

Improved Financial Viability, Patient Experience, and Provider Workflows: Can We Do It All?

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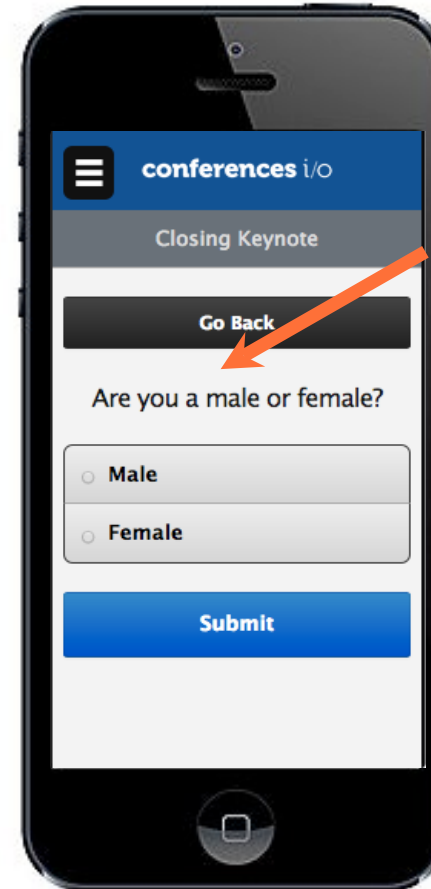
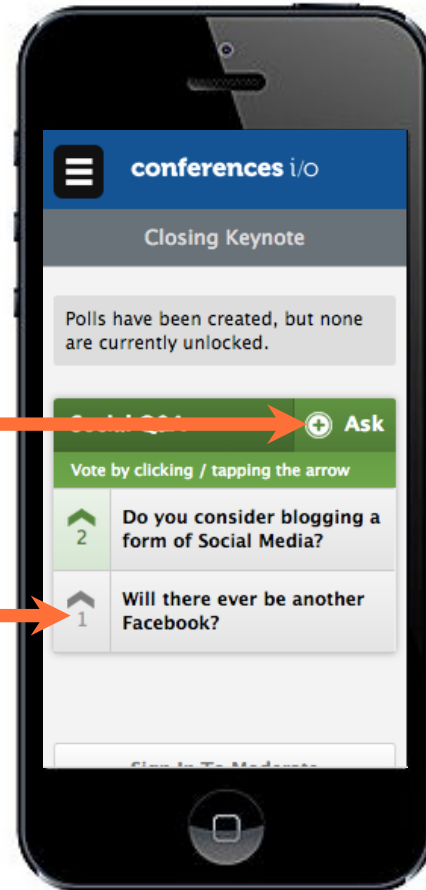
Katie Tracey, NP, Clinical Informaticist



In-Person Participants

**Give us
Feedback**

**Up-Vote a
Comment**



**Click on
question and
then
Respond to
Polls when
they appear**

Vote / Give Feedback/ Respond to Polls

Virtual Participants

Chat

(use to talk with peers)



