

# Language Access in a Safety Net Hospital Setting

*A Million Interpretations and Counting*

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Parkland



## **MISSION**

Dedicated to the health and well-being of individuals and communities entrusted to our care.

## **VISION**

By our actions, we will define the standards of excellence for public academic health systems.

- Founded in 1894
- Licensed for 878 beds
- Primary teaching hospital for the University of Texas Southwestern Medical Center
- First Level I trauma center in North Texas
- First Level III neonatal intensive care unit in Dallas
- The only burn center in North Texas verified by the American Burn Association and the American College of Surgeons Committee on Trauma
- Parkland is certified as a Primary Stroke Center, providing continuous 24-hour advanced care for both hemorrhagic and ischemic stroke
- Healthcare provider for the Dallas County jail system
- Internationally recognized leader in disaster preparedness, developing disaster plans adopted worldwide
- Hundreds of research studies are active at any time. One-third of studies at Parkland are clinical trials to evaluate new drugs, treatments or devices.



## Parkland by the Numbers

Fiscal year 2018

# Parkland Health & Hospital System

### Discharges

Adult inpatient discharges	38,478
Neonatal inpatient discharges	1,466
Newborn nursery discharges	11,139
Observation / short stay	21,258
Total discharges	72,341

**Pathology procedures** 11,512,099

**Prescriptions filled** 10,490,650

**Deliveries** 12,583

**Radiology examinations** 529,433

### Surgeries

Main operating room	17,440
Simmons Ambulatory Surgery Center	3,731
Total surgeries	21,171

### Outpatient visits

Specialty clinic visits	352,442
Community clinic visits	444,397
Women's clinic visits	240,481
Total outpatient visits	1,037,320

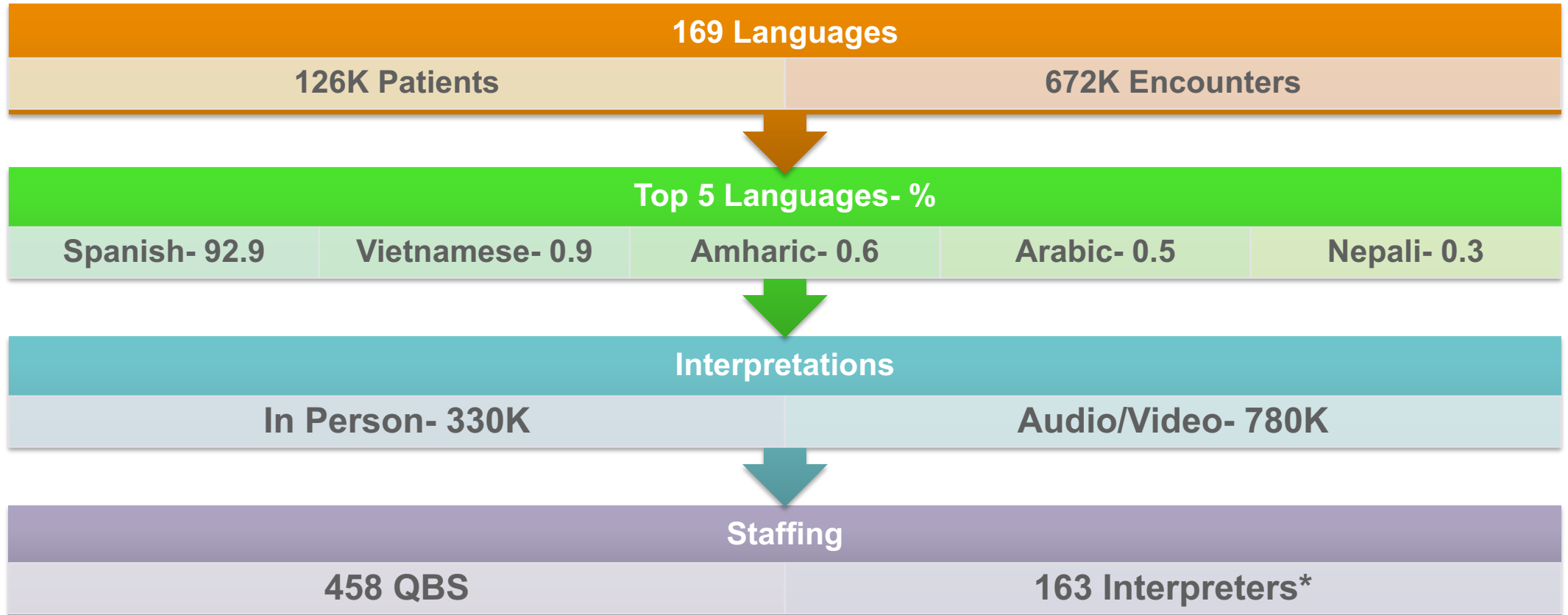
### Emergency visits

Main emergency room	177,781
Urgent care emergency visits	64,859
Total emergency visits	242,640

<https://www.parklandhospital.com/parklands-statistics>

Approximately 23% of patients treated in ED are admitted.

Approximately 66% of hospital admissions & observation stays come through the ED.





