

STRATUS Inservice

Stratus Video Interpreting: HealthCare Solution¹

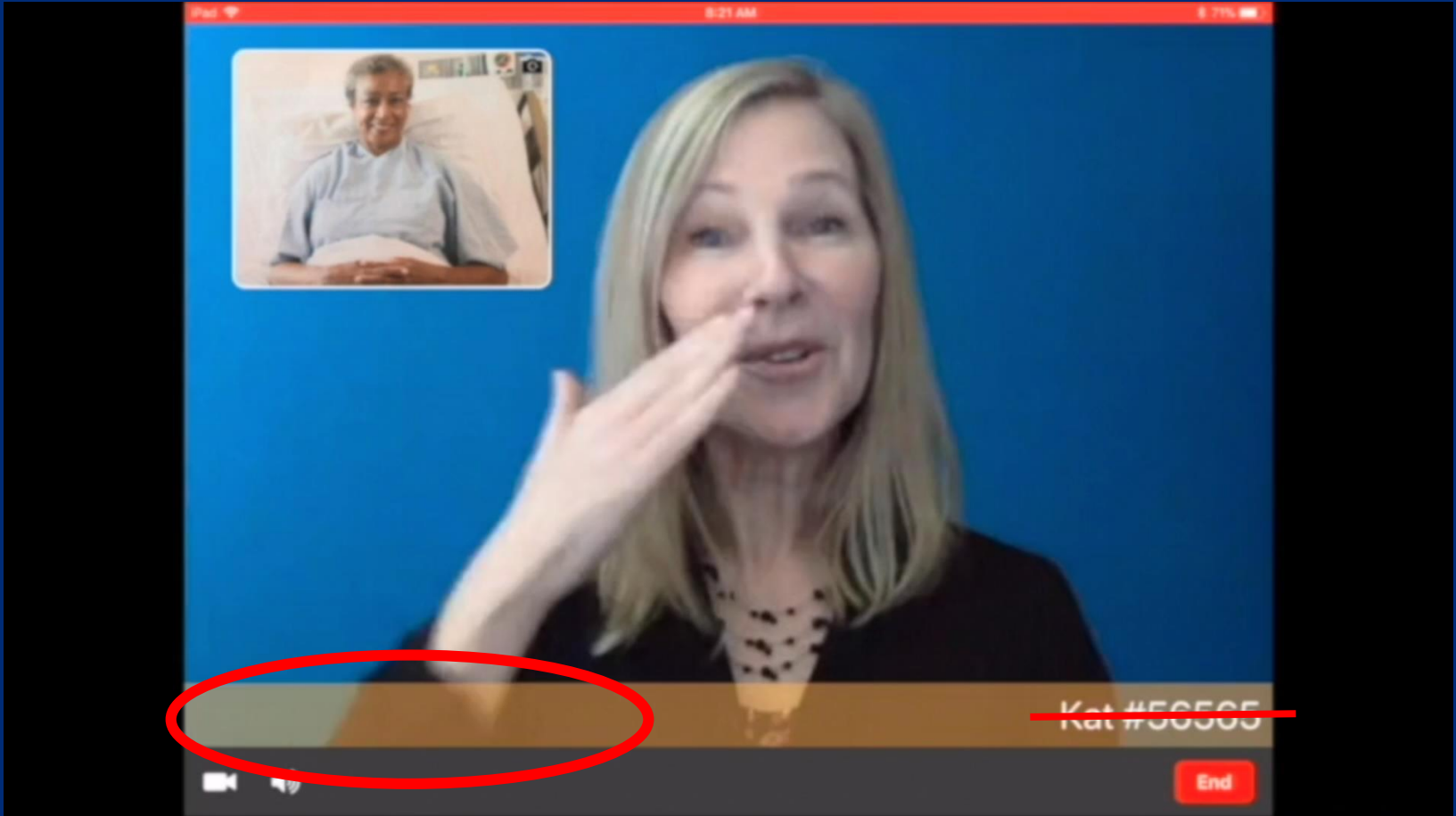


Click image to play video. Video used with permission.

Document Use

- The use of the STRATUS device should be documented with each and every use.
- Each patient or family who has a limited English proficiency should be given the option of the interpretation device.
 - If they refuse, you must document:
“Interpretation services offered, pt. declined”.
Or “interpretation services offered, pt. declined, prefers to use family”
 - If they accept, you must document “STRATUS Interpretation services used, translator #56565”

Find translator's ID number at bottom ~~right~~ **LEFT** of screen. ¹



Importance of professional interpretation²

- In 2007 more than 25million people in the US reported speaking English “less than very well”.
- Language barriers in healthcare are associated with increased costs, decreased satisfaction and treatment adherence, and increase risk for harm.
- Lapses in the use of professional interpreters increase the risk for miscommunication and patient harm.

In the literature: “Effect of Telephone vs Video Interpretation on Parent Comprehension, Communication, and Utilization in the Pediatric Emergency Department: A Randomized Clinical Trial”²

- In this study over 25 weeks, 336 Spanish speaking families were assigned to either telephone translation service or a video translation service.
- The parents assigned to the video translator correctly named their child’s diagnosis 75% of the time, vs 60% of the time with telephone translator

Video	Telephone
75% correct	60% correct

- These findings suggest that video interpretation may improve parental comprehension and decrease opportunities for medical errors, ultimately improving healthcare outcomes. ²

More literature: Does a Video-Interpreting Network Improve Delivery of Care in the Emergency Department? ³

- In this observational study to measure the impact of policy change from use of telephone/face to face to video interpreting use in ED.
- Mean time in ED, mean number of laboratory tests, radiology services, EKGs, and echos, and rates of hospital admissions for both language groups went down after implementation of video interpretation network.
- Significant reduction in expected Spanish speakers who left against medical advice.

According to the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.....

- Aids and services for patients who have special communication needs will be available at NO cost to the patient.
- FREE

As in BayCare Policy NCL 0062

Telescoping Adjustments

- Please note the arm of the STRATUS frame can telescope out and can be used for facing supine patients on a treatment table as needed.

Additional Speakers

- Additional speakers have been added to assist with the volume level that might be required in open air arena such as your outpatient setting.

References

1. StratusVideoSolution. Stratus Video Interpreting: HealthCare Solution [Video]. YouTube. <https://youtu.be/wiLcjJPnlpo>. Published Feb 21, 2014. Accessed September 1, 2018.
2. Jacobs EA, Fu PC, Rathouz PJ. Does a Video-Interpreting Network Improve Delivery of Care in the Emergency Department? *Health Services Research*. 2012;47(1 Pt 2):509-522. doi:10.1111/j.1475-6773.2011.01329.x.
3. Lion KC, Brown JC, Ebel BE, et al. Effect of Telephone vs Video Interpretation on Parent Comprehension, Communication, and Utilization in the Pediatric Emergency Department A Randomized Clinical Trial. *JAMA Pediatr*. 2015;169(12):1117–1125. doi:10.1001/jamapediatrics.2015.2630