Language Access Services

Simplify interpretation with a mobile solution that improves care, enhances compliance, and boosts provider satisfaction by connecting language interpretation to your EHR and providing customizable workflows.

How do your patients with Limited English Proficiency (LEP) rate their patient experience when interpretation services are needed? The workflow is chaotic for the provider and patient for too many health systems. While qualified in-person interpreters or staff provide the best experience, this is not a scalable option to service multiple languages and fluctuating volumes. The only industry alternative is to use remote interpretation vendors, but requesting this support is not "natural" to a Provider's workflow and is completely disconnected from the EHR.

> The LEP patient population represents
> ## 27+ million patients and is
> growing rapidly.

Healthcare organizations are faced with solving why LEP patients experience 20% longer ED stays, spend on average of 4.3 more days in the hospital, and are 30% more likely to be readmitted without data on how the language barrier is impacting these outcomes.

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Selecting the right interpretation vendor is key, but it does not solve many challenges healthcare organizations face to improve care for the rapidly growing LEP patient population. In addition to creating care delays, most current interpreter services processes frustrate providers who have to spend time tracking down the right resource or equipment to call a remote interpreter. They also make it difficult for organizations to comply with federal, state, and local regulations to create equitable care for all. Interpretation sessions are not easily linked to encounters to track the effectiveness of the provided services, making it almost impossible for health systems to track and receive reimbursement in states that provide it for language access services.

Make Language Access Easier for Patients, Providers, and Your Organization

The Language Access Workflow Solution from DeliverHealth gives providers and healthcare organizations the tools they need to improve interpretation workflows, enhance care quality, and boost organizational efficiency—all in the palm of their hand. Instead of searching for a staff member or cart, providers can go to the eSOne app, select the patient's name, then press a button to request an interpreter on their mobile device.

Because our platform fully integrates with ELSA™ (Enabling Language Service Anywhere), we provide the flexibility to multisource your language access services with a single experience for your providers. This means faster response times for 250+ languages and flexibility to route specific languages to in-house or preferred vendors. Our eSOne language access feature provides the industry's only language interpretation workflow that integrates with ADT (Admission, Discharge, and Transfer) feeds. This significantly reduces the providers' steps to request interpretation support and connects the interpretation session to the patient encounter in the EHR with little to no extra effort. Our workflow solution will also record and update each patient's language of choice in the EHR, allowing for improved planning and faster follow-up in future care episodes.

In addition, eSOne gives interpreters access to a control panel that lets organizations:

- Enhance escalation sequence for routing calls to enable multi-sourcing with common workflow
- Creates a unified workflow for in-house and outsourced interpreters
- Improves utilization of bilingual staff
- Tracks rich metadata such as call duration, completion status, and user satisfaction
- Provides access to voice recording for patients to relisten to providers and instructions and for healthcare organizations to perform quality reviews interpretation sessions.

And administrators will get a real-time dashboard they can use to:

- Permission and prioritize user access
- View user engagement analytics
- Document regulatory compliance
- Track in-house staff utilization
- Access metrics to create data-driven improvements

Benefits of Language Access Services

For Patients
- Get faster care in their language of choice
- Potentially reduce the length of stay and readmission rates
- Improve patient care and patient satisfaction
- Gain access to visit recordings they can share with family to boost compliance with follow-up instructions
- Confidence that their provider will be able to meet their language needs in future visits

For Providers
- Connects the interpretation session to the encounter while reducing the steps for the provider to request an interpreter
- Provide patients with interpretation services faster
- Know patients' preferred language before they meet them
- Spend more time on patient care and less time searching for carts and staff.

For Healthcare Organizations
- Retain the language interpretation services you currently have while adding other vendor and in-house options in a single workflow
- Better insights to drive language access improvements
- Full compliance with ADA, Joint Commission, and other requirements
- Capture necessary documentation for accurate reimbursement in participating states
- Coding and reimbursement efficiencies through automation

Contact DeliverHealth today and learn how to join our Language Access Services program.

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