



## THE ACCESSIBILITY OF TRANSLATION TOOLS IN HEALTHCARE

**Transition readily available interpretation and translation resources into readily accessible resources and watch utilization and outcomes improve.**

ANN ARBOR, MI – April 20, 2016 -- Imagine you're in the middle of a home improvement project... Your hands are full marking the perfect spot on the wall for your nail. Just when you need it, you realize your hammer isn't in your tool belt...UNACCESSIBLE. It might be AVAILABLE in your toolbox. You think that's where you left it. Even if it is AVAILABLE, it isn't ACCESSIBLE where you need it right now. Suddenly, you appreciate the difference in immediate ACCESSIBILITY vs. AVAILABILITY. Depending on what you have within reach, you may use another tool, like a wrench, a tool clearly not made for that purpose.

Similar situations can happen to care providers wherein they find themselves in a situation without readily accessible tools. One situation that happens far more often than it should is when care providers are placed in situations where their limited English proficiency (LEP) patients need to communicate, but the needed translation tools are neither available nor accessible. Under the best circumstances LEP patients are left waiting for care while the hospital staff locates needed available resources. For most routine care needs providers may rely on broken English, their limited bilingual knowledge, and charades and gestures to identify and fulfill their LEP patient's requests. Whether the use of a shared electronic device, a dual interpreter phone or in-house interpreter, the result is the same; the healthcare organization's standard of care is the ad hoc provision of interpreter resources left to the discretion of care providers. These vital resources then are utilized without any standardization of care as each provider weighs the impact and disruption to workflow that stopping to retrieve or locate available resources have on them. Just as well, each organization provides a different level of service which itself varies depending on the skills of care providers. Ultimately, the PATIENT suffers while the organization continues to fall short of achieving its goals.<sup>1-17</sup>



**"Despite all of the resources available in our healthcare systems, the lack of immediate accessibility of interpretation services is at the core of variable treatment outcomes, higher readmission rates and lower satisfaction scores."**

Despite all of the resources available in our healthcare systems, the lack of immediate accessibility of interpretation services is at the core of variable treatment outcomes, higher readmission rates and lower satisfaction scores. This negatively impacts our healthcare industry and our ability to properly care for LEP patients.<sup>1-17</sup> Too frequently, available interpretation tools and services are not immediately accessible, misleading healthcare executive leadership to accept a poor standard of care that would otherwise not be tolerated if the facts of the consistent underutilization of such resources were actually revealed.



**“To achieve the outcomes hospitals are looking for, they need a solution that is ‘immediately accessible’, and to realize how the premise of resources being ‘immediately available’ has kept them in the dark.”**

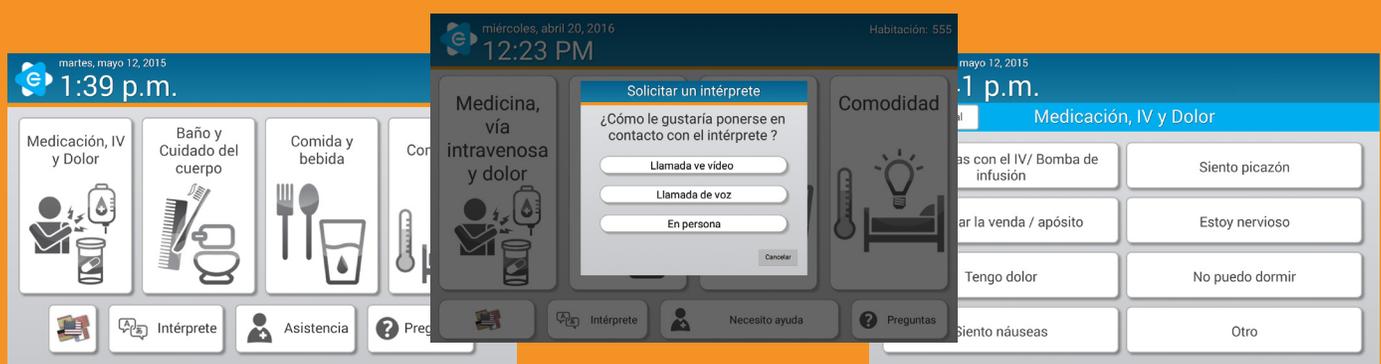
Dr. Lance Patak, co-founder of Eloquence Communications, Inc. explains, “Much of the money hospitals are investing in order to achieve better outcomes, is doing nothing more than a moving them in a theoretical direction and not achieving anything of real significance. To achieve the outcomes hospitals are looking for, they need a solution that is ‘immediately accessible’, and to realize how the premise of resources being ‘immediately available’ has kept them in the dark.”

