

# Remote Delivery of Interpretive Services at University of Utah Hospital



# About Us

- University Hospital
  - Level I Trauma Center
  - 361 Beds
  - ~315,000 visits per year
- Huntsman Cancer Hospital
  - 100 Beds
  - ~81,000 visits per year



# Interpreting Needs

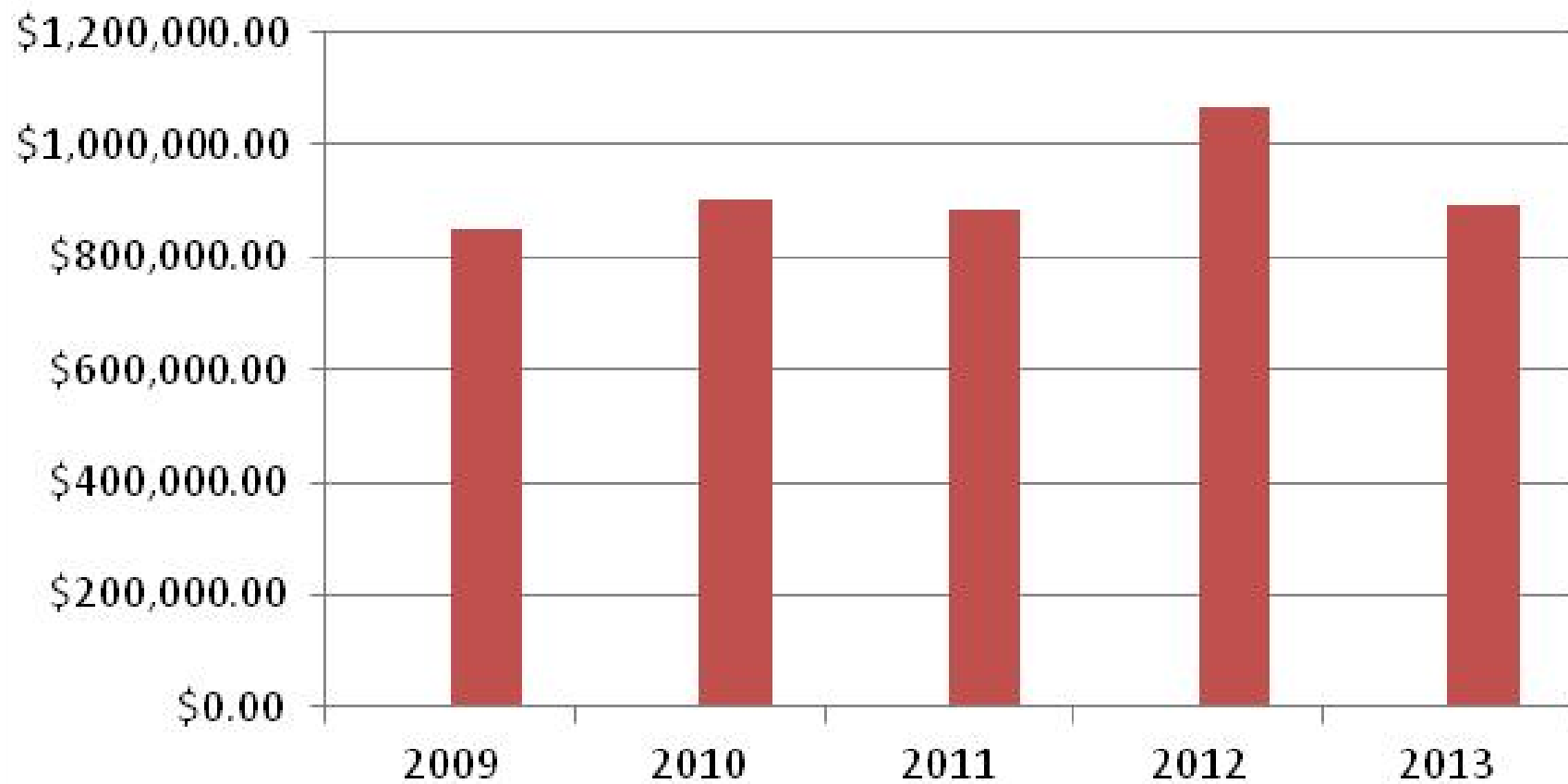
- Approximately 36,000 visits per year (budgeted for ~31,000)
- 9% of patients who require interpretive services
- 69 different languages in 2012 (including American Sign Language)
- 47% of language requests are for Spanish

