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Public Health Department Process Improvement Interpreter Unit

BACKGROUND

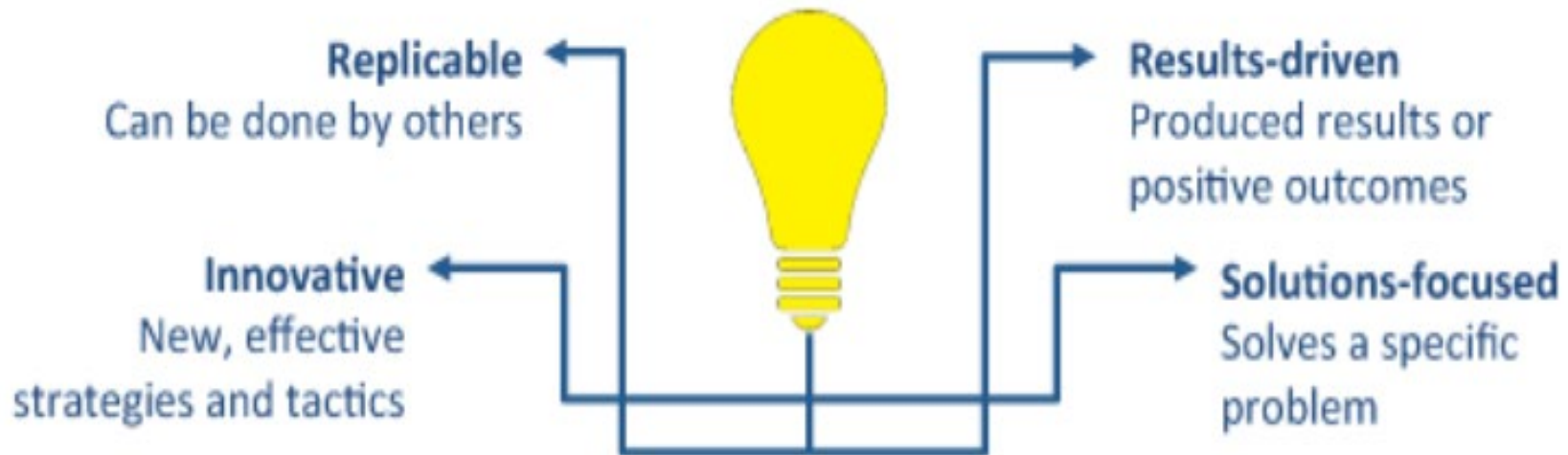


- The interpreters were located in different areas of the department and there was no way to reach them, only by phone. Which made it difficult to find an interpreter.
- The staff was primarily using and paying the phone interpretation line to access the service.
- We needed to improve the process to access interpreters for our Spanish-Speaking guests.

HOW WE DID IT ?



What is a Bright Spot?



RESULTS

With this new service, we have gained the following 6 accomplishments:

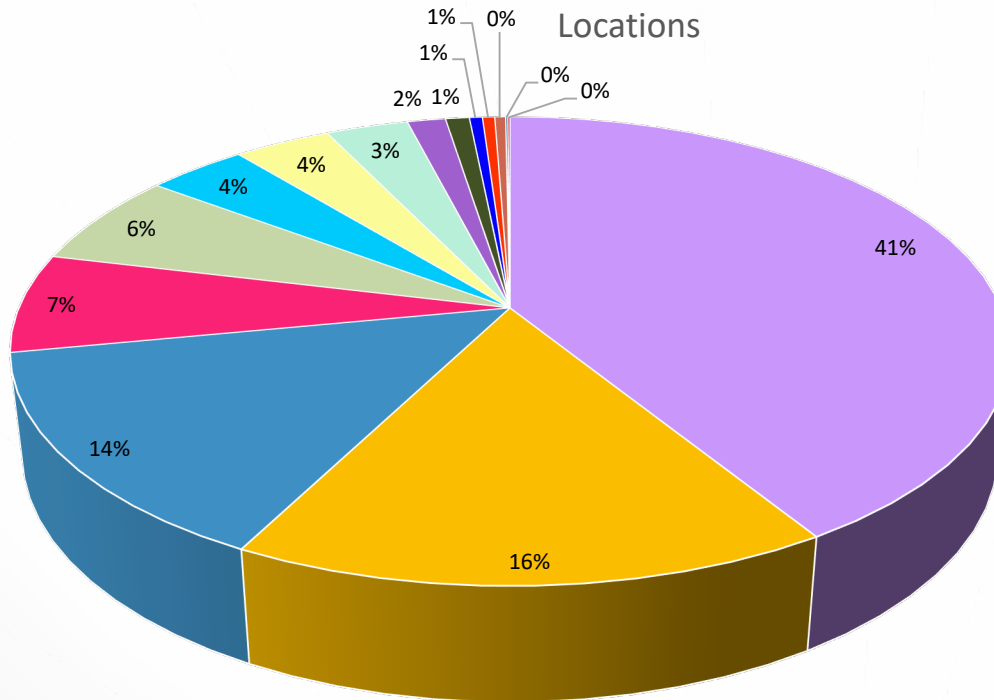
1. More effective access to care. More patients receive a quality and personalized service, which cannot be given with a telephone interpretation.
2. Motivated teamwork- (positive spiral effect).
3. The ability to measure the performance of the unit.
4. Space for continuous improvement.
5. More service to most areas of department.
6. Created savings by not using the language line so much.

