



Hennepin County **Medical Center**

Getting Services to Patients at Key Points  
Using Qualified Language Service providers  
at Admission & Discharge

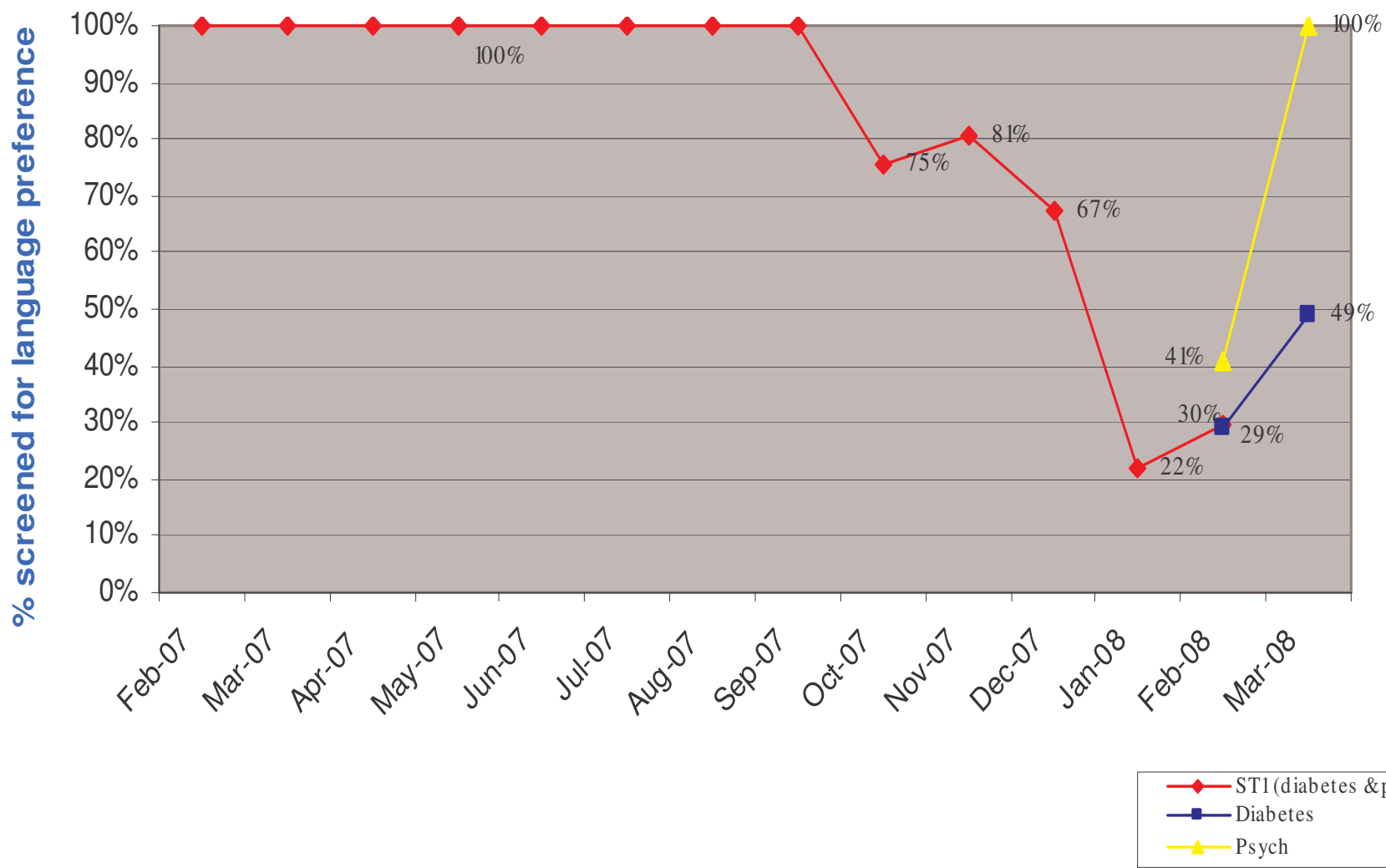
August 15, 2008

Hennepin County Medical Center (HCMC)  
Minneapolis, Minnesota  
Interpreter Services Department

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# ST1: Screening for Preferred Language

