



Ohio Latino Health Summit

Amy Helder

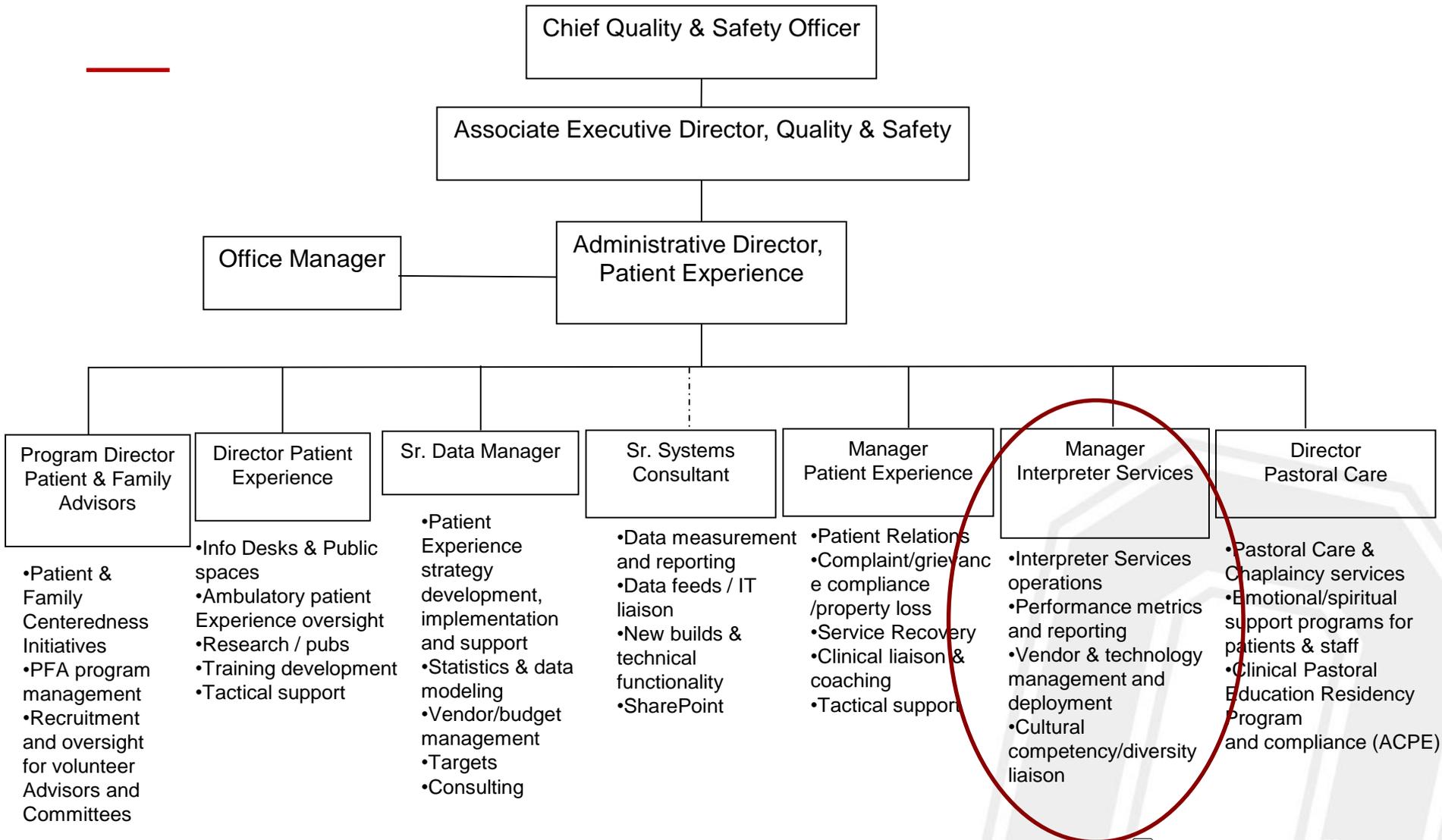
October 8, 2019



THE OHIO STATE
UNIVERSITY

WEXNER MEDICAL CENTER

Patient Experience Organizational Structure



Provision of Services / Priorities

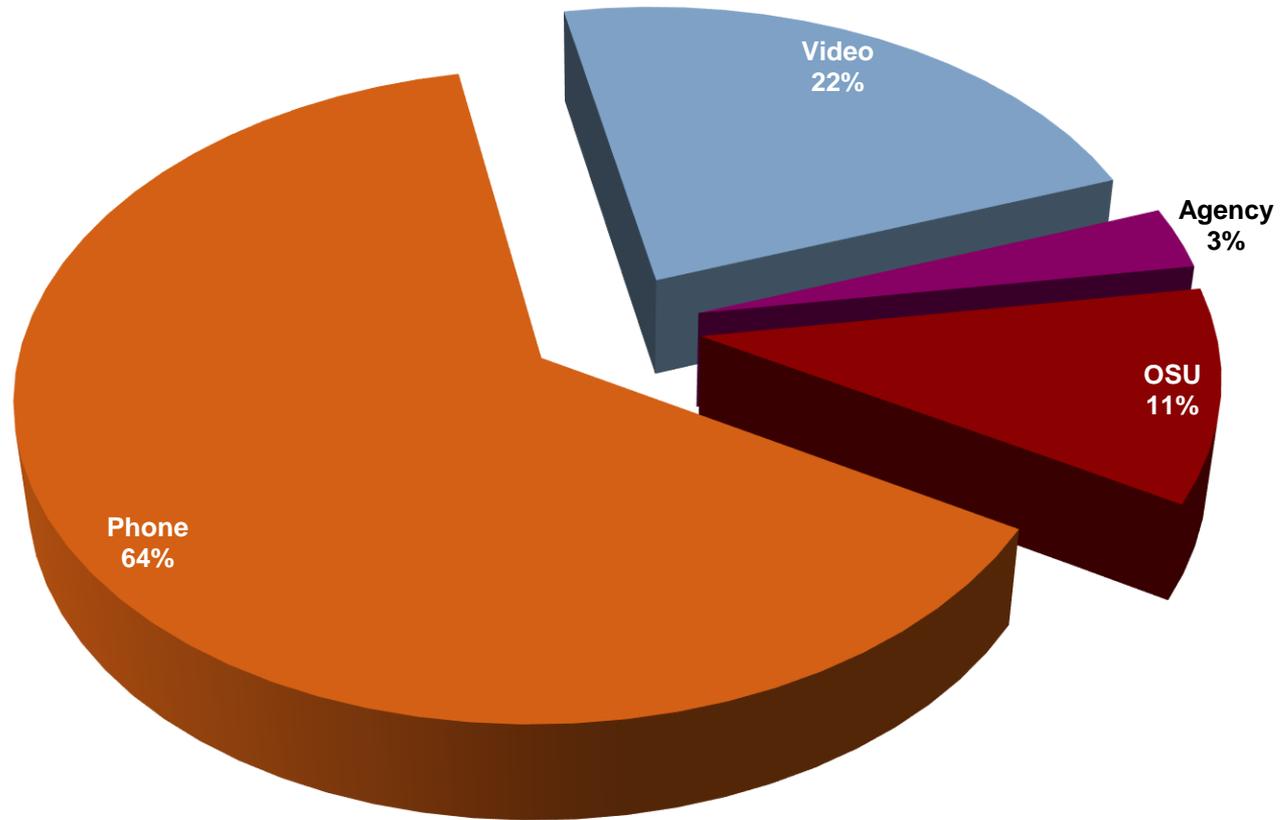
Interpreter Services

- ✓ Balanced mixed mode staffing & service provision model
 - Onsite: Staff/IRP/Agency
 - OPI
 - VRI

- ✓ High quality, accessible services offered based on clinical appropriateness
 - Resource stewardship
 - Improved efficiency and patient-facing service quality
 - Enhanced service levels/communication with vendors