We are walking the talk



Resource Usage Report by Location

10,345 REQUESTS – 8 months

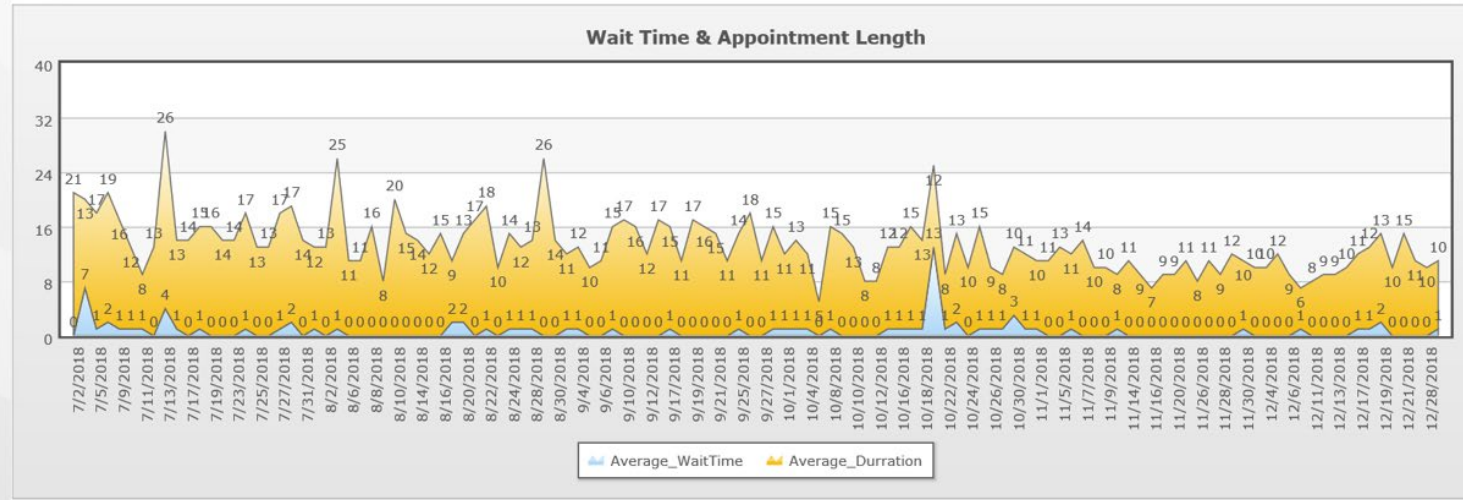


Location	Requests	Percentage of Usage
Maternal Health	4,197	40.57%
Phone Calls	1618	15.64%
Family Planning	1409	13.62%
Registration	788	7.62%
Immunization	693	6.70%
Tuberculosis	412	3.98%
Presumptive Medicaid	198	1.91%
Adult Health	423	4.09%
Nutrition	196	1.89%
Centering Group	41	0.40%
Administration	132	1.28%
Laboratory	64	0.62%
Pharmacy	42	0.41%
School Health	10	0.10%
Environmental	104	1.01%
Vital Records	18	0.17%
Total	10,345	100.00%

