



When a Patient is Lost in Translation...

# Remote Simultaneous Medical Interpreting



# Innovative Approach

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- Lowered errors
- Improved medical outcomes
- Time savings
- Operational ease
- Therapeutic relationship established

# Pilot Implementation

- **Background**
  - Partnership between the Center for Immigrant Health, NYU School of Medicine and Health and Hospitals Corporation, New York City
- **Sites**
  - Gouverneur Diagnostic & Treatment Center (1998-2006)
  - Bellevue Hospital Center (2002-2006)
- **Volume and Languages**
  - Over 8,000 interpretations
  - Spanish, Mandarin, Cantonese, Fukanese, Bengali
- **Interpreter Workforce**
  - 8 full-time equivalent interpreters
  - 10 of 12 interpreters to date have been legally blind

# Expanded Rollout

- **Technology**
  - Commercial-strength VoIP technology developed and deployed by SimulTel
- **Expanded Availability**
  - Funded by \$1.89 million grant from the New York City Council
  - South Manhattan and Central Brooklyn facilities of New York City Health and Hospital Corporation (incl. Gouverneur Diagnostic and Treatment Facility, Bellevue Hospital Center, and Kings County Hospital Center and its satellites)
- **Languages**
  - Spanish, Cantonese, Mandarin, Fukinese, Bengali, Polish, French and Haitian Creole
- **Interpreter Workforce**
  - 32 interpreters

# Wide Acclaim

- Press Coverage:



**Trustee**

**The New York Times**

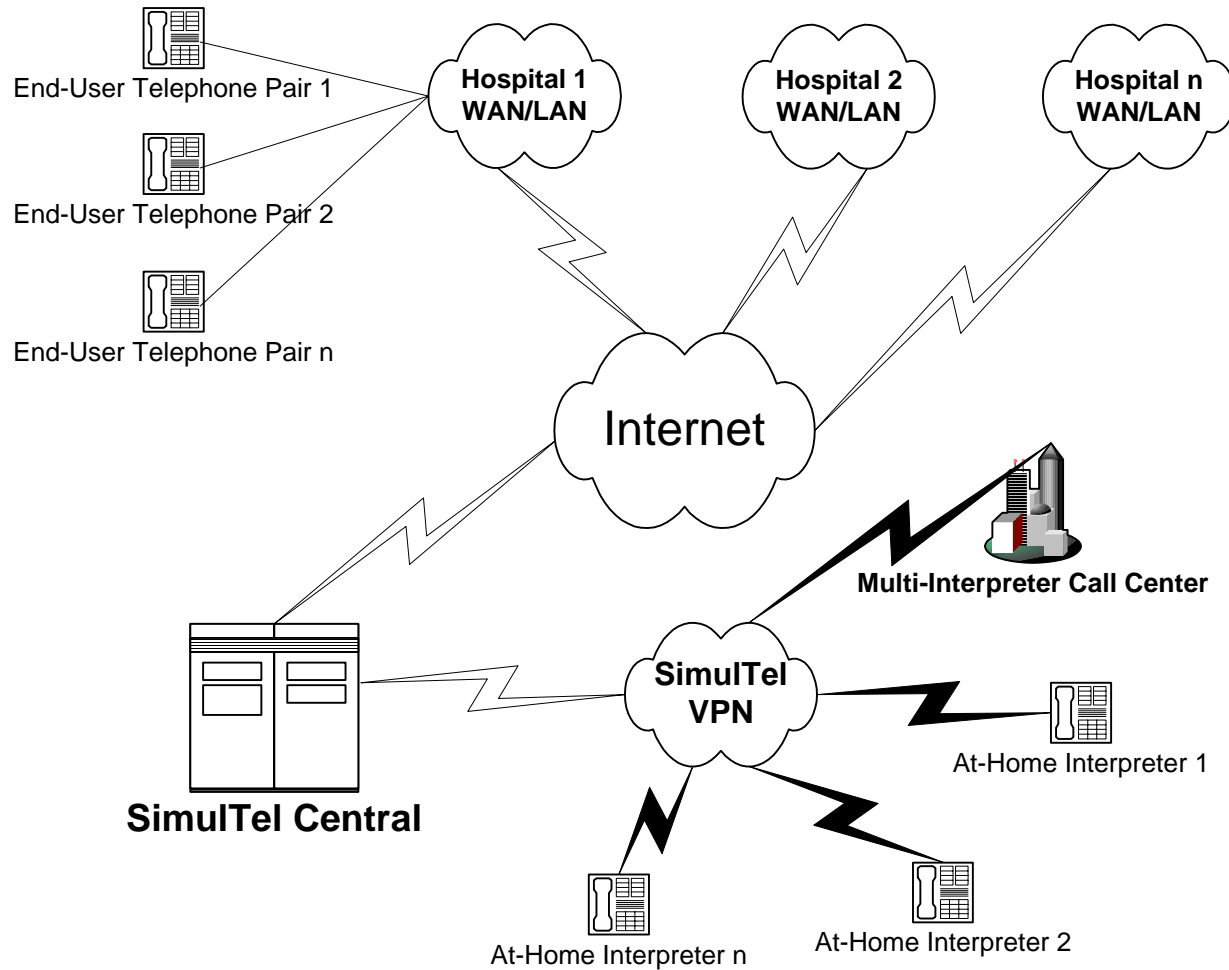
- Semifinalist, Innovations in Government Award, Kennedy School of Government, Harvard University
- New York State Governor's Award recognizing organizations with programs leading to the employment of qualified people with disabilities
- Office for Civil Rights highlighted model as a promising practice to meet language needs at hospitals
- Winner of Social Entrepreneurship Track, Business Plan Competition, Stern School of Business, New York University