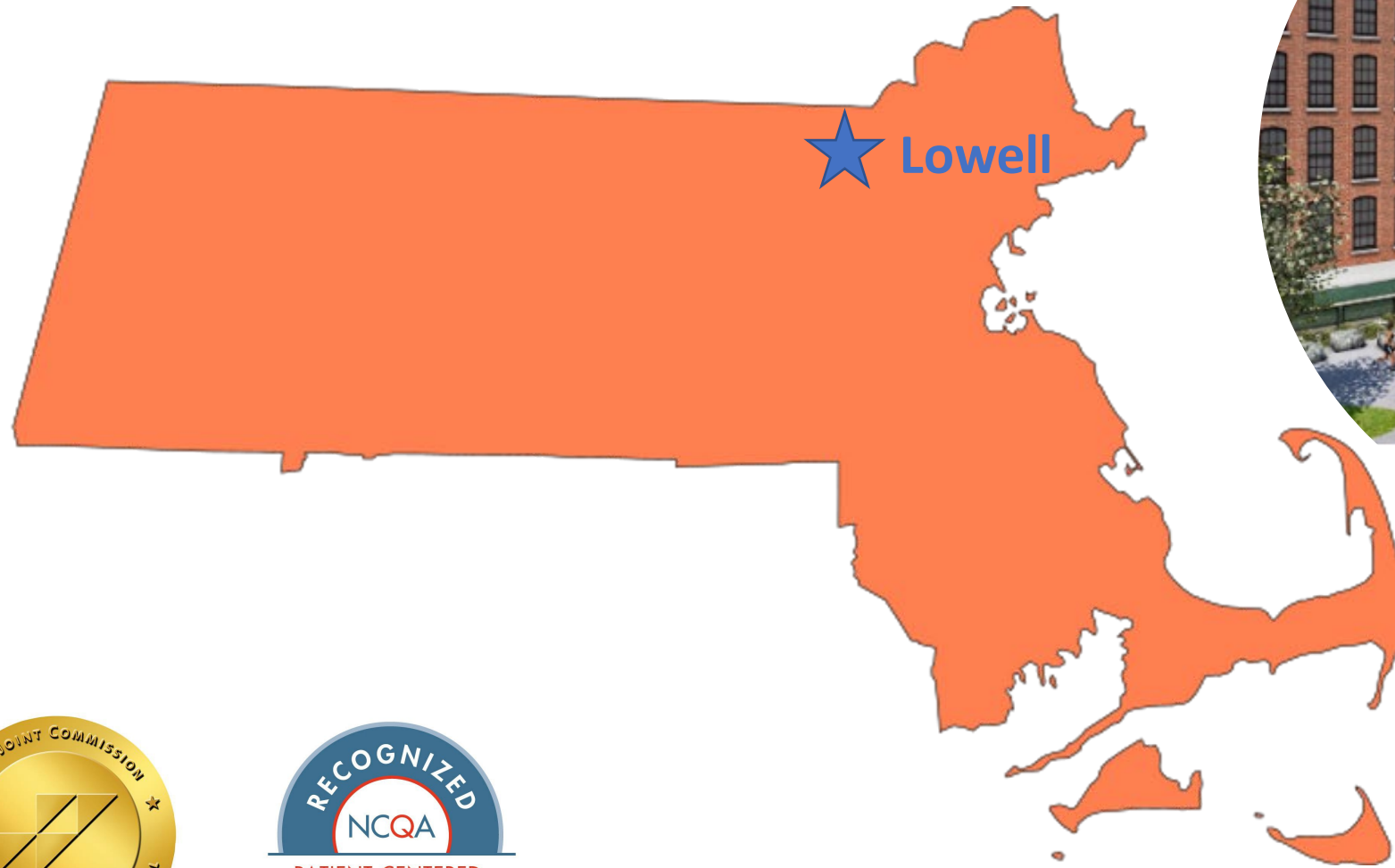
Polling/Q&A

(participate in polls, ask questions to faculty)



The screenshot displays a virtual meeting interface with several components:

- Chat Window:** Located on the left, it shows a list of participants and their messages. The messages include: "Brian Long Hey James K, III", "James Heikel Brian!! Hey Buddy!!!", "Laura Wiggins!! Confirming - the 'Workbook' is under the Resources tab, titled 'Nikon Precision, Inc_WRB100321_Workbook'", "Coff Greenberg Start at the end: identify the goal, then the key winning points, outline & drink more coffee", and "Laura Wiggins!! 'word vomit' ...writing stream of consciousness then editing it down. Or start with a bullet list of thoughts then expand it to sentences.".
- Polling Window:** Also on the left, it displays a poll titled "#1.) What is your biggest business writing challenge? (NO RIGHT ANSWER - OPEN QUESTION)". The poll results are: "Concision 45%", "Grammar and/or Types 20%", "Content Structure 16%", "Tone 16%", and "Other 0%".
- Video Feed:** In the center, it shows a video of a man with short brown hair, wearing a dark suit jacket over a light-colored shirt.
- Presentation Slide:** On the right, it displays a slide titled "UDS Reporting: Preparing, Doing, and Utilizing" with the subtitle "Cultivating Health Center Operations". The slide features a colorful graphic of a heart and the CURIS logo.
- Bottom Bar:** At the bottom, it includes a "Request Support" button, a clock showing "12:09pm Eastern", and a navigation menu with "Session", "Support", "Profile", "Options", and "Windows".



