

CASE STUDY

Wakemed Health & Hospitals

PROFILE

Location: Raleigh, North Carolina

Beds: 884

Patient Discharges: 43,555

Emergency Room Visits: 237,447

The Challenge | Wakemed has a rapidly growing and diverse patient population. After English, the most commonly spoken language among patients is Spanish, followed by Arabic and Chinese. In addition to LEP patients, WakeMed also serves patients who communicate through American Sign Language.

Jennifer Lee is WakeMed's Manager of Radiology and Support Services, which includes interpretation and translation services. She states that as the patient population became more diverse, there were not enough in-house interpreters to meet the demand 24/7. Before InDemand Interpreting, language interpretation was managed by in-house Spanish interpreters, as well as over the phone interpretation for all other languages. For sign language, there were some VRI laptops, but primarily an in-person sign language interpreter was called in.

Jennifer states "it is cost prohibitive to hire enough interpreters of various languages to be available since it is impossible to predict exactly when and at which of our numerous locations you will need them. While staffing for Spanish was doable, the population of patients needing other languages was growing."



The Solution

WakeMed has deployed 30 of InDemand Interpreting's Video Remote Interpreting (VRI) carts throughout their hospital system.

Jennifer says “communicating with the whole family is very important. It was hard to accommodate all of these needs before. Now we can serve the communication needs of the family and care for the patient.” WakeMed’s biggest customers for interpretive services are the seven Emergency Departments and Women’s and Children’s services.

To satisfy their needs, WakeMed has strategically placed InDemand Interpreting’s VRI carts throughout the system. WakeMed uses interpretive services for all 17 languages available via video. Jennifer also says that “having the flexibility to access over 200 languages is great. Having access to less common languages like French Creole or multiple dialects of Vietnamese is very valuable.” Serving ASL patients has become easier as well. “VRI for ASL means patients don’t have to wait for care. InDemand often bridges the gap with patients while we call in an on-site ASL interpreter.”

WakeMed uses both InDemand’s VRI carts and phone-based interpretive services to provide high quality, and efficient service to their patients. Their combination of on-site interpreters, InDemand’s VRI carts and phone services have allowed WakeMed to scale their services and ensure strong and accurate communications with patients.

With InDemand Interpreting WakeMed has reduced costs for interpretive services while scaling to meet the growing demands of the diverse patient population. —Jennifer Lee

Jennifer also states “the on-site interpreters have been very receptive to using the carts and helping train the nursing staff on how to use the platform.”

The Results | Jennifer notes, “We have immediate and ready access to interpreters with InDemand Interpreting, meeting the needs of all non-English patient populations. In the past, patients and caregivers had to wait for an interpreter to become available.” VRI carts are stationed in multiple areas throughout the hospital, which means interpreters are everywhere and patients don’t have to wait.

With InDemand Interpreting WakeMed has seen reduced costs for interpretive services while also meeting the growing demands of the diverse patient population. “The medical staff enjoys using InDemand because the systems are easy to use with quick access to qualified interpreters.” Jennifer continues, “Today, over 80% of our usage has been for Spanish, but having the ability to have a live sign language,

Arabic, or other language interpreter available 24/7 has been wonderful for our patients, especially those making an unplanned visit through one of the Emergency Departments. This benefit of easy language access also extends to the more remote areas of the hospital.” ■