

How Stratus Link Helps You Achieve Health Equity for LEP Patients

Hosted by Brad Blakey and Kate Pascucci

What is Telehealth?

- Telehealth involves the distribution of health-related services and information via electronic information and telecommunication technologies. It allows long distance patient/clinician contact and care, advice, reminders, education, intervention, monitoring and remote admissions.
- According to a HIMSS study, telehealth adoption rates among healthcare providers have risen from 54% in 2014 to 71% in 2017.

What is Health Equity?

- According to the Health Equity Institute, healthy equity is attainment of the highest level of health for all people. Health Equity means efforts to ensure that all people have full and equal access to opportunities that enable them to lead healthy lives.
- In terms of language services, health equity refers to treating patients as equally as possible, regardless of their primary language spoken.

LEP Patients vs. English Speaking Patients

- On average, LEP patients experience longer length of stays