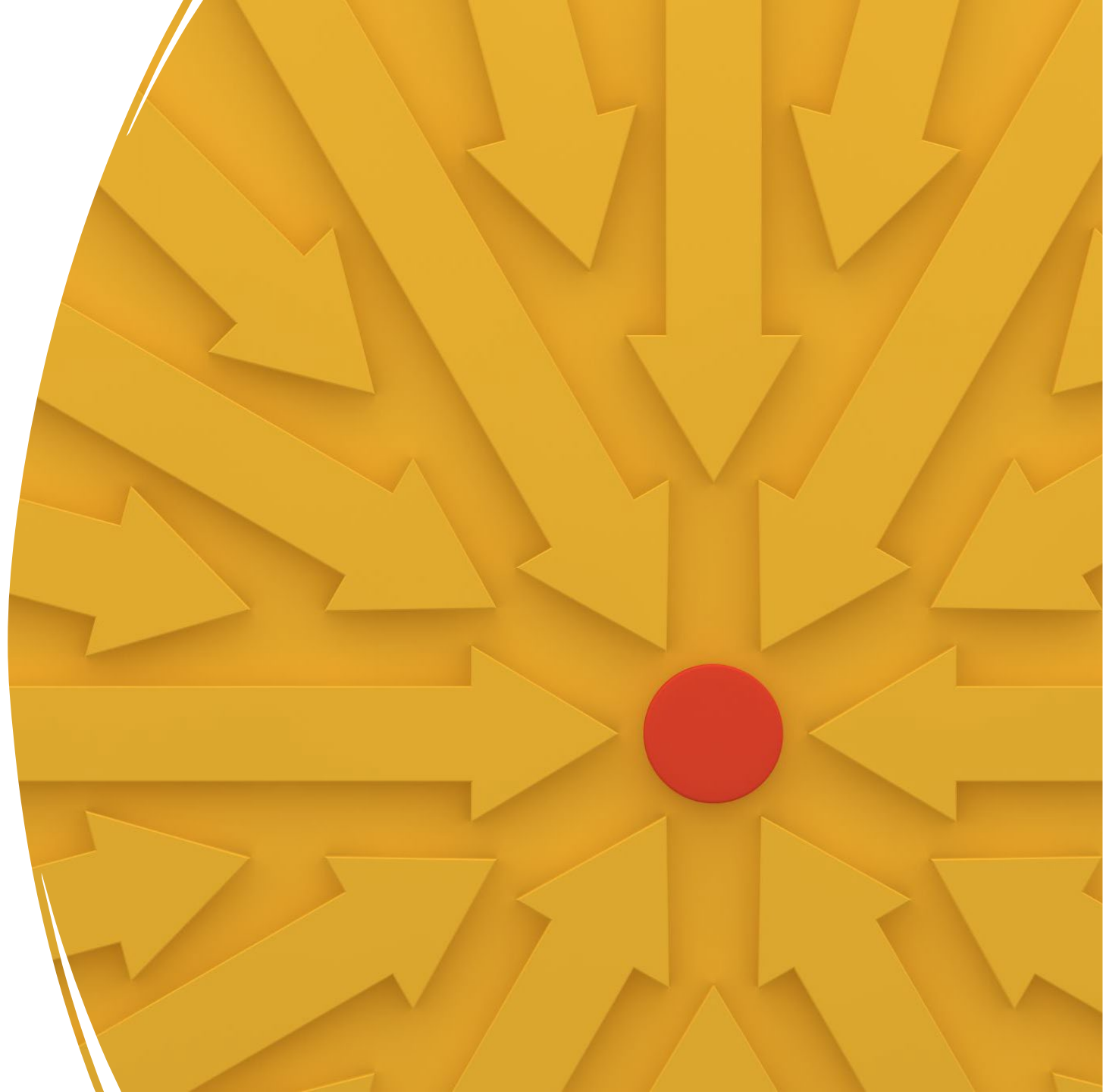
About Us

- **Vision:** A Just and Healthy Community
- **31,000 patients/year**
- Over **100 providers**
- Serve **57 languages** YTD22
- Large Immigrant, Refugee, Non-English-speaking population.
- **45% patients** served in language other than English
- Top Languages: Spanish, Portuguese, Khmer, Swahili, Arabic
- Both in house staff interpreters & external interpreter service



The Problem

- In-house interpreter services underutilized
- Workflows complex and time-consuming
- High cost for external service



Why in-house interpreters?



