



## CASE STUDY

# Texas Institute for Surgery Improves the Safety and Quality of Care while Increasing Compliance

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### PROFILE

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**Location:** Dallas, Texas

**Operations Per Year:** > 13,000

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**Overview |** Texas Institute for Surgery is a private hospital located in the sixth largest Spanish speaking metropolitan area in the country. Located at Texas Health Presbyterian Dallas, the institute is a state-of-the-art hospital dedicated to providing the best in surgical services with renowned patient care.

The institute conducts over 13,000 operations each year. A significant percentage of patients are Spanish speaking and require medical interpreting services. Texas Institute for Surgery is committed to quality patient communication and compliance with federal and state language access laws.

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**The Challenge |** Over ten years ago, the Office of Minority Health U.S. Department of Health and Human Services concluded that language barriers commonly lead to fewer physician visits, missed appointments, repeat emergency room visits and the reduced use of preventive services among limited English proficient (LEP) patients, all of which impact the cost and quality of care.



**The Challenge, Continued** | In response, The Joint Commission with the U.S. Department of Health and Human Services developed accreditation standards and recommendations to ensure patient and family-centered care across the care continuum.

In 2010 The Joint Commission published its language access roadmap for hospitals. Their recommendations include:

- Identify the communications needs of patients and families
- Collect language data into the medical record
- Address patient communication needs during treatment

Texas Institute for Surgery follows The Joint Commission standards rigorously. The hospital needed a clear and consistent language access plan along with a medically qualified interpreting provider that would make both doctors and patients feel confident.

“With InDemand Interpreting we can offer more languages and accommodate our patients’ needs. This was impossible with on-site interpreters alone.”

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## The Solution

Texas Institute for Surgery selected InDemand Interpreting and deployed five Video Remote Interpreting (VRI) carts in strategic locations throughout the hospital. The institute became the first healthcare organization in Texas to provide InDemand Interpreting VRI.

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**The Results** | InDemand’s video conferencing technology has greatly improved the quality of service that Texas Institute for Surgery delivers to its bilingual and LEP patients. Video Remote Interpreting removes costly healthcare challenges. It promotes safer and higher quality patient care that drives a better patient-provider engagement and improves cultural competency.

“Our physicians and nurses are thrilled with InDemand. The connection is

immediate and that’s important for patients. All patients have anxiety with surgery. Anything we can do to lessen the anxiety makes for a better experience. Communication is paramount in providing the best patient experience.”

At all times, day and night, the institute has secure, instant access to interpreters for more than 200 languages. Because the hospital quickly identifies communications and language needs, and can provide

accurate medical interpreters throughout its facility, the hospital confidently meets its commitments to The Joint Commission and to upholding federal and state rules. As a result Deaf and LEP patients receive fast and accurate clinical management decisions with fewer delays. ■