



Managing Interpreter Services in Public Health During the Pandemic

Part 2

with Yvonne Simpson, MA, CMI, Irma Bustamante, BA, Kelly Jennemann, B.A., CMI, CHI™, PMP, Michelle Harris, MBA

**Wednesday, January 27
11:00am - 12:30pm Central**



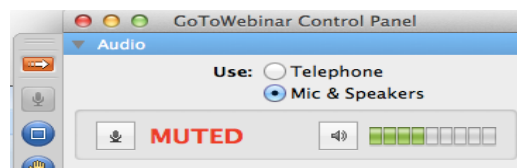
WWW.NCIHC.ORG





Housekeeping

- This session is being recorded
- Certificate of Attendance
 - *must attend full 90 minutes
 - *trainerswebinars@ncihc.org
- Audio and technical problems



- Questions to organizers
- Q & A

Welcome to our guest panelists!



Yvonne Simpson,
MA, CMI



Irma Bustamante,
BA



Michelle Harris,
MBA



Kelly Jennemann,
BA, CMI, CHI™, PMP



Welcome to our guest panelists!



Michelle Harris, MBA

Manager of Interpreter Services
Michigan Medicine

PANDEMIC RESPONSE

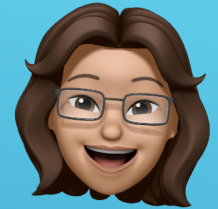
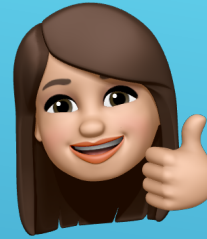
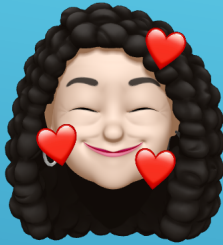
**Interpreter Services at
Michigan Medicine**

THE SITUATION

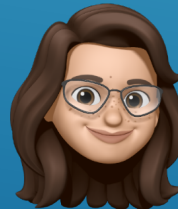
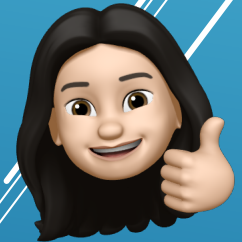
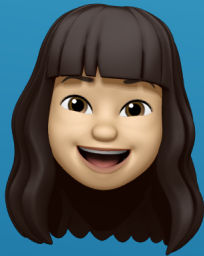
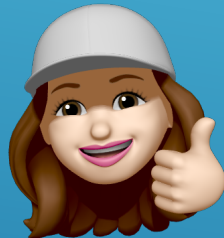
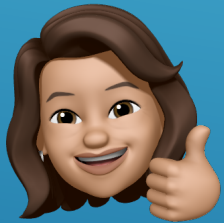


THE SUCCESS STORY





TEAM BUILDING & SAFETY



CONTINUING ON





Welcome to our guest panelists!



Kelly Jennemann, BA, CMI, CHI™, PMP

Manager of Interpreter Services
St. Jude Children's Research Hospital







Welcome to our guest panelists!



Irma Bustamante, BA

Manager of Language & Cultural Services
Phoenix Children's Hospital
Phoenix, Arizona



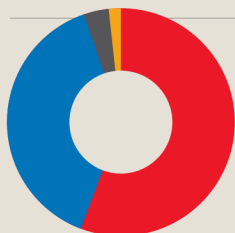
PHOENIX
CHILDREN'S



Our Funding

We're dedicated to providing patients with the highest quality and most cost effective care.

~ \$864 M Total Revenues
~ \$817 M Total Expenses
~ \$47 M Excess Revenues to support our mission



Payor Mix (%)

Medicaid 54.9%
Insurance and Managed Care 41%
Other Govt. 3.1%
Other 1.0%

Our Integrated Network

Phoenix Children's Care Network continues to break new ground in pediatric healthcare.



120 K

Responsible for more than 120,000 attributed lives in the Phoenix metro area

1,000

More than 1,000 PCCN healthcare providers

Our Centers of Excellence



Phoenix Children's Heart Center

3-stars earned from the Society of Thoracic Surgeons, the highest rating possible



Barrow Neurological Institute at Phoenix Children's

1 stitch required following laser ablation surgery for epilepsy



Center for Cancer and Blood Disorders

One of the first in the nation certified to administer CAR-T therapy for relapsed or refractory ALL



Center for Pediatric Orthopedics

107 unique scoliosis spine surgery patients underwent spinal fusions



ACS-verified Level 1 Pediatric Trauma Center

1:29 minutes from the Hospital Helipad to our trauma rooms



Newborn Intensive Care Unit (NICU)

Each year, approximately 450 babies throughout Arizona and the Southwest are admitted

Our Locations

We offer our special brand of care throughout the state of Arizona.

2 hospitals | Phoenix Children's Main Campus, Phoenix Children's Hospital at Dignity Health Mercy Gilbert Medical Center

4 specialty and urgent care centers (Phoenix Metro area)

22 outpatient treatment centers



Your Donations Matter

When people come together in a singular focus, remarkable things happen.

\$44.9 M

Our Foundation raised \$44.9 Million from 71,000 donations

Awards and Recognitions



5 years



8 years



Innovator of the Year



PHOENIX CHILDREN'S

fast
Facts

2018-19



For the past 35 years, **Phoenix Children's** has brought healing to children throughout Arizona. With each innovation and with each expansion, Phoenix Children's remains a patient-centered enterprise that brings the best specialty medical care to children. *Our focus is, and always will be, our patients.*

Our Care

We provide the greatest accessibility to top pediatric specialty care in the Southwest.