# Barriers to Delivery

- Availability
  - Limited agency interpreters to address needs of patients
    - Rare languages
    - ASL
  - Proximity (timing)
- Cost
  - Billing reconciliation
- Access
  - Parking



## Total Annual Costs

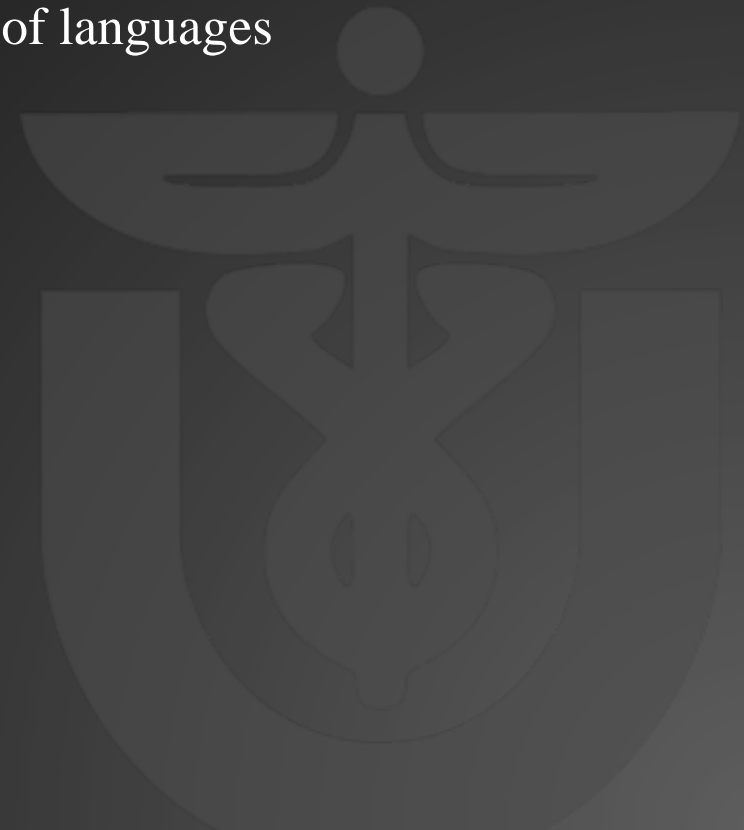