Cultural competency



Community knowledge



Health center familiarity

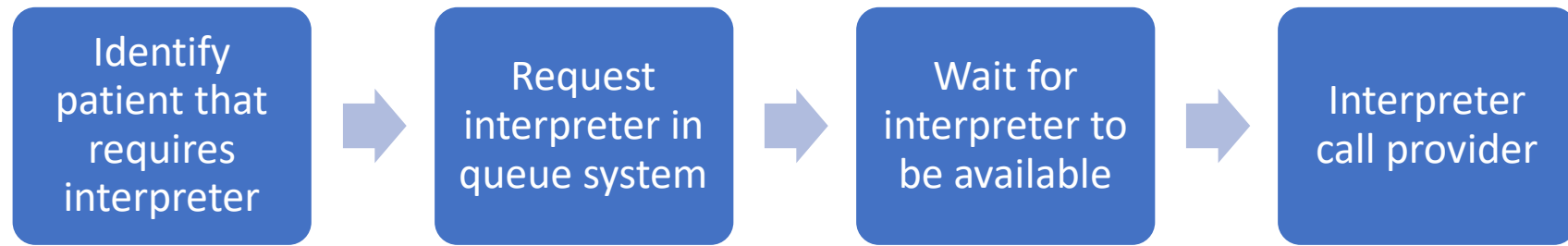


LOWELL CHC INTERPRETERS

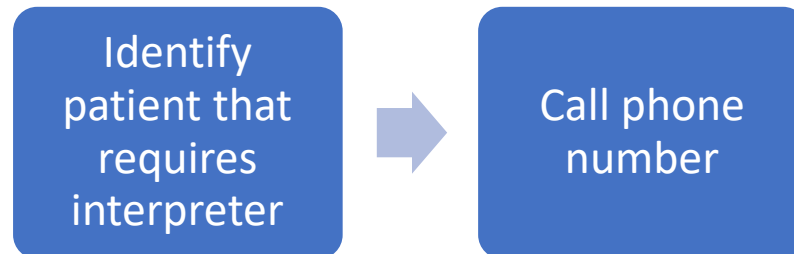


Workflows to Request an Interpreter (2021)

In-house Interpreters



External Interpreters



Feedback

“discouraging to see the queue with no expected wait time”

“long wait times due to logistical issues that negatively affected patients and providers”