## ST1: Screening for Preferred Language Feb 2007 - Feb 2008



## ST 1: Screening for Preferred Language Lessons learned

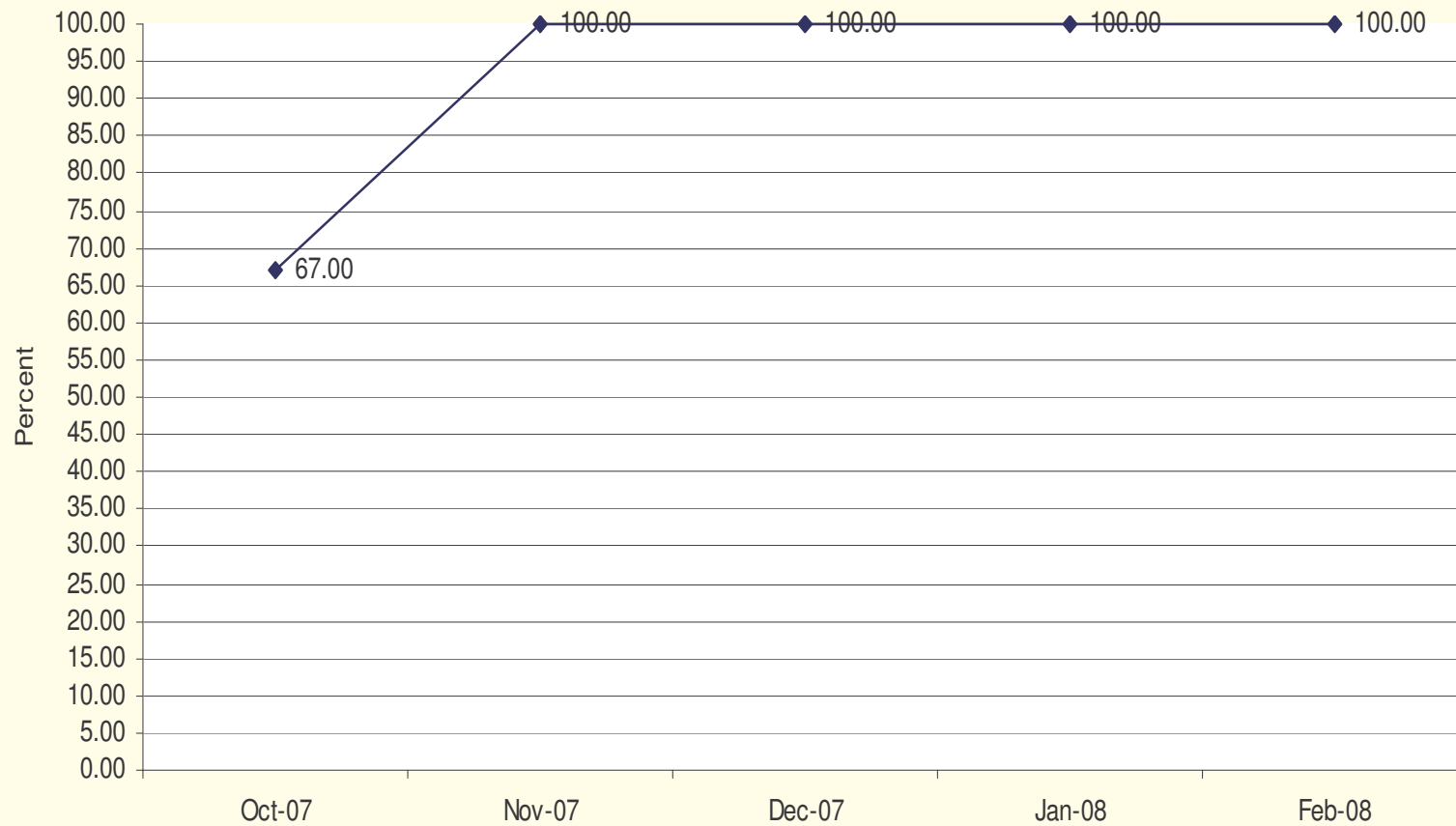
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- Feb 2008 change to epic and registration processes
  - Screening process at point of admission and registration put in place in Feb 08 (post epic upgrade) resulted in valid and reportable data
  
- Increased services when strong connection between interpreters & clinicians is developed.