# Modes of 2-way (Human) Interpreting

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- Proximate (in-person) versus Remote
- Consecutive versus Simultaneous

# How Does RSMI Work?





# Lowered Error Rates

- Studies conducted by Center for Immigrant Health comparing errors in scripted encounters using RSMI versus non-RSMI
- RSMI 30% as likely to result in potential medical error \*\* $p < 0.05$

# Improved Medical Outcomes

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- Large scale randomized controlled trial comparing RSMI with usual and customary methods of interpreting conducted by Center for Immigrant Health at Bellevue Hospital
- Improved management of diabetes patients using RSMI
- Improved diagnosis of depression in clinic patients using RSMI

# Significant Cost Savings



- **Better utilization of interpreting resources**
- **Reduced interpreting time**
- **Low/No Initial Capital Outlay**

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- **RSMI 30% faster than the next fastest mode (ad hoc)**
  - **RSMI two times faster than over-the-phone consecutive**

# Operational Ease

- No need for special access equipment
- As simple as talking on a telephone
- Leverages existing telecom/computing infrastructure
- Access from anywhere – including satellite facilitates and via cellular phone

# Therapeutic Relationship

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- Improved patient satisfaction
- Enhanced privacy

# Satisfaction

- How would you rate the MD overall?

	Same Language	RSMI	Other Forms of Interpreting
<b>Excellent</b>	63%	56%	49%
<b>Good</b>	32%	40%	44%
<b>Fair</b>	4%	4%	4%

- How satisfied with care overall?

	Same Language	RSMI	Other Forms of Interpreting
<b>Very</b>	57%	57%	47%
<b>Somewhat</b>	38%	40%	48%
<b>Somewhat Dissatisfied</b>	4%	3%	5%

# How well did the method protect your privacy?

	<b>RSMI</b>	<b>Other Forms of Interpreting</b>
<b>Very Well</b>	49%	40%
<b>Well</b>	44%	49%
<b>Not Well</b>	7%	10%
<b>Poor</b>	0%	1%



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