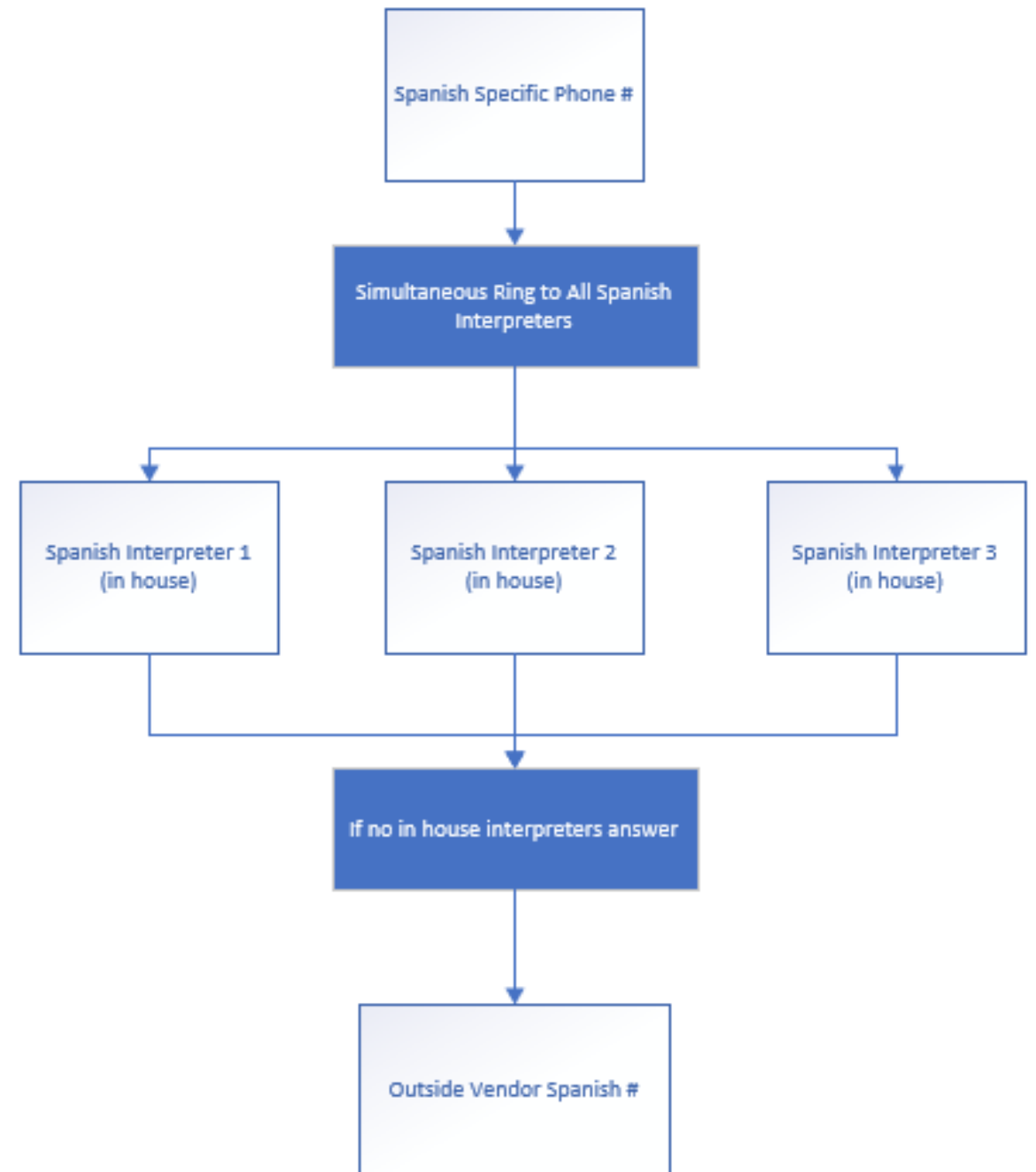
“Sometimes the staff takes a long time to find an interpreter or there is not an interpreter available.”

How can we make this process easier?

- ☐ Simplify workflow
- ☐ Encourage best practices
- ☐ Apply technology
- ☐ Engage partnerships

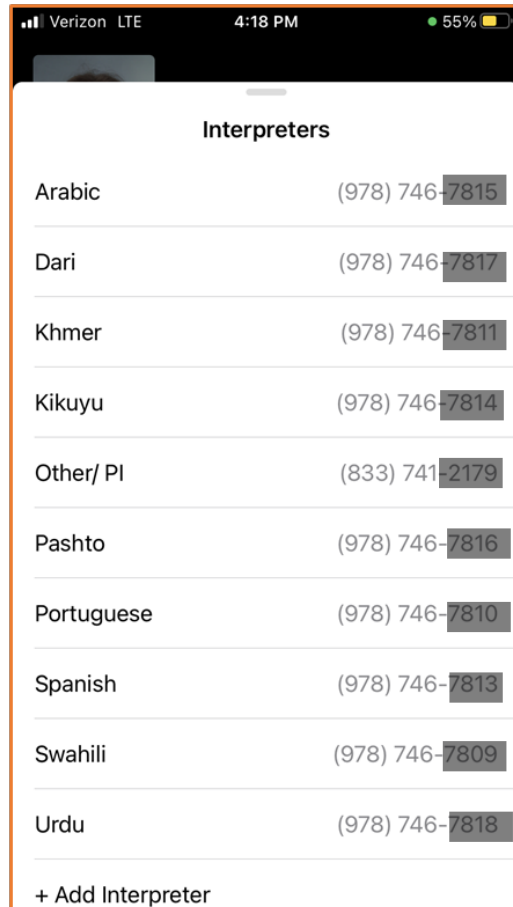


Solution: Interpreter Call Tree



Optimized Workflow to Request Interpreter (2022)