33
primary pediatric
specialties offered



55
pediatric
subspecialties
offered



433
licensed beds at our
Main campus

TOP 5

reasons for inpatient
admission: Pulmonary,
Neurology, General
Surgery, General Medicine,
Gastroenterology

TOP 5

outpatient services:
Emergency, Specialty Clinics,
Urgent Care, Imaging and
Cardiodiagnostics

22 beds at Phoenix Children's Hospital at
Dignity Health Mercy Gilbert Medical Center



Our Team

Our extraordinary care comes from the hearts and hands of our skilled staff and dedicated volunteers.

4,510
Total Employees



1,250
Total Medical
Staff Members



1,094
Total Nurses



27th Largest Employer in Arizona
(per the Phoenix Business Journal)



4,482 Volunteers

Medical Education at Phoenix Children's:

130
Residents

3
Residency programs

55
Fellows

17
Fellowships

Our Patients

Patients from around the world rely on Phoenix Children's for the best in pediatric care.



46 states represented



12 countries represented

17,256
surgical cases

86,500
emergency visits

52,994
urgent care visits

2,647
trauma cases

Our Research

Committed to our patients. Committed to finding cures.

400+
Active studies
involving patients



\$3 M
Phoenix Children's
funded research

\$13 M Supports research grants, clinical trials,
and organizational initiatives.

1

3

2

4

About Language Services

- **Manager**

- **Interpreter Team**

- Interpreter Supervisor
- Staff interpreters
 - Spanish (19 FT, 5 prns)
 - ASL (prns)

- **Vendors top languages**

- Spanish, Arabic, Swahili, Vietnamese, Burmese, Rohingya, Kinya/Rwanda, ASL and Mayan dialects

- **Translation Team**

- Translation Coordinator and Lead Spanish Translator
- Translation Tech
 - Uploads all work through translation memory software
 - Sends other languages to vendor
 - Translates discharge instructions weekdays
- Translator (one prn for discharge instructions on weekends)

Call to Action

3/17

- Staff Interpreters were asked to conference in families at home (OPI)

3/23

- Group of interpreters assigned to support OP appointments through Zoom
- Process optimization project 3 years ago prepared interpreters to follow appointments via dashboards on laptop and started Zoom clinic visits at two satellites

3/24

- Formalized Interpreter-Provider workflow for OP telehealth appointments
- Integrated vendor appointments into Zoom meetings for other languages and then ASL

Video Remote Interpreting (VRI) Project

Executive Leadership Champions fast tracked goal of VRI with IT project management team

- Started April 27 with “go live” of August 12
- Included teams from IT infrastructure, facilities and telecommunications, clinical leadership, physician leadership
- Technology: Added 82 iPads on rolling stand (supply chain issues)
- Broadband improvements across the organization

Video Remote Interpreting (VRI) Project

- Space issues: Needed space for all interpreters in call center environment—long range goal for some interpreters to work from home
- On-site interpreters: 3-4 during the day and 1 at night
- 10 work from home M-F working staggered shifts
- Education, education, education
Staff meetings, tip sheets on iPads, nursing education platforms, quick tips for interpreters, troubleshooting guides for equipment

Phase 1 Limited Network

- Outpatient Visits: Zoom, OPI, in-person by appointment (using dashboards)
- Inpatient: In-person with dispatcher
- Vendor OPI, VRI and Zoom (telehealth)

Phase 2 – Aug 12 Full Network / Added Schedulers

- In-house call center (Main Campus & ancillary building)
- Zoom, OPI, VRI on-demand
- Limited in-person
- Vendor VRI OPI (5 min wait - Spa)

Phase 3 Full Network

- Work from home Main Campus office
- Zoom, VRI, OPI on-demand
- Limited in-person
- Vendor VRI OPI (5 min wait - Spa)

Limited in-person:

ED trauma, bereavements & long in-patient family conference meetings

Results

We built a call center from the ground up!!!

- Resilient staff learning new skills—Steep learning curve
- Daily huddles initially for troubleshooting, currently twice a week
- Technology challenges getting better every day
 - Telehealth using Zoom (Outpatient visits)
 - OPI / VRI using Jabber (Outpatient and Inpatient visits)
 - Work from home internet connections with optimal upload speeds
 - Daily IT support for technology challenges

Results

- Interpreters do not go to COVID calls/rooms
 - Saving N-95 masks for providers
 - For non-COVID in-person, interpreters use goggles/face shields, masks, gowns, gloves.
- Positive response from end users several weeks after “go live”
(SurveyMonkey)
- ASL added to Zoom calls (PCH prns and then vendors)
- Staff interpreter productivity went up and vendor spend went down
- **Able to “do more good for more people” beyond our Main campus**



Welcome to our guest panelists!



Yvonne Simpson, MA, CMI

Director of Interpreter Services
Harborview Medical Center
Seattle, Washington



HARBORVIEW MEDICAL CENTER

Harborview Medical Center



- Pandemic Pivot
- Translation
- Staffing
- Community Concerns
- PPE
- Vaccine
- Leadership During a Crisis



Q&A



Yvonne Simpson,
MA, CMI



Irma Bustamante,
BA



Michelle Harris,
MBA



Kelly Jennemann,
BA, CMI, CHI™, PMP



Announcements

- Upcoming webinars
- Webinar evaluation form
- Follow up via email:
info@ncihc.org
- ncihc.org/participate



Managing Interpreter Services in Public Health During the Pandemic

Part 2

with Yvonne Simpson, MA, CMI, Irma Bustamante, BA, Kelly Jennemann, B.A., CMI, CHI™, PMP, Michelle Harris, MBA

**Wednesday, January 27
11:00am - 12:30pm Central**



Thank you for attending!