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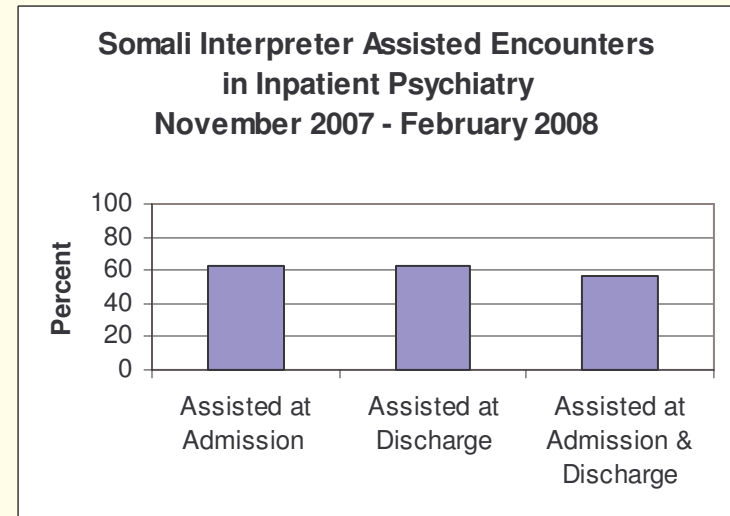
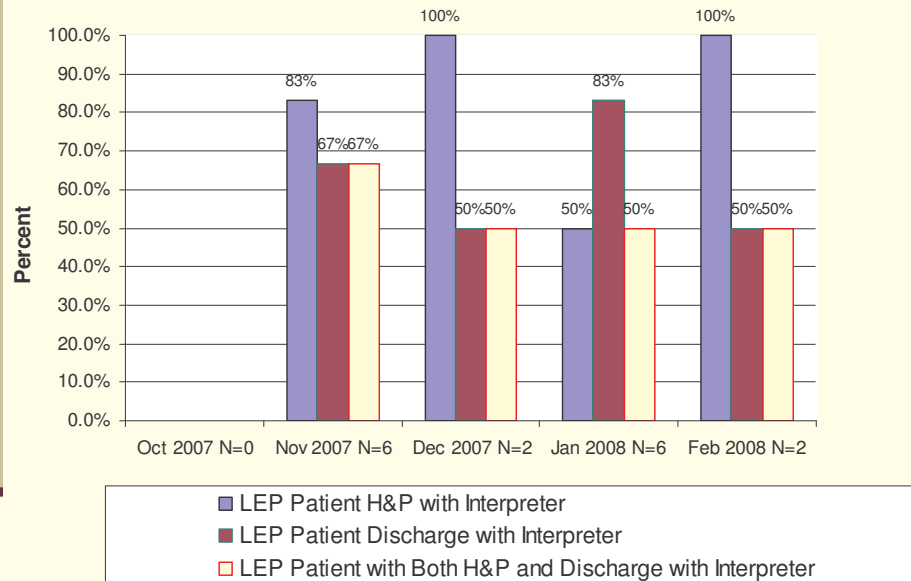
# Inpatient Psychiatry

## Impact of interpreter rounding on Inpatient Psychiatry: Percent of LEP Somali Patients with any Interpreter Assisted Encounters



# Use of Interpreters in Inpatient Psychiatry at Key Encounters (Admission and Discharge)

**Somali Encounters in Inpatient Psychiatry**  
**Discharged Limited English Proficient Somali Inpatients**  
**With H&Ps and Discharges Performed with Interpreter**



## Use of interpreters as Cultural Consultants

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- Of the 10 LEP Somali Psychiatry inpatients
  - December 1, 2007-February 29, 2008
  - Trained Interpreters served as cultural consultants in 60% of cases

# Outpatient Diabetes

# Interpreters as Cultural Consultants in Outpatient Diabetes

- Interpreter Services Department representative participated in a Diabetes Educator workshop held November 29, 2007.
- Presented information on the topic: *Maximizing a Patient Education Encounter with an Interpreter.*
- Learner objectives for the program included:
  - Verbalize increased understanding of the role of a medical interpreter.
  - Describe 2 ways in which an interpreter can enhance the effectiveness of a patient education encounter.
  - Explain the legal implications of not using an interpreter during a patient education encounter.
- Lessons Learned:
  - A greater understanding of the importance of expert medical interpretation
  - Impact of medical interpretation on the effectiveness of the education encounter
  - Diabetes educators now understand the legal responsibilities of providing services for patients with limited English proficiency.

