



Establishing the viability of videoconferencing as a method of increasing access to interpreters at Western

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Background

Language barriers in health care can be experienced by patients of cultural and linguistically diverse (CALD) backgrounds and are associated with increased cost, decreased satisfaction in care, decreased treatment adherence and increased risk of harm when compared to English speaking patients.¹

Use of professional interpreters result in better physical functioning, psychological wellbeing, fewer missed appointments and improved health perceptions.²

Snap shot of Language Services at Western Health

4000 requests for interpreters per month

100 different languages

15% of sessions are conducted over the phone

Unable to provide 24 hour access to onsite/face to interpreters

The issue explored

While it is known that using interpreters improves health outcomes, interpreters are underutilized.

This project focused on finding solutions for patients requiring access to interpreters after hours and off-site.

The Opportunity

Videoconferencing may provide an opportunity to improve access to interpreters where face to face interpreting is unavailable

Aim one: To determine if the implementation of video Interpreting as an adjunct to the established Western Health interpreting service, increases the access for patients to interpreters

Aim two: To determine if patients, staff and interpreters find video conferencing for the delivery of interpreting services acceptable.

The Method

Western Health partnered with LanguageLoop to implement video interpreting at Western Health using their product VideoLoop.

VideoLoop offers 24 hour on demand service and was used in after hour clinics.

Zoom is being trialed with in-house interpreters across campuses.

Data collected included patient, staff and interpreter perceptions, call quality and call details including language, location and duration.

Results

- 100 successful calls using VideoLoop
- 10 successful calls using Zoom
- Early analysis indicated that staff found video conferencing quick and easy to use.
- Patients indicated they would use videoconferencing again.

Conclusion

- Changes in technology are allowing greater access and subsequent health care opportunities without having the patient and other key health workers physically in the same location.
- Video interpreting provides significant opportunity for overcoming geographical and time of day challenges that would prevent timely, patient focused interventions.
- Better use of technology such as the inclusion of video interpreting may assist Western Health in achieving greater health equity for CALD patients.

References: 1: Lion, K., Brown, J. C. Ebel, B. E. Effect of telephone vs video interpretation on parent comprehension, communication, and utilization in the pediatric emergency department: A randomized clinical trial JAMA Paediatrics, 2015.

2: Napoles, A. Clinician ratings of interpreter mediated visits in underserved primary care settings with ad hoc, in-person professional, and video conferencing modes. Journal of health care for the poor and underserved. 2010