



Stratus Client Case Study

The Client: A Large Healthcare System in Indiana

This facility is made up of a team of hospitals, physicians and affiliated services dedicated to providing a higher level of care to all patients. They serve the non-English speaking population of five facilities in addition to 45 different locations throughout the Indianapolis Metro area. Top languages include Spanish, Hakha Chin, Burmese, American Sign Language, Falam Chin, Arabic, Karen, Mandarin, Somali and Zomi Chin.

The Challenge: An Increasingly Diverse Population

Like most health care systems, this Indiana health system is faced with the challenge of providing adequate language access services to a growing Limited English Proficiency population. Over the past eight years, they have experienced a 120+ percent increase in interpreter requests. In 2015 alone, they provided interpreters for over 88,500 encounters in 86 different languages. Their challenge is unique in that five out of their top ten languages are different forms of Burmese. Indianapolis is a refugee resettlement community, which has brought forth large populations of patients who speak less common languages, in particular a large influx of Burmese populations who may speak any of the 60 different Chin languages, all of which have a distinct alphabet. The only way to keep up is with a suite of language access products that ensure every patient receives the communication they need.



The Solution: 3 Interpretation Modes

In-Person Interpretation: This institution utilizes live interpreters for intense and stressful situations - particularly end of life discussions.

Video Remote Interpretation: VRI allows hospital staff to reach interpreters in hundreds of languages in 30 seconds or less, on-demand, without sacrificing visual cues.

Over-The-Phone Interpretation: Audio interpreters can be reached 24 hours a day in more than 200 languages.

The Sweet Spot: Stratus Audio

Prior to instituting Stratus Audio, this institution relied heavily on agency interpretation. Not only is agency extremely expensive, but it can be time consuming if the proper interpreter is not readily available. The fact that Stratus Audio supports more than 200 languages (including every Burmese language spoken in the local refugee population) meant that this health system could transition from 1000 minutes a month on audio to over 60,000 minutes a month on audio. They were able to reduce their language services spend by 1 million dollars, while maintaining high levels of patient satisfaction. Stratus Audio provides quick access to a diverse population of interpreters, and allows healthcare staff to call patients at home in their own language. Stratus Audio changed the entire way this system communicates with their patients.

2012: 18% technology utilization
82% onsite interpretation
2014: 85% technology and 15% onsite.