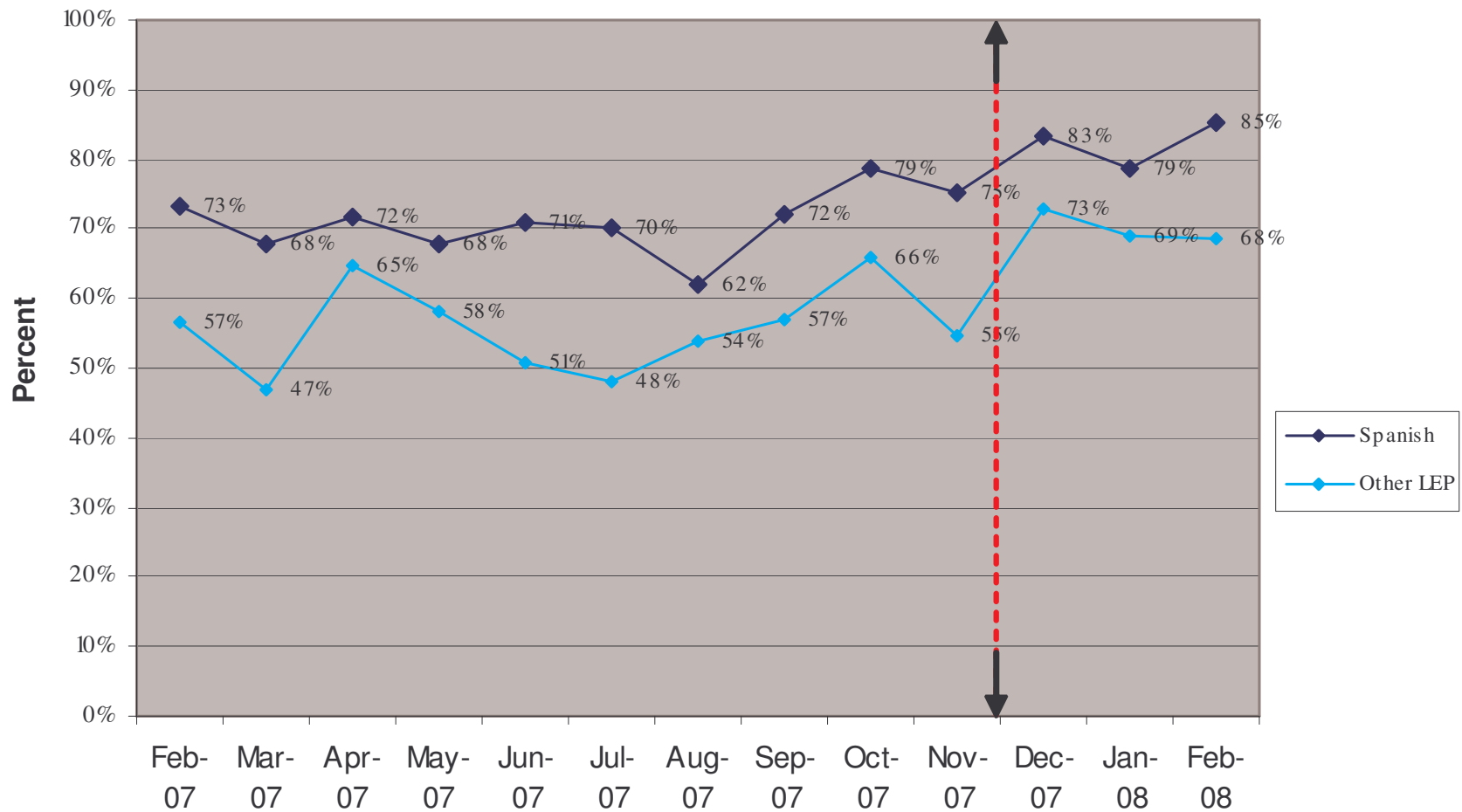
## Use of interpreters as Cultural Consultants

