



CASE STUDY

Lurie Children's Hospital

PROFILE

Location: Chicago, Illinois

Beds: 288

Physicians: 1,245

Admissions: 10,997

Outpatient Visits: 512, 625

Inpatient Surgeries: 4,926

Outpatient Surgeries: 13,342

Emergency Room Visits: 61,767

Overview | The Ann and Robert H. Lurie Children's Hospital of Chicago is one of America's top pediatric healthcare providers. In 2013 Lurie Children's treated 153,000 children from across the U.S. and around the world. It retains 1,245 physicians in 70 pediatric specialties.

Lurie Children's operates a Level-I trauma center and is the primary pediatric teaching hospital for Northwestern University Feinberg School of Medicine. Clinicians treated 512,625 outpatient visitors and made 10,997 admissions to the hospital's 288 beds. The emergency room cared for 61,767 visits. Physicians performed 4,926 inpatient surgeries and 13,342 outpatient surgeries.

In 2014, Parents magazine and U.S. News & World Report both listed Lurie Children's among the 10 best pediatric hospitals in the United States.



The Challenge | Lurie Children’s Hospital serves the Deaf and limited English proficient (LEP) patients and families with routine checkups, specialist visits, and emergency care. Prior to adopting InDemand Interpreting, clinicians, interpreters and patients all experienced frustration while using the hospital’s language services. In-person

interpreters were not always available, especially overnight and on weekends. They could not participate during certain procedures. Telephones could be difficult to use depending on their location or the type of care being delivered. Finally, Language Services could neither physically nor financially scale to meet growing demand.

The Solution

After extensive research and a thorough selection process, Lurie’s Children’s Hospital selected Video Remote Interpreting (VRI) from InDemand Interpreting. Fifteen mobile VRI carts were distributed among the hospital’s two main locations, providing immediate language access throughout their facility.

“The video alternative has brought a visual element that patients like. It is quicker than in-person and better than phone-only.”—Omar Torres-Kortright, Manager of Interpreting Services at Lurie Children’s Hospital

The Results | During a customer satisfaction study at Lurie, InDemand Interpreting received a rating score of 9.5 out of 10. 100% of the participants liked VRI; they responded they would use Video Remote Interpreting again.

Manager of Interpreting Services, Omar Torres-Kortright, told InDemand Interpreting:

“The doctors like using InDemand’s VRI a lot. Our staff has very positive feedback and great experiences with InDemand, even in complex areas like cardiology.”

“Sometimes having an ASL interpreter travel to the hospital for an ED visit would take too long and it was nerve racking. Now we don’t have that problem.”

“Calls are always answered and wait time is never an issue. In our ER setting it is critical to have 24/7 availability and InDemand meets that need.”

