

Evidence-Based Intervention Related to: Linguistically Appropriate Services

Title	Promoting Effective Communication with Limited English Proficient Families: Implementation of Video Remote Interpreting as Part of a Comprehensive Language Services Program in a Children's Hospital
Author	Marshall et al., 2019
Aim	A metropolitan children's medical center examined the process of implementing video remote interpreting (VRI) and its impact on utilization of language services, and efficiency and costs in a setting with existing in-person and over-the-phone interpreting (OPI).
Study Design	Prospective program evaluation
Population	Families with limited English proficiency (LEP)
Sample Size	50,611 VRI encounters
Intervention	165 VRI carts with VRI enabled iPads or laptops were circulated in two clinics and the emergency department.
Results	Compared to pre-implementation, VRI implementation reduced wait times for the initiation of language services from an average of 60 minutes to 5 minutes. VRI was also found to create greater awareness of the importance of using language services to address patients' unmet needs, reduce OPI utilization, and provide greater efficiency and appropriateness in the use of in-person interpreters (e.g., deploying in-person interpreters more often for complex patients and encounters of more than 45 minutes' duration). VRI was only slightly more expensive than OPI and substantially less costly than in-person agency interpreters.
Conclusion	VRI implementation yields several positive clinical and operational outcomes for patients and families with limited English proficiency.