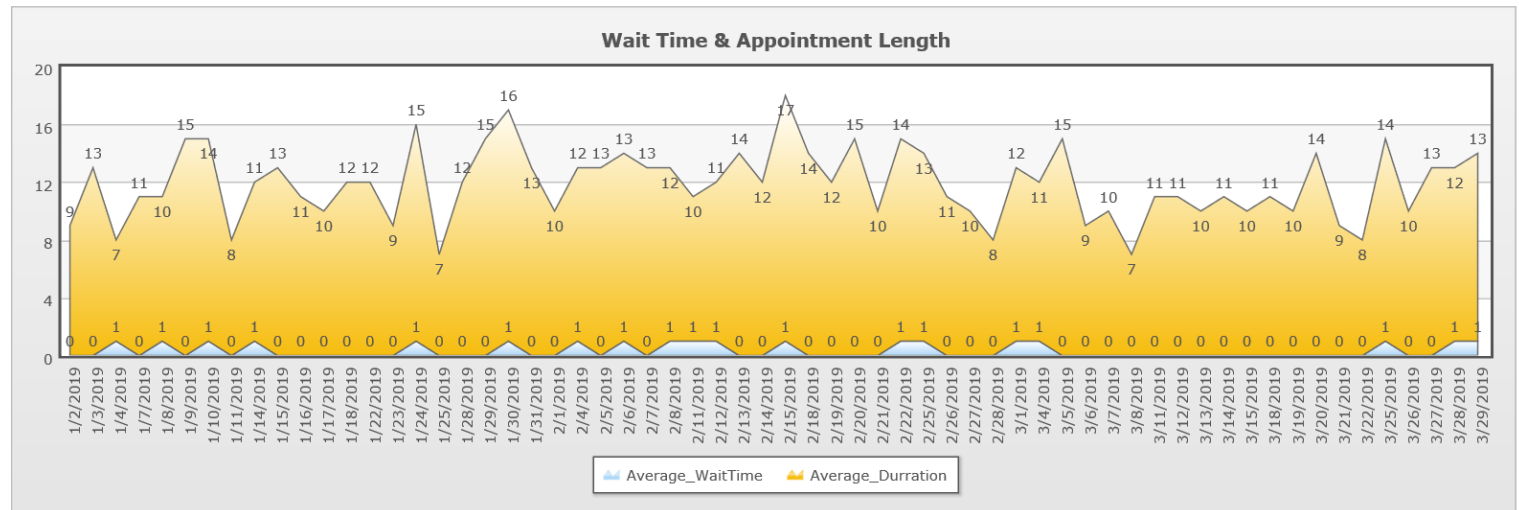
- Maternal Health
- Phone Calls
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- Pharmacy
- School Health
- Environmental



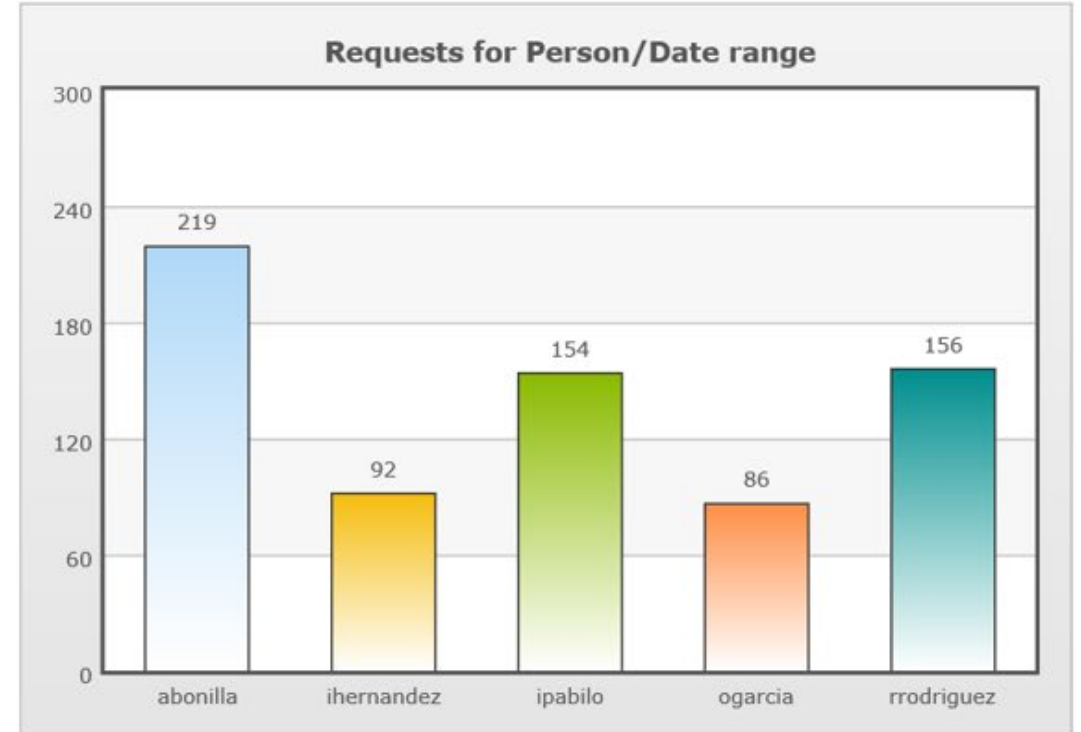
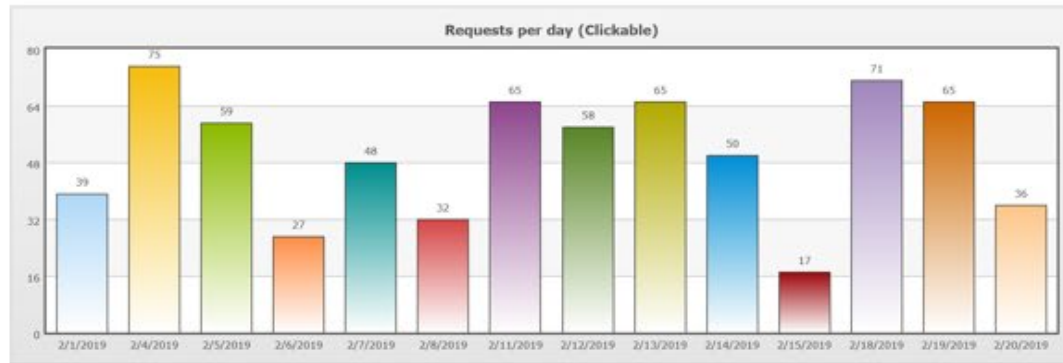
Estimated waiting time – 29 seconds



