

Beth Israel Deaconess Hospital-Milton

MILTON, MA

\$128,385

AWARD EXPENDED

Access to medical interpreter services is a critical component of care for patients with limited English proficiency. Interpreter services increase communication and build trust between patients and caregivers and make it more likely that patients will understand and comply with treatment. BID-Milton replaced a contracted, on-call Vietnamese translation service with an on-site staff member who provided interpreter services and served as a patient navigator. The hospital created patient materials in Vietnamese, Spanish and Haitian Creole and translated its website into these languages. With the goal of further enhancing communication across care settings between the hospital and the community, BID-Milton developed a focused information exchange linking the hospital and a community-based practice serving Vietnamese patients. BID-Milton's CHART Phase 1 initiatives contributed to a more patient-centered care delivery model.

CAPABILITY AND CAPACITY BUILDING

The goal of introducing patient materials in multiple languages and hiring a Vietnamese medical interpreter/patient navigator was to improve linguistically and culturally appropriate patient care and communication throughout the hospital. The medical interpreter/patient navigator role improved the patient-clinician connection by optimizing patient comfort and understanding in the clinic setting and by introducing cultural awareness to clinicians' care. From a financial perspective, this position also decreased the cost per hour of translation services and extended these services to all providers within the hospital's campus.

The new interface between the hospital's electronic health record and the target community practice gave hospital-based providers and specialists electronic access to key medical information contained at the community practice level and vice versa.

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NON-NATIVE LANGUAGES IN THE COMMUNITY WITH TRANSLATED MATERIALS.

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NEW PRINT EDUCATION AND CONSENT MATERIALS AVAILABLE FOR PATIENTS.

Cost of Vietnamese translation services per hour



\$84.44

Without on-site navigator



\$42.00

With on-site navigator

CHART PHASE 2 AWARD

BID-Milton received a CHART Phase 2 award to substantially reduce boarding of long stay emergency department patients with behavioral health conditions. This is a critical need of the hospital, with boarding challenges exacerbated by the precipitous closure of Quincy Medical Center in late 2014.