# Meaningful Access

ACA 1557

State  
Specific

Joint  
Commission

# ACA 1557

Individual  
protections to  
population level  
protections

Blanket  
requirements for  
services to factor  
based  
requirements

Elimination of  
tagline  
requirements

Elimination of  
right to challenge  
violations and  
pursue financial  
damages under  
ACA 1557

## Covered Entity Level Impacts: **Minimal**

- Medium/Large hospital systems will maintain LEP service levels and standards.
  - Joint Commission (JC) standards haven't changed
  - Physician & Clinician expectations for services are set
  - Systems have contracted/budgeted for services on 3+ year basis

## Covered Entity Level Impacts: **Minimal**

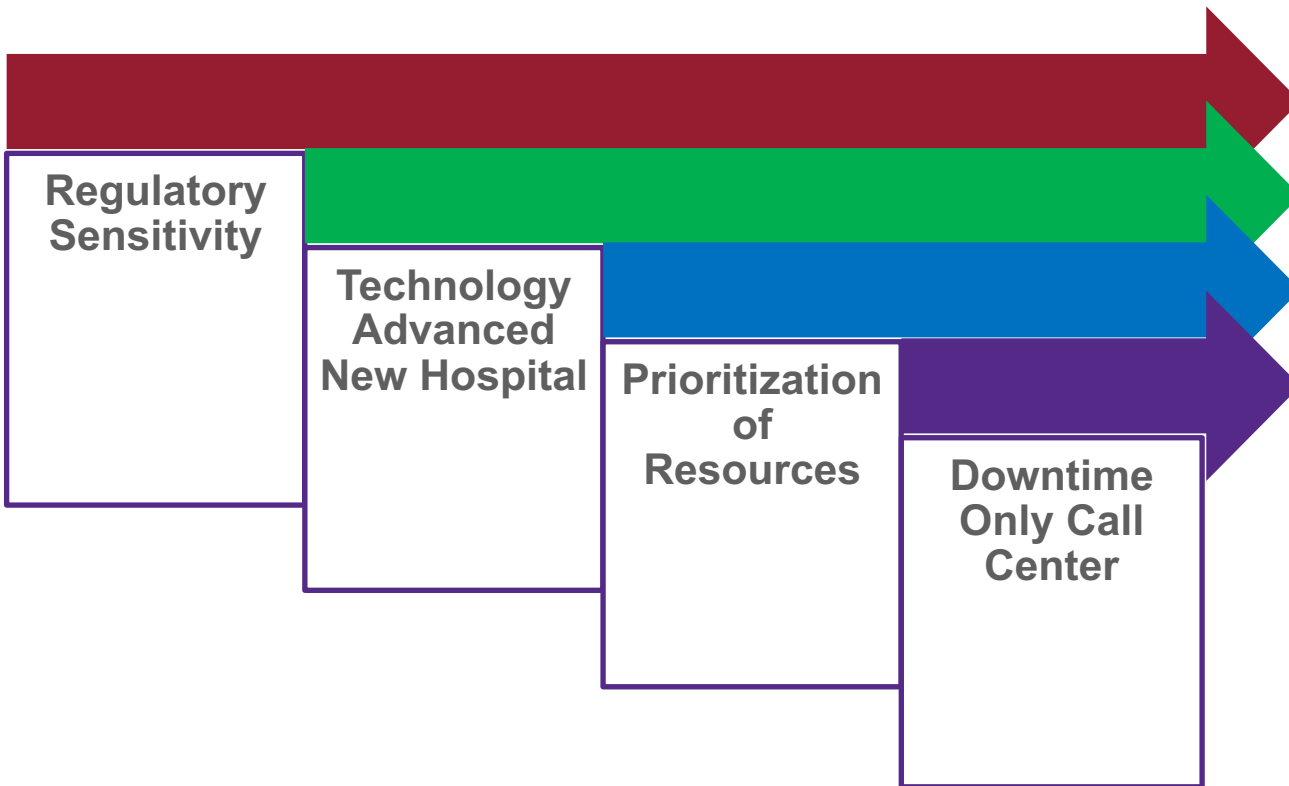
- Small hospitals and clinics will gain flexibility based on JC requirements
- Relief associated with eliminating tag lines
  - Patient Satisfaction
  - Positive cost/environmental impact
- Relief associated with risk of additional fines/lawsuits related to violations.





## Covered Entity Level Impacts: **Minimal**

- Broadening of definitions associated with interpreter and translator create pathway for the use of AI/NMT/NLP, etc in entities receiving federal assistance.



- \$9M in vendor expense p/yr
  - 91% Spanish
- Disaster and contract vulnerable
  - HCIN/Paras sharing volume constraints
  - Few vendors able to absorb volume
    - Quality, pay, and offshoring of work not in alignment with Parkland needs values

Bilingual Clinical Staff  
Program

Spanish Proficiency  
Required Positions

Traffic Separation  
Business v. Medical

Vendor Direct  
Retirement

Existing Interpreter  
Optimization

Insourcing

**In 2017, despite 80 Medical Interpreters on staff, Parkland outsourced 70% of it's phone and video interpretation to 3<sup>rd</sup> party vendors.**

### **Vendors**

- Costly to taxpayers
- Send work out of country
- Lower quality than internally trained and developed staff

### **Insourcing and creating an 80 person video call center**

- Saves \$1.5M per year
  - Cost reduction from \$0.74 p/min to \$0.55p/min)
- Enables video interpreter access across the system
- Creates 80 jobs for Dallas inclusive of benefits, educational opportunity, and career path

- Marketing of Contact Center employment opportunities kick off May 2018
  - Dallas City Council
  - Commissioner's Court
  - Not for profit and educational partners
- Hiring and training of interpreters kicked off Jun 2018
- 80 Seat Contact Center Opened Nov 2019
- Actual cost per minute \$0.54





NMT Integration with EMR

Multilingual NLP Chatbots

Translatotron for low acuity interactions

## **Goal: Utilize assets to create partnerships for Innovation**

### **Language Training sets**

- 1M+ p/year research consented Spanish interpretation encounter recordings
- High quality interpretations
  - Less than 2 minor defects p/encounter
- 10K+ translated documents including patient educational materials and discharge instructions

### **Research Oriented Institution**