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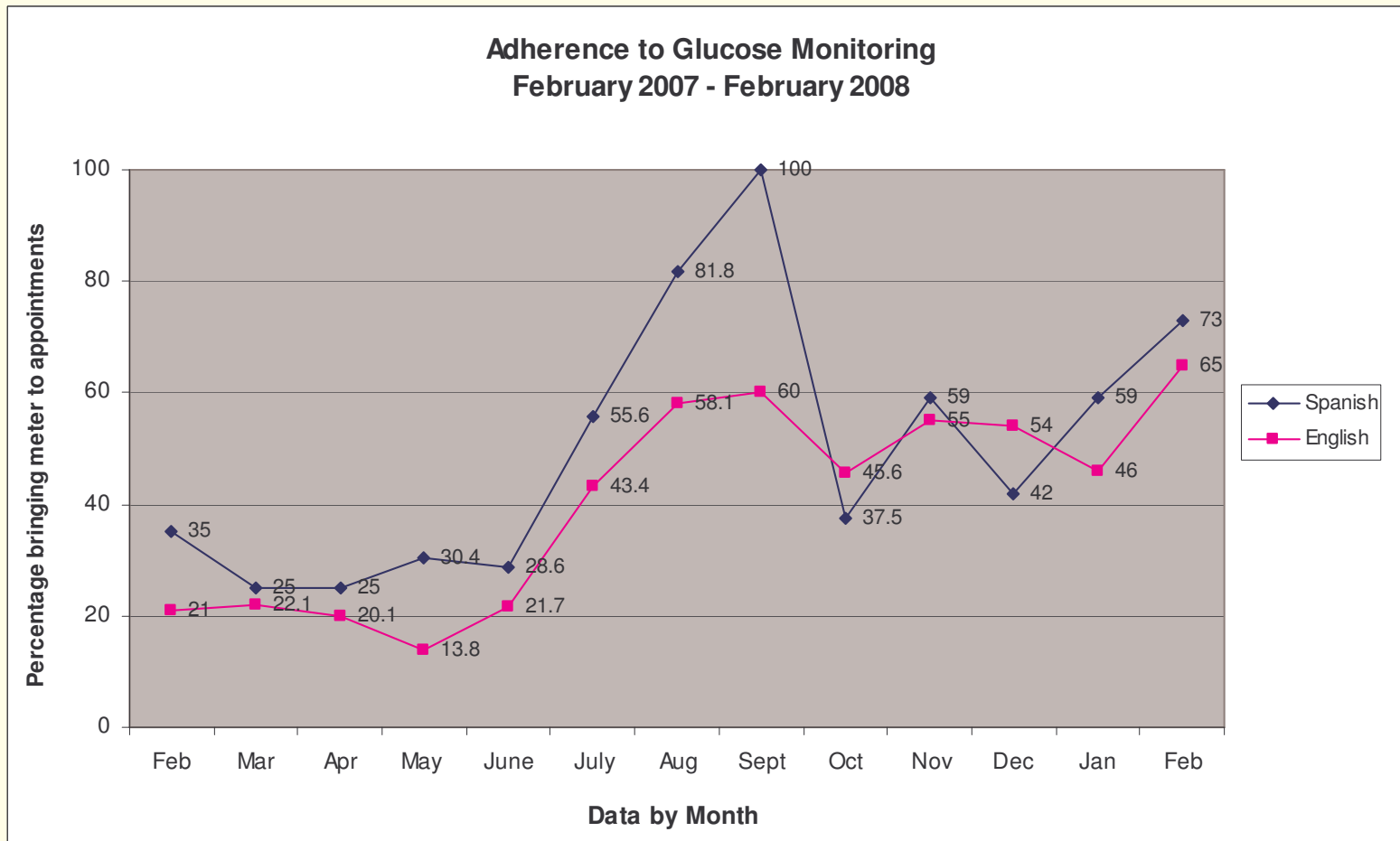
- Ripple Effect in diabetes.
- Focus on Spanish sub-population changed practice across the clinic's patient populations
- ST2 Diagnostic in clinic – Dec 07

# Percent of LEP patients with any interpreter assisted encounters in Inpatient Diabetes

**ST2: Interpreter assisted encounters in Inpatient Diabetes  
(Spanish & other LEP)**



# Interpreter impact on Adherence to Glucose Monitoring in Outpatient Diabetes



# Outpatient Diabetes: Lessons Learned

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- Use of interpreters at key encounter points does impact clinical outcomes
- Although an interpreter is scheduled for LEP patients, key points in the encounter do occur with-out the interpreter
- Not all individuals were being screened for preferred language for receiving care
- There remains a need to develop meaningful diabetes education encounters for Spanish speakers
- Increasing awareness of interpreter usage increased usage of interpreters