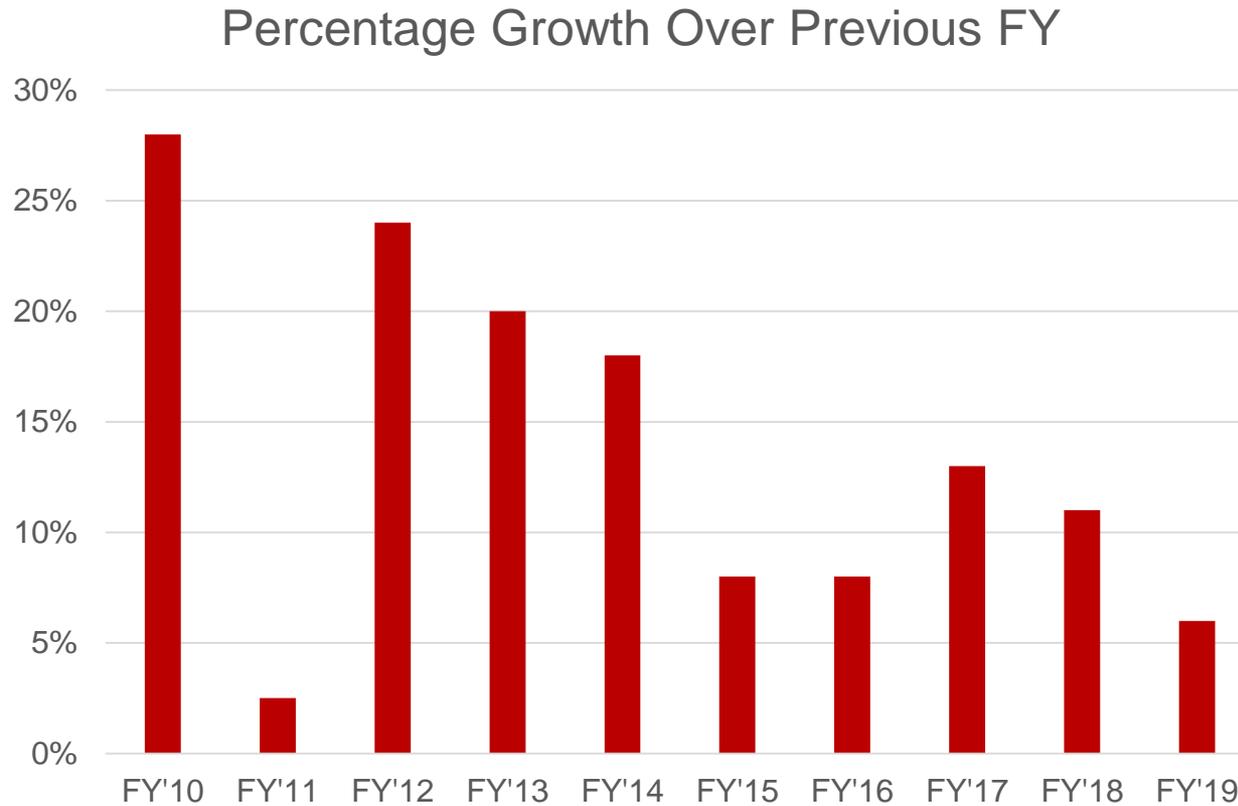
Performance Metrics

Service by Resources - August 2019



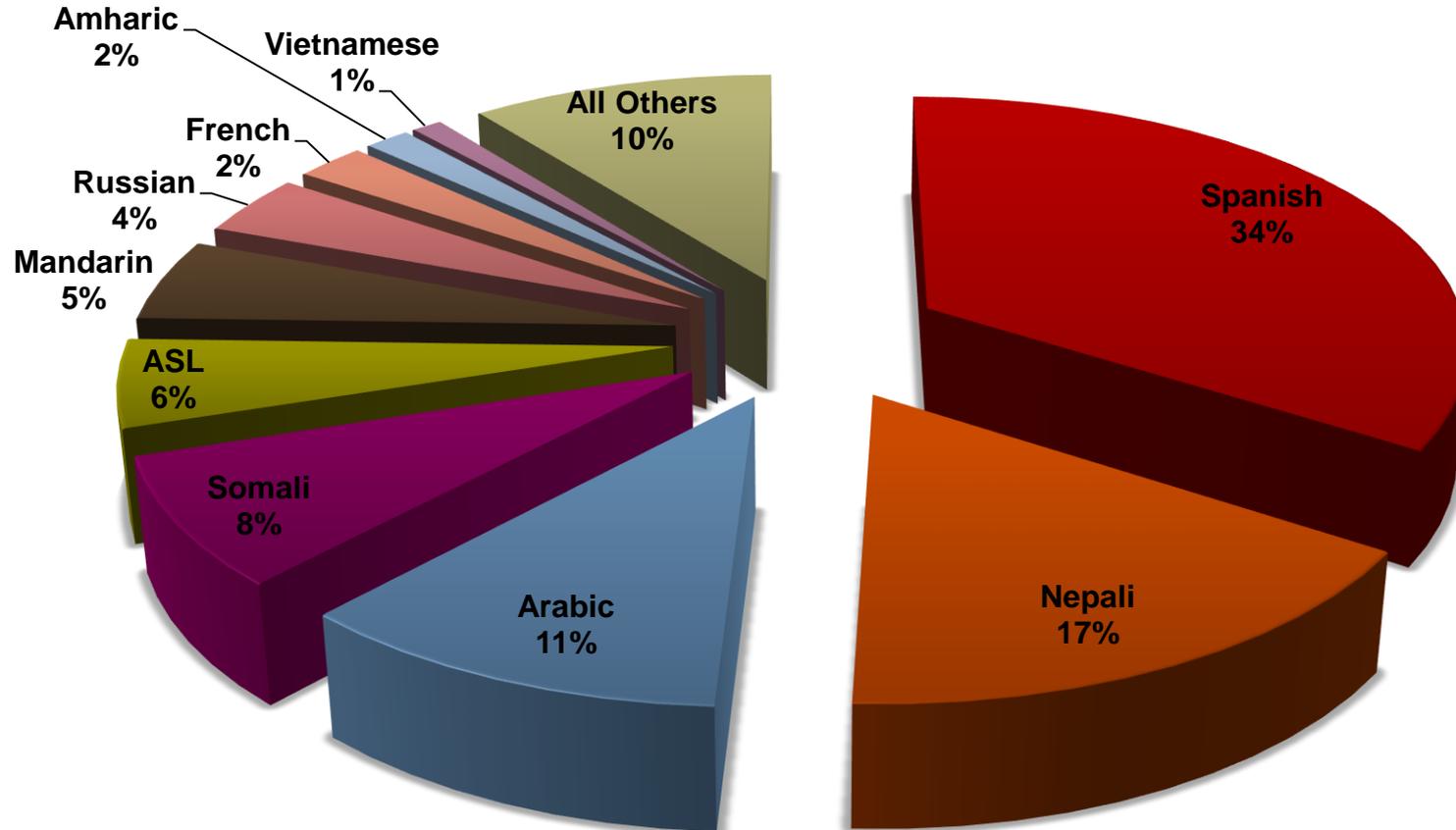
Agency OSU Phone Video

Increasing Volumes, Stabilizing Rate of Growth



Performance Metrics

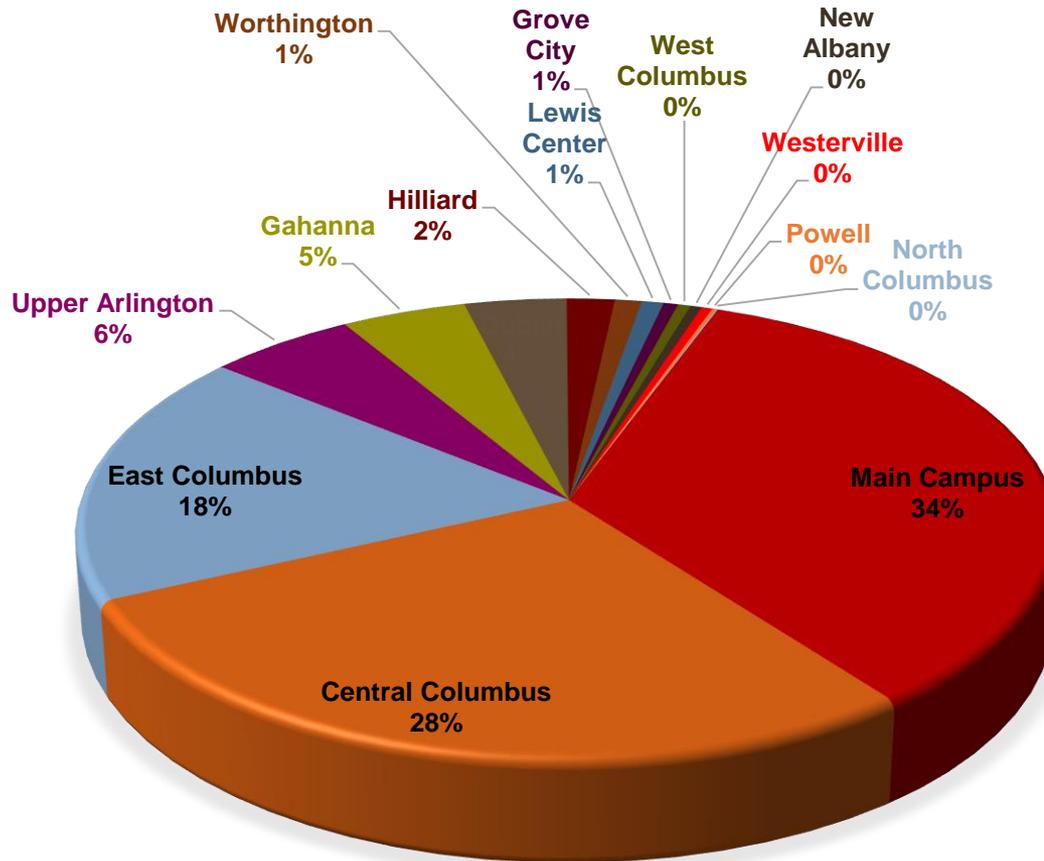
Language Breakdown FY19



102 Languages covered

Performance Metrics

DISTRIBUTION OF SPANISH APPTS. IN COLUMBUS FY19



Summary

Biggest Opportunities & Challenge(s)

- Consistency in implementing best practices across all settings to create an unparalleled patient experience regardless of time/place
 - Performance management / benchmarking
- Highly qualified resources / local & national experience
- Accurately forecasting demand
- Integrating multiple technologies across all settings
- Research

Thank You

