



# Interpreter Services Redesign

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**WASCLA Summit IV**

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**Wenatchee, WA**

**Martine Pierre-Louis**

**Harborview Medical Center**

# Harborview Medical Center



Aerial view of Harborview Medical Center's new facade.  
Photo by Ned Ahrens.

- Level one adult and pediatric trauma center and regional burn center serving Washington, Alaska, Montana and Idaho.
- Owned by King County, operated by the University of Washington.
- Harborview's mission is to provide and teach exemplary patient care and to provide care to patients prioritized by King County.
- Provides 21% of charity care statewide and 46% of charity care in King County.

# Why redesign interpreter services?



- Long-term commitment to LEP patients and communities
- Growing need/ cost for interpreter services
  - 94,500 requests in Fiscal Year 2006
  - 99,560 requests in Fiscal Year 2007
  - 107,660 requests for Fiscal Year 2008
- Need for more responsiveness towards emergent requests



# Building efficiency while maintaining quality: What Works?

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- Utilizing staff interpreters VS interpreter agencies
- Blocking interpreters in high volume clinics VS scheduling each language encounter with a separate interpreter resource
- Utilizing remote interpreting VS scheduling onsite interpreters



## Expanding Remote interpreting

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- Since June 2008
- Available in Spanish and Somali
- Employee interpreters staff a call center and handle both telephone and video remote requests for interpreting in their language
- Telephone interpreting available throughout the medical center, video interpreting available at one pilot clinic



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**For more information, contact:**

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