care they need, in their language, they will continue as patients.”

QUALITY OF PREVIOUS SERVICES

Pacific Interpreters is not the first OPI provider that Steward has utilized. Customer service, quality of interpreters, and logistical challenges helped contribute to Steward’s decision to switch providers. “Pacific Interpreters’ range of supported languages and quality of customer service speak for themselves,” says Lemmon. “Our providers are very satisfied

with the professionalism of the interpreters and call center staff. Their patient-centered approach is exactly consistent with our providers’ mission to ensure a high-quality care experience.”

ACCOUNTABLE CARE

Steward prides itself on high quality of care; the organization self-identifies as an “accountable care organization” on its website and measures itself against local competitors on all metrics, even areas where they are not number one – yet. As part of their efforts for consistent excellence, Steward seeks to provide full language access for all patients and to maximize system use of available technology solutions to supplement their staff interpreters.

FULL ACCESS

With a combined program of telephonic, video, and on-site interpreting services that provides 24-7 coverage, Steward’s effort to serve every patient, in various languages, at any time of day—scheduled or otherwise—is striking a chord with local



communities. Says Lemmon, “Steward facilities are becoming known as the hospitals that have interpreter phones as well as great interpreters. People recognize the importance of this service as one measure of our commitment to our patients.” In addition, Steward Interpreter Services recently upgraded their dispatching systems and websites to better serve their local LEP communities.

LEVERAGING TECHNOLOGY

To improve language access, Steward has elected to maximize its footprint at points of service. Lemmon says, “This was not a corporate or legal mandate; our Interpreter Services team visited managers across the system to offer interpreter phone technology. Everyone has been enthusiastic about the benefits, both patients and staff.”

PACIFIC INTERPRETERS SUPPORTS OUR GOALS

Steward is optimistic about meeting its service and growth goals, in part due to system-wide expansion of interpreter services that includes increased OPI services when clinically appropriate.

PATIENTS WIN

Through telephonic interpreting, doctors can clarify a symptom or patient statement and reduce unnecessary diagnostic tests. According to Lemmon, “Accurate histories help patients by ensuring our providers have access to all requested information to facilitate accurate diagnosis and appropriate treatment.”

Pacific Interpreters links patients to a wide array of services across the Steward system—patient registration, financial

TELEPHONIC INTERPRETING FOR HEALTHCARE AND SOCIAL SERVICES

When you need an interpreter, our Customer Service Associates or Interactive Voice Response (IVR) system efficiently connect our skilled, qualified, and experienced interpreters to you and your Limited English Proficient (LEP) patients through our state-of-the-art telecommunications system. Our call monitoring, tracking, and reporting are among the most advanced in the industry.

With a range of implementation and technology solutions available, we will work with you to ensure that our telephonic interpreting services are easy to use, widely understood, and available without interruption. We will provide you with:

- Medically-qualified interpreters available 24/7/365
- Connection to an interpreter in 30 seconds or less

- Support for more than 180 languages; 99.85% language availability
- Documentable and traceable interpretation with no additional paperwork needed
- Complete confidentiality; HIPAA compliance
- Call monitoring for quality assurance
- Customized service implementation at your location





counseling, care providers, health educators, and more. "Broad-based language access is a level of health care service that limited-English patients and their providers have welcomed," explains Lemmon, "especially when compared to trying to communicate without the help of trained interpreters."

STEWARD WINS

Use of Pacific Interpreters not only allows Steward hospitals to win over individual LEP patients, but also provides a competitive advantage in reputation and market position, further contributing to growth.

"Using OPI is essential for our ability to stay connected with the growing and increasingly diverse LEP population in Massachusetts," says Fogaren. "We aim to provide the best quality care possible. Pacific Interpreters excels at both professionalism and technical assistance. You can't put a price on good customer service."

For more information on Steward Health Care's interpreting program, visit:

www.caritaschristi.org/interpreters



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– Aaron Lemmon | Coordinator for Interpreter Services, Steward Health Care



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