



Cultural Connection



Steward Health Care System
Interpreter Services



ACCOMPLISHMENTS THIS YEAR

INTERPRETER ASSESSMENT OF STEWARD CENTRAL HOSPITALS:

This year, we visited our Steward Central Hospitals to do a complete assessment of their use of interpreter services to provide patient centered care for the diversity of the patient populations throughout their systems. These hospitals included: Rockledge Regional Medical Center (Rockledge, FL), Melbourne Regional Medical Center (Melbourne, FL), Sebastian River Medical Center (Sebastian, FL), Easton Hospital (Easton, PA), Northside Medical Center (Youngstown, OH), Trumbull Regional Medical Center (Warren, OH), Sharon Regional Medical Center (Sharon, PA), Hillside Rehabilitation Hospital (Warren, OH).

We are actively working with our Steward Central Hospitals facilities to help provide the best patient centered care possible, just as we do in the Steward North East Division. Providing the best available patient care for all of our LEP (Limited English Proficient) patients as well as our Deaf and Hard of Hearing patients, is our number one goal throughout the Steward Health Care system. We have met a lot of wonderful people while doing this important work, and have enjoyed reaching out and welcoming our Central region hospitals into our Steward family, and look forward to our continued work with them in the coming year!

INTERPRETER STAFF

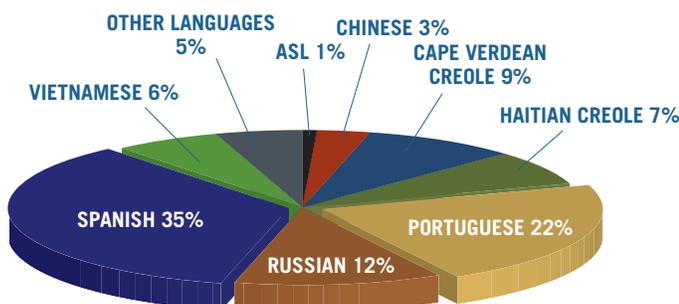
317,544 ENCOUNTERS

- 169,664 IN-PERSON INTERPRETING SESSIONS
- 2,237,935 IN-PERSON INTERPRETING MINUTES
- 60,175 INTERPRETER TELEPHONIC CALLS
- 466,256 INTERPRETER TELEPHONIC MINUTES
- 3,291 INBOUND DIAL INTERCEPT CALLS
- 43,050 INBOUND DIAL INTERCEPT CALL MINUTES
- 8,225 VIDEO CALLS
- 86,664 VIDEO MINUTES
- 13,316 PATIENT ROUNDS (ENCOUNTERS)
- 248,618 PATIENT ROUNDS (MINUTES)
- 2,585 INTERPRETER TECHNICAL SESSIONS
- 50,431 INTERPRETER TECHNICAL MINUTES
- 277 DISABILITY AIDS REQUESTS:
- 1,393 DISABILITY AIDS MINUTES:
- 299 STAFF IN-SERVICE EDUCATIONAL SESSIONS

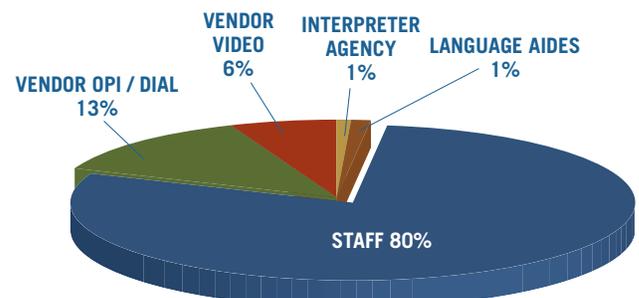
INTERPRETER VENDOR

- 37,975 INTERPRETER VENDOR TELEPHONE CALLS
- 435,264 INTERPRETER VENDOR TELEPHONE MINUTES
- 16,776 INTERPRETER VENDOR VIDEO CALLS
- 202,740 INTERPRETER VENDOR VIDEO MINUTES
- 447 VENDOR DIAL CALLS
- 1,316 VENDOR DIAL MINUTES
- 4,514 INTERPRETER AGENCY ENCOUNTERS
- 183,691 TRANSLATED WORDS FOR DOCUMENTS