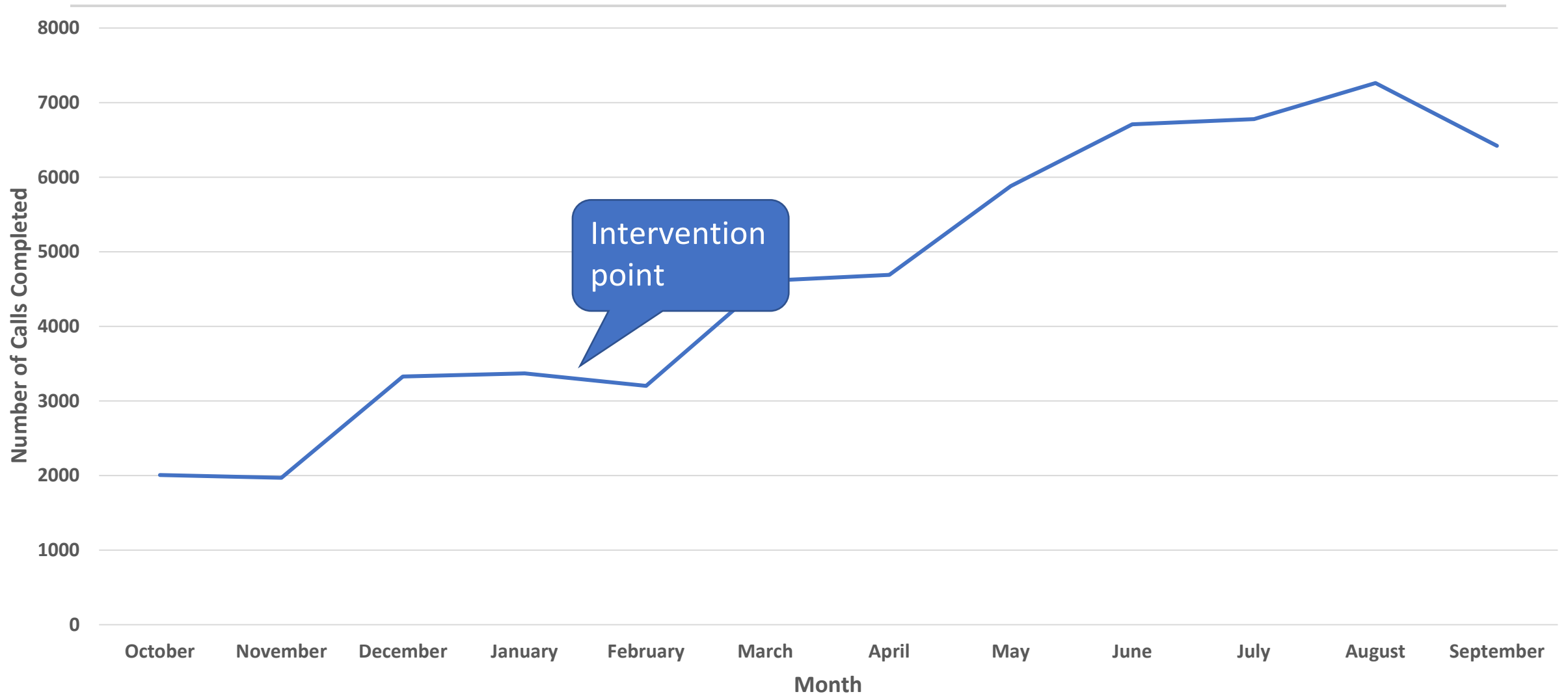
From 12 Clicks to <4 clicks



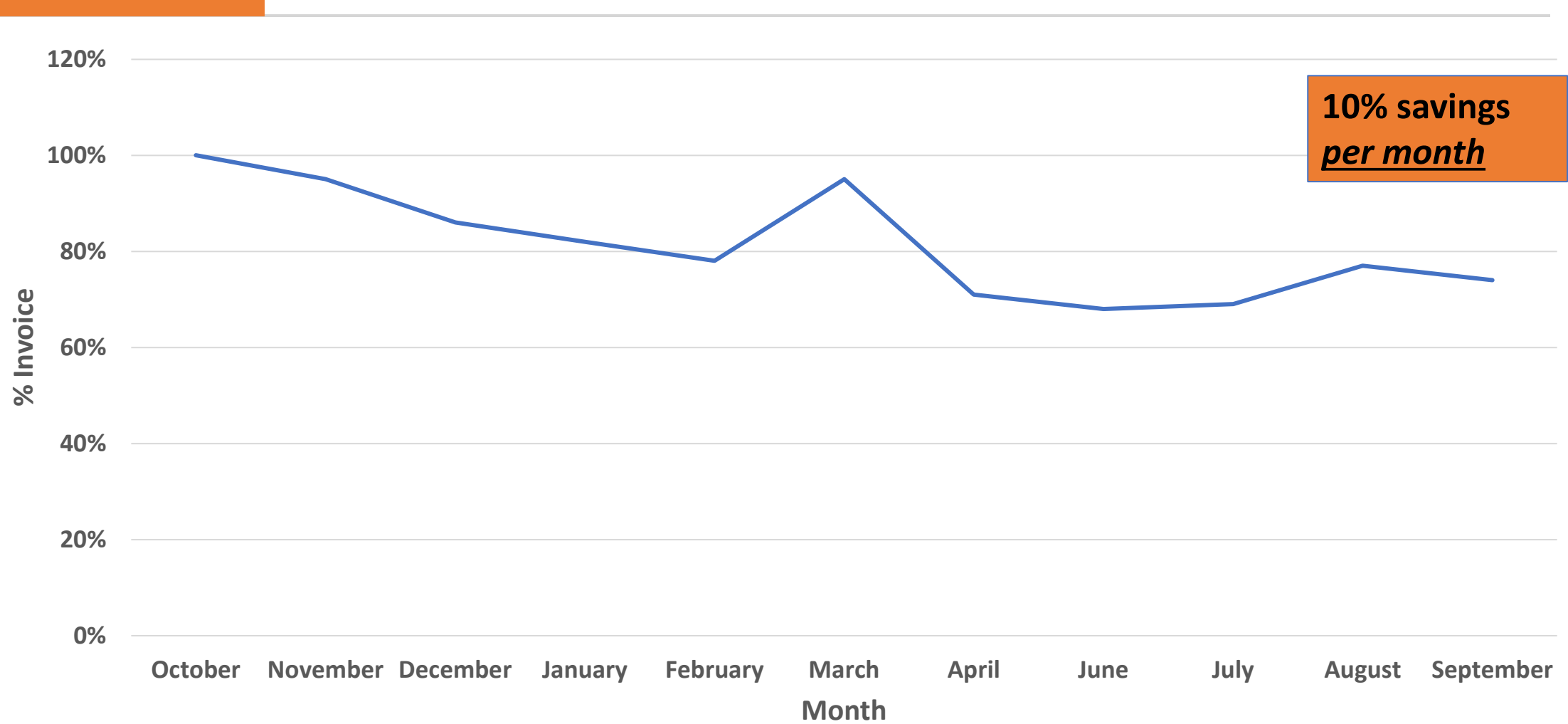
Pilot

Expand

In-House Interpreter Productivity



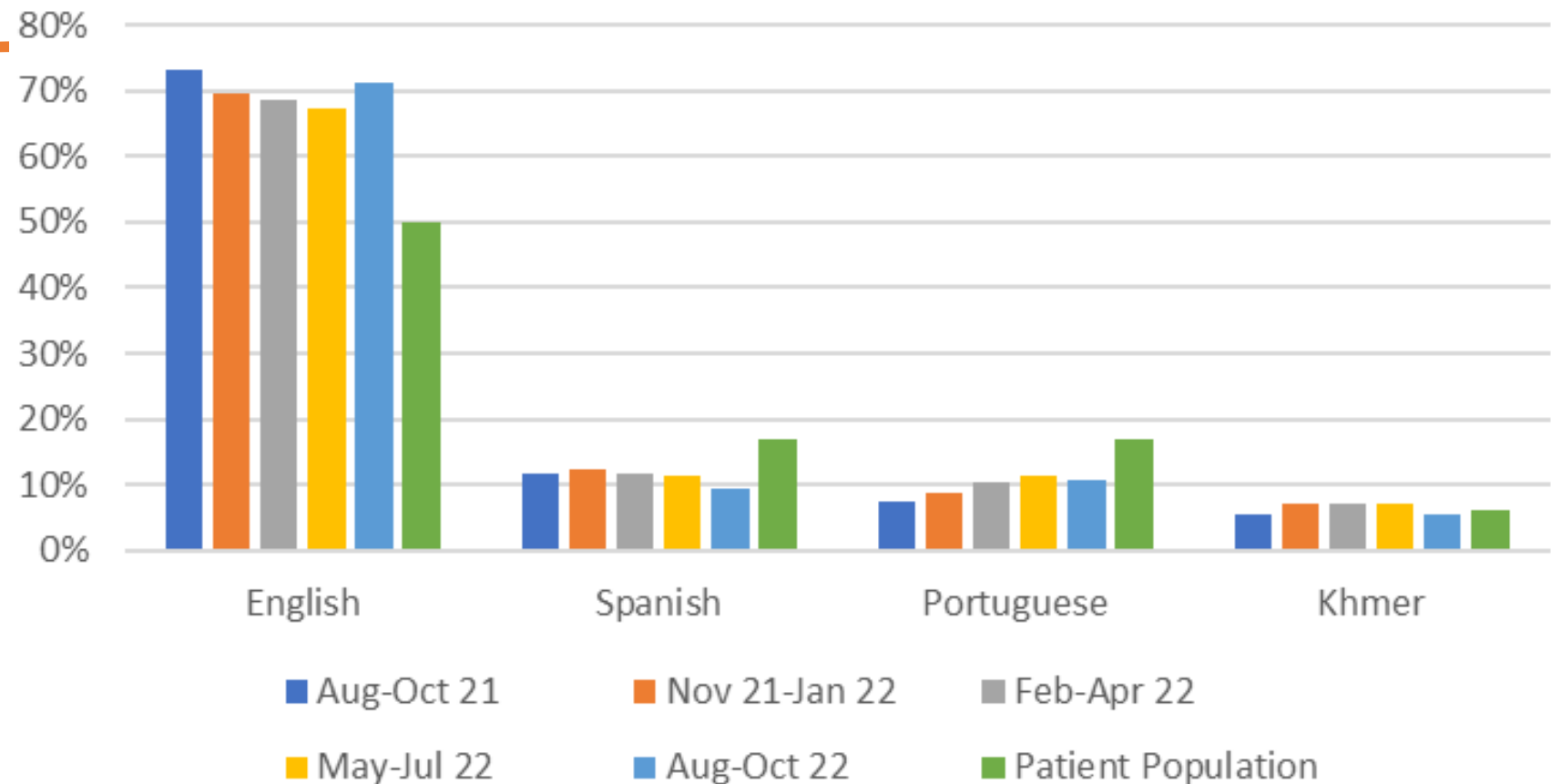
External Vendor Monthly Invoice



Impact on Patient Access

- 3-way calls
- Provider time
- Training on telehealth system

% Video Appointments by Language



New Interpreter Services Workflow Feedback

“allows everyone to make best use of their time”

“I can be in an out of different consult rooms within seconds, and I have been able to push myself to take on more patients in a day than ever!”

“I can’t think of a more efficient way to offer interpretation than the new phone system”

“When one doesn't understand the language, they give us an interpreter. They give us options.”

Lessons Learned



WORKFLOW



LISTEN & ACT



PARTNERSHIPS



PERSISTENCE



Questions