REMOVING LANGUAGE BARRIERS

CLEAR COMMUNICATION IS CRITICAL TO PROVIDING QUALITY, PATIENT-DIRECTED HEALTH CARE

The Problem

- St. Mary's General Hospital is in Waterloo Region, a vibrant and diverse community where 1 in 5 residents do not speak English as their first language.

- In the past, to reduce language barriers between staff and patients, St. Mary's used a traditional over-the-phone interpretation service provider.

- This service was limited in the languages it offered (15 main interpretation languages), slow to connect, inconvenient, and costly.

The Solution

- To address these challenges, St. Mary's General Hospital, a member of the St. Joseph's Health System, partnered with Voyce.

- Voyce is a technology-driven company providing live, on-demand, HIPAA-compliant language interpretation in over 240 languages and dialects, including Indigenous language interpreters and American Sign Language.

- Voyce's technology enables physicians and staff to simply select their preferred language on a tablet or other mobile device, and connect with a medically trained interpreter, often in 20 seconds or less.

- This cost-efficient solution offers patients a choice between a male or female interpreter and, using video, allows for better interpretation through gestures and facial expressions.

- Voyce also offers the opportunity to conference in family members and caregivers – an important feature given visitor restrictions and other challenges experienced during the pandemic.

The Goals

- Decrease in cost.

- Decrease in interpreter connection time.

- Increased patient confidence and understanding of their care.

- Increased access to interpretation services for both patients and providers.

The Results

- A 100% satisfaction rating from patients, and over 92% satisfaction rating from staff.

- A 65% reduction in the time it takes to connect to an interpreter.

- 50% expansion in interpretation services usage.

- Unexpected benefits realized by having the ability to provide video sign language interpretation.

- Increased data allowing administrators to see the exact usage by department, language requested, time of day, duration of services, cost per occurrence, and other variables.

✔ Procured

> **"** This was one of the easiest product trials I have ever implemented. It was so easy to use that many staff admitted to figuring it out on their own and did not read the provided educational materials. Instead of supporting and encouraging staff to use the product, I spent much of my time managing expectations for why we were only trialing it in these 4 areas and answering questions on when we would be purchasing the product for long-term use. **"**
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> **Danny Veniott, Innovation Lead, St. Mary's Hospital**

> **"** I really loved that not only did Voyce have traditional translation services, but also sign language services which was very helpful while triaging patients. It also made the patients happy to see we had it available, so they felt empowered to communicate with us. **"**
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> **Staff Member Testimonial, St. Mary's Hospital**

About Voyce

Voyce is a technology company deeply committed to helping people in need facing language barriers, enabling them to easily and quickly communicate and get help. Its professional and qualified language interpreters provide interpretation across a variety of technology and telehealth platforms in 240 languages and dialects, including American Sign Language. Across Canada, the U.S., U.K., and globally, Voyce supports thousands of sessions a day, providing language assistance to those in need. Learn more at www.voyceglobal.com.

About St. Mary's General Hospital

Located in the heart of Kitchener, Ontario, St. Mary's is the second-largest acute care hospital in the St. Joseph's Health System, a Regional Cardiac and Thoracic Care Centre. We proudly serve the residents of Waterloo, Wellington County, and extend our reach to Dufferin, Grey-Bruce, and beyond. Learn more at www.smgh.ca/.

About CAN Health Network

The CAN Health Network is a Canada-first approach to technology adoption. It helps break down barriers to scaling in the health care system and provides an environment for companies to scale to their full potential. Currently operating in Ontario, Western and Atlantic Canada, the CAN Health Network plans to expand into Quebec and the North. The Network has received a total of $12.45 million in funding from the Government of Canada to build a national platform that harnesses the purchasing power of health care organizations. Learn more at www.canhealthnetwork.ca.