STEWARD WIDE FY 2018 YEAR TO DATE ENCOUNTERS BY LANGUAGE (ALL TYPES)



STEWARD WIDE FY 2018 YEAR TO DATE INTERPRETER ENCOUNTER TOTALS BY TYPE



*80% OF OUR ENCOUNTERS ARE BEING COMPLETED BY OUR INTERPRETER STAFF



SECTION 1557 ROLLOUT AND EDUCATION:

Section 1557 of the ACA (Affordable Care Act) was enacted into law on October 18, 2016. At Steward, we have been hard at work hosting education sessions, writing up policies, and training staff to ensure that we will be compliant with this Federal law. Section 1557 prohibits discrimination based on Race, Color, National Origin, Sex, Age or Disability. This law also requires that we provide tagline language assistance signage in our top 15 languages; that we provide qualified medical interpreters to all our LEP (Limited English Proficient) patients face to face, by phone, or by remote video, particularly for patients who communicate using American Sign Language, that minors (under 18) are not allowed to interpret, and that bilingual staff must be tested to ensure that they are clinically proficient when speaking to a patient in their language.

BILINGUAL CLINICAL STAFF LANGUAGE ASSESSMENTS (BCSLA)

In compliance with the mandates set forth in Section 1557 as a part of the ACA (Affordable Care Act), we are rolling out a process for testing the clinical proficiency of our bilingual medical staff. This will ensure that all our patients who entrust us with their care, will receive safe and equitable care in a language they understand. Staff who pass this assessment will receive a certificate as well as sticker for their badge identifying them as QBS (Qualified Bilingual Staff), with the language they can speak noted on this sticker. We have started rolling out the BCSLA in the Northeast through Steward University, and will start the testing process in mid-January. We encourage all bilingual staff to register and take this optional assessment.

SOGI Committee: A NEW SOGI (SEXUAL ORIENTATIONS AND GENDER IDENTITY) COMMITTEE:

In a partnership with our Steward Central Hospitals, we have started the Steward SOGI committee. Our SOGI Committee is comprised of employees from both the Northeast and Central hospitals.. The goal of our work is to provide training, education and policy development, Steward wide, so that we can effectively, confidently and appropriately care for our LGBTQIA patient population. Affirming patients through effective communication is a big part of helping patients feel safe and well cared for. This is also a part of Section 1557 of the Affordable Care Act which states that we cannot discriminate on the basis of race, color, national origin, sex, age or disability. The SOGI Committee members are working to come up with a policy and related education that will help us care for our LGBTQIA patients.

DISABILITY AIDS

Through our online dispatching system, we now have a process in place where staff can request a Disability Aids as easily as they can put in a request for an interpreter. For our patients who are Deaf or Hard of Hearing, we have amplifier headsets, hearing aid compatible phones, door knockers and baby cry alarms, closed caption for TV, Text Telephones, Video Phones (iPad on Pole). For patients with limited vision or who are blind, we have Magnifier Lenses, Reading Glasses, Qualified Readers, Books on Tape, Braille Material, and large print materials. We also have other auxiliary aids available by request. These materials are available so staff can help provide the appropriate accommodation to our patients who have disabilities. This is also a requirement of Section 1557 and the American with Disabilities Act (ADA).

IMPROVEMENTS TO OUR WIRELESS INTERPRETER PHONE ON A POLE (IPOP) COVERS

We have been working with our vendor for our telephonic IPOP devices, and have been upgrading our old clear plastic covers with new thin black protective covers that do not crack and are pretty much indestructible. This has greatly decreased IPOP repairs and the down time associated with equipment resulting in improved quality and safety delivering patient care.

INBOUND DIAL PROGRAM

Working collaborative with our vendors and our Steward IT team, we have been rolling out our Inbound Call DIAL program across the Steward North East hospitals. This system allows a non-English speaking individual to call directly into our facilities. They can select their language, and then they can connect with us directly, in their own language, to be able to effectively communicate with staff whenever they like. During the day, our staff interpreters will call patients back and stay with them on the line through the length of their call. After hours, a vendor interpreter will be on the line with the caller through the length of their call.

HOMECARE ORIENTATIONS

The interpreter services department is now a part of the orientation process for new staff who are coming on board for our Homecare program. Our goal is to help them effectively connect with interpreters while they are visiting our patients at home. This ensures effective communication as a part of patient centered care.





IMPROVEMENTS TO OUR VIDEO CALL PLATFORM

This year, working in collaboration with our video vendor, we have rolled out upgrades and improvements to our video interpreter services on our video iPads. Improvements include a platform upgrade, and new features that help reduce bad WiFi reception issues by allowing you to refresh the call for a better connection, instead of terminating the call and starting over again. We will continue to work with our vendor to roll out improvements to this service, as well as providing our ongoing department training to ensure everyone knows how to get the most out of this technology.

TRAININGS AND EDUCATION: UNCONSCIOUS BIAS, ED AND PSYCH STAFF EDUCATION

This year the interpreter services department has coordinated some amazing Unconscious Bias staff education in collaboration with one of our education vendors. Also we have led trainings on how to effectively utilize medical interpreters, focusing on our ED and Psych departments. The goal of these trainings to give staff the tools and education they need to help them more effectively work with the diverse patient population who entrust us with their care.

SMG PROVIDED RESOURCES

We have expanded our services to include our SMG practices, by providing them video and telephonic interpreter services. We also provided services for HR Benefit enrollments so that any caller who does not speak English, could connect with our H.R. Benefits team to help them with the enrollment process. We are also implementing an interpreter inbound calling system for our SMG Call Center where callers can dial a specific number that will route them to an interpreter who speaks their language, who will be on the call with them as they call into the SMG Billing department.

MARTIN LUTHER KING JR. DAY



THE MEANING OF THE KING HOLIDAY

by Coretta Scott King

The Martin Luther King, Jr. Holiday celebrates the life and legacy of a man who brought hope and healing to America. We commemorate as well the timeless values he taught us through his example — the values of courage, truth, justice, compassion, dignity, humility and service that so radiantly defined Dr. King's character and empowered his leadership. On this holiday, we commemorate the universal, unconditional love, forgiveness and nonviolence that empowered his revolutionary spirit.

The King Holiday honors the life and contributions of America's greatest champion of racial justice and equality, the leader who not only dreamed of a color-blind society, but who also led a movement that achieved historic reforms to help make it a reality.

It is a day of interracial and intercultural cooperation and sharing. No other day of the year brings so many people from different cultural backgrounds together in such a vibrant spirit of brother and sisterhood. Whether you are African-American, Hispanic or Native American, whether you are Caucasian or Asian-American, you are part of the great dream Martin Luther King, Jr. had for America. This is not a black holiday; it is a peoples' holiday. And it is the young people of all races and religions who hold the keys to the fulfillment of his dream.

Martin Luther King, Jr. Day is not only for celebration and remembrance, education and tribute, but above all a day of service. All across America on the Holiday, his followers perform service in hospitals and shelters and prisons and wherever people need some help. It is a day of volunteering to feed the hungry, rehabilitate housing, tutoring those who can't read, mentoring at-risk youngsters, consoling the broken-hearted and a thousand other projects for building the beloved community of his dream.

<http://www.thekingcenter.org/meaning-king-holiday>

CULTURAL CONNECTIONS NEWSLETTER

This is our second year of our Cultural Connections Newsletter publications, which is now being disseminated monthly throughout Steward Northeast and Steward Central. We have received some great feedback from providers and staff who feel this is a great informative and educational tool that helps them in the process of working with our culturally diverse patient population.

