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
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
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Encounters, By Month

FY12
FY13
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?

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