The estimated time an interpreter takes to take a request



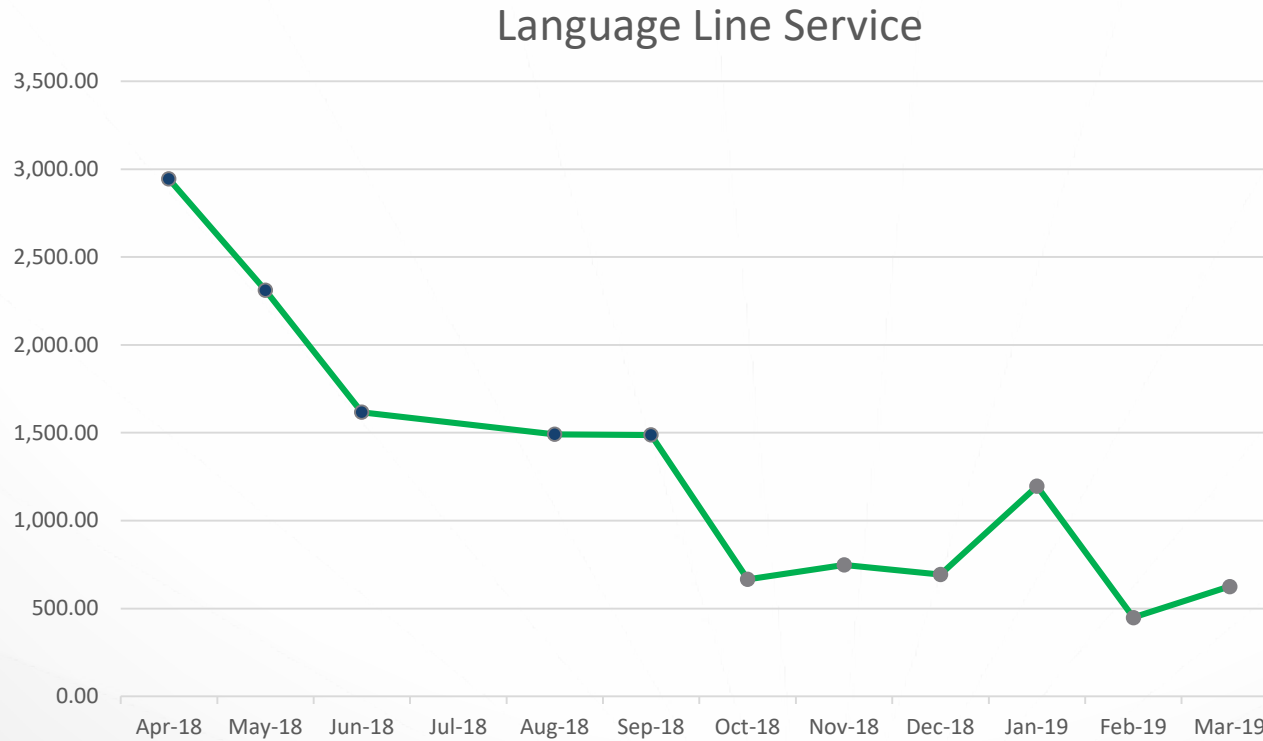
RESULTS- METRICS



Language Line Savings

56% savings in 11 months/ 79% in March 2019

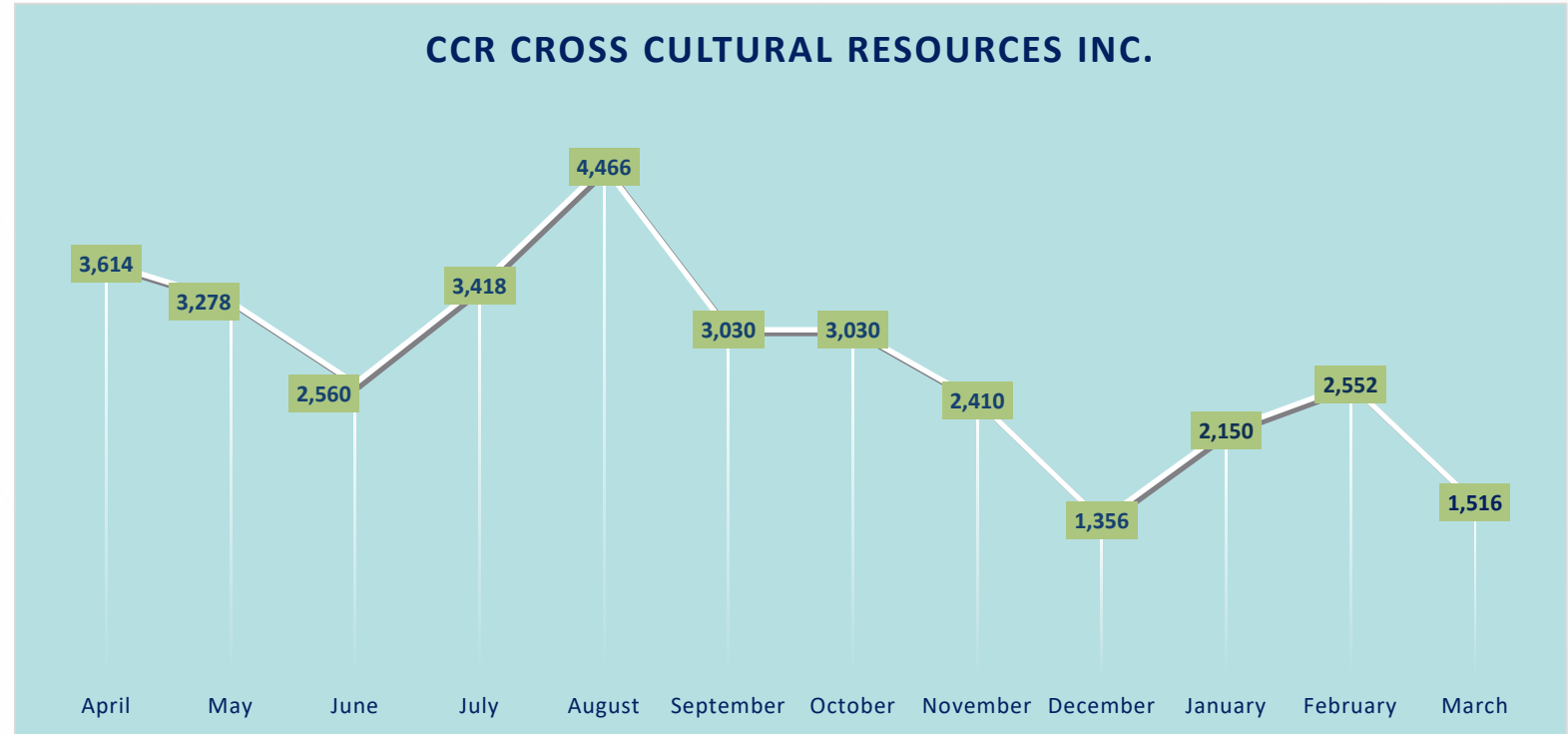
Month	Amount
Apr-18	\$2,943.78
May-18	\$2,311.02
Jun-18	\$1,616.94
Aug-18	\$1,490.71
Sep-18	\$1,487.87
Oct-18	\$666.85
Nov-18	\$748.04
Dec-18	\$693.46
Jan-19	\$1,196.27
Feb-19	\$448.47
Mar-19	\$625.19
Apr-19	\$1,028.01



The Language Line monthly cost has decreased significantly since the interpreter unit was structured.

CCR Cross Cultural Resources Inc.

CCR is another resource with more available languages. For the month of March we had savings of **58%**



IMPROVEMENT

We're still looking for opportunities to improve

This is part of the health department's effort to seek improvement opportunities

Thank you



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Interpreter Unit

Thank You!



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