There are solutions, but organizations often do not seem aware of them or simply do not access them. Cody Broderick, CEO of inwhatlanguage, an innovative language

technology provider with over 30 years servicing the needs of organizations had this to say when asked about the issues facing healthcare providers. “Better care for everyone, everywhere, anytime, and in any language was once a dream. That dream is now a reality thanks to technology like ours and the 160+ languages being supported that allows medical professionals and people in need to connect, communicate and heal.”

Patak further exposes flaws in how most people perceive the readiness of resources being made available to providers, stating, “Available still means a disruption to nursing and health care provider workflow when devices need to be fetched, found or located. The result is more bedside charades, poor outcomes, miscommunication, unmet needs, improper treatment, and quality of care that is well below that of their English-speaking counterpart... It is the immediate accessibility of interpreter resources that will drive the appropriate utilization of such resources, and hence, enable an institution to actually realize the outcomes that making such an investment originally strived to achieve.”

In answer to the issues raised Eloquence Communications, Inc. has created the Language Access Solution (LAS), a comprehensive solution that resolves this dilemma by removing barriers to translation and interpretation for patients, caregivers, and healthcare facilities. It is cost effective and truly, immediately accessible 24/7, 365 days a year.



**“LAS offers a LIVE video & audio interpreter feature that gives patients 24-7-365 access. This immediate accessibility for patients improves patient outcomes and is less disruptive to patient care.”**

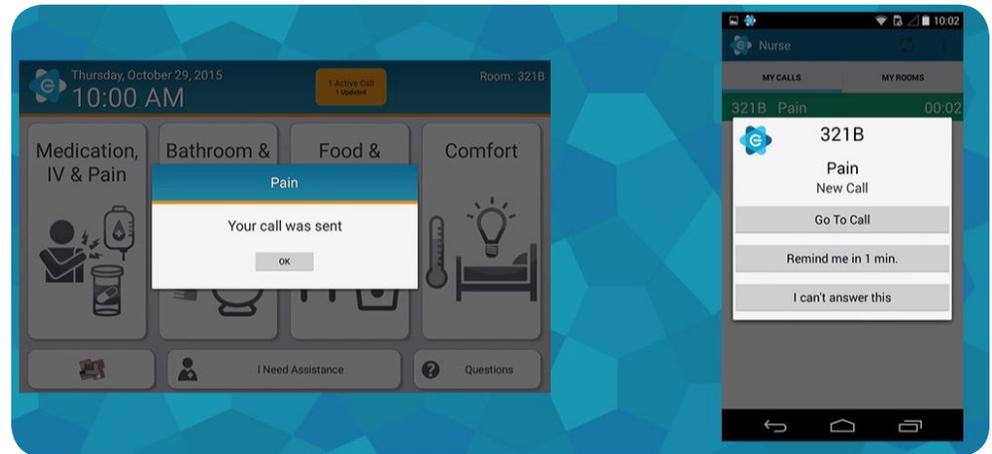
Eloquence's Language Access Solution (LAS) empowers patients and caregivers by providing immediate language access via a bedside touchscreen tablet displaying 30 of the most common requests in their native language. From this device, a patient's request is routed to the appropriate caregiver on their mobile phone. The nurse or aide acknowledges the request and a confirmation is sent back to the patient – in their preferred language. Equally valuable is LAS's feature allowing the patient to speak to a live interpreter through the device. For hospitals and healthcare facilities, the LAS system is customizable, intuitive, requires no capital expenditure and with WIFI connectivity that makes installation less disruptive to patient care. A nursing executive of over 25

years in the industry and an expert in outcome effectiveness of healthcare technology commented, "Finally, a vendor who got it right. What I like about what you've done here is you make a distinction...but you also make a difference. Not all vendors can say that. Well... a meaningful one anyway."

Dr. Patak emphasizes,

"Advancing the science to make language access solutions not

only immediately available, but actually immediately accessible, will actually realize and demonstrate the immediate availability that everyone keeps talking about. If it requires an aide, RN or MD to retrieve it - it is NOT immediately accessible, and the practice of using such resources will continue to be significantly underutilized, desired outcomes out of reach, as it has been for decades."



For nurses, aides and other hospital staff, the difference between AVAILABLE and ACCESSIBLE, is the execution of an action that delivers a 'just-in-time' interpreter service experience. Ultimately, this is exactly what is needed to achieve better outcomes. Healthcare systems must redefine their standards and look to systems such as LAS. If healthcare providers implement these systems, they will ensure that the future of healthcare is improved for all patients and thus increase the overall quality of care and standardize the levels of care for English and non-English speaking patients alike.

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