# Enter MARTTI



# Benefits of Video Remote Interpreting (VRI)

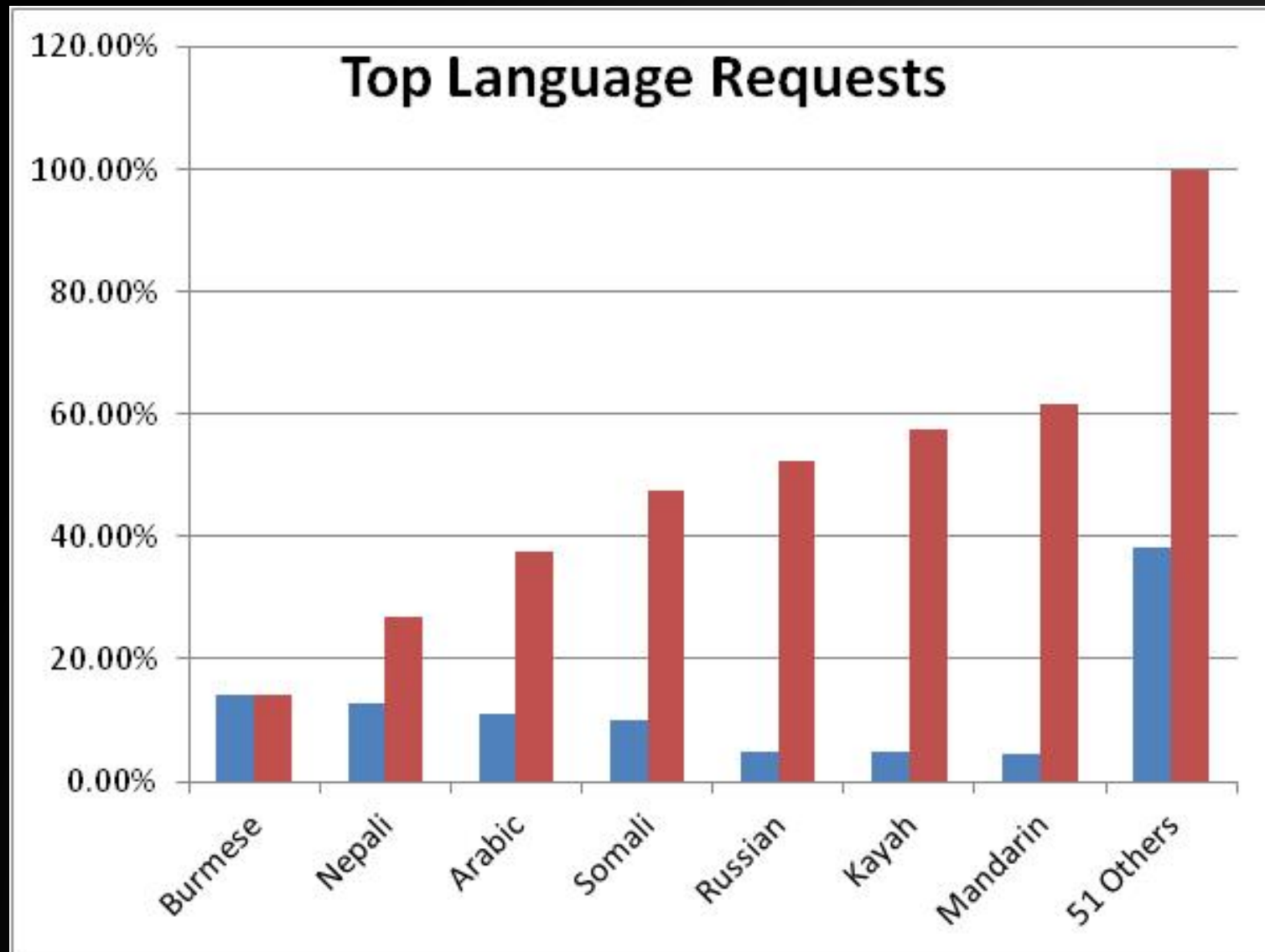
- Availability
  - Large pool of interpreters with a wide range of languages
    - Rare languages
    - ASL
  - No delays for travel time
  - No parking needs
- Cost
- Reporting
- Control
- HIPAA compliant

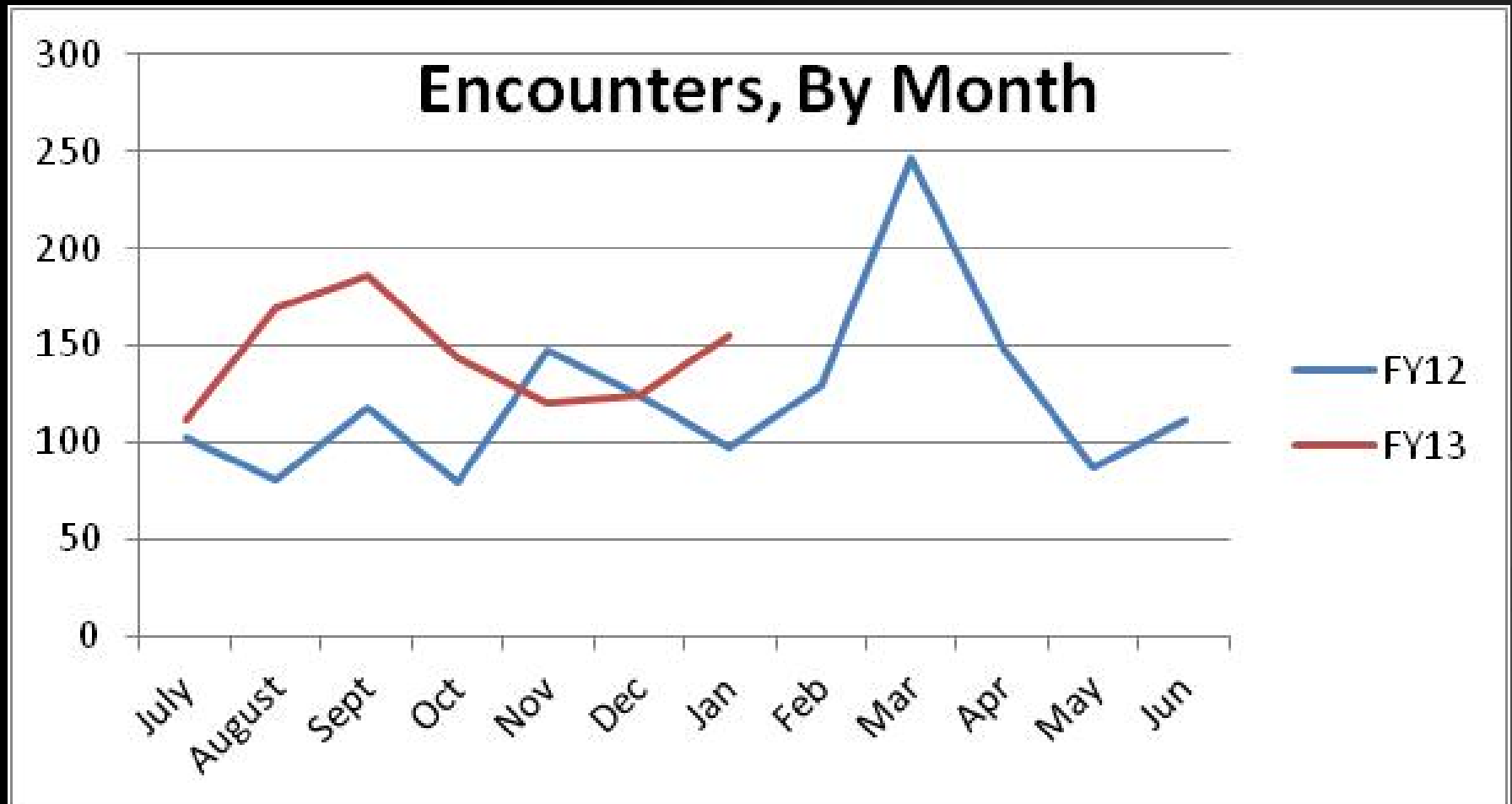


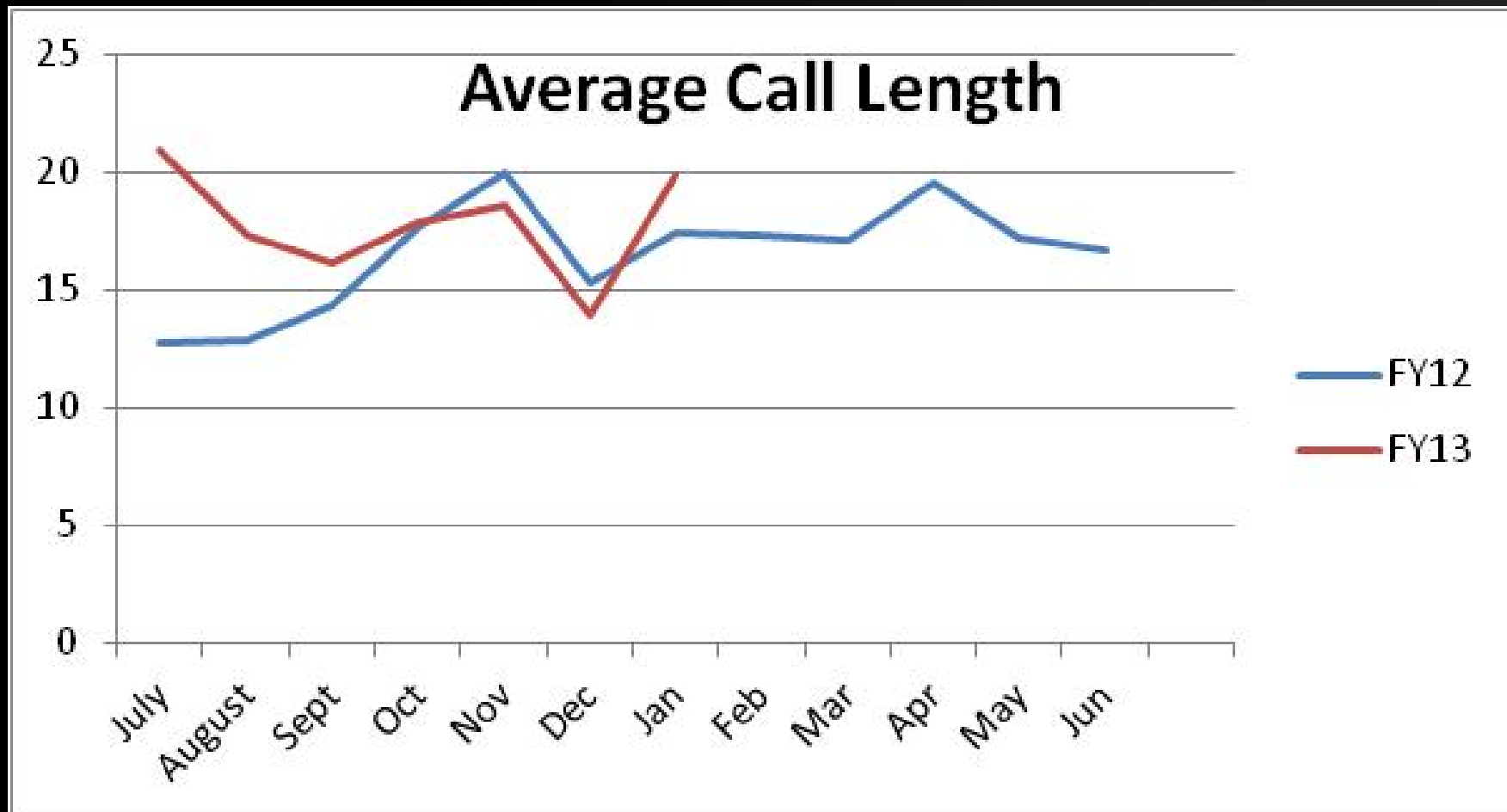
# Reporting

Unit Identification	Provider	Dept	Patient	MRN	Interpreter	Language	Date Initiated	Start Time	Minutes
UUH 45-002		Maternal Newborn Care				Chin	2/1/2013	2:58:00 PM	15
UUH 45-002		MNBC				Chin	2/1/2013	5:32:47 PM	118
UUH 45-002		ER				Burmese	2/2/2013	4:24:00 AM	17
UUH 45-002		ER				Burmese	2/2/2013	6:49:00 AM	78
UUH 45-002		ED				Burmese	2/2/2013	10:21:42 AM	8
UUH 45-002		ER				Somali	2/2/2013	5:47:32 PM	7
UUH 45-001		CVMU				Farsi	2/6/2013	11:45:00 AM	23
UUH 45-001		cardiology				Farsi	2/6/2013	12:10:00 PM	1
UUH 45-008		Sugar health clinic				Nepali	2/6/2013	2:22:12 PM	60
UUH 45-001		Medicine				Farsi	2/6/2013	5:49:00 PM	15
UUH 45-002		ER				Nepali	2/6/2013	6:58:00 PM	20









# Drawbacks of VRI

- Not appropriate for all conversations (end of life care, sexual assault, etc.)
- Limited platform (replacement of hardware, loss)
- Technical support
- Cost (if used inappropriately)
- Patient resistance (ASL)
- Wireless Connectivity
- Pixilation



# Next Steps



# Questions?

[Chris.shirley@hsc.utah.edu](mailto:Chris.shirley@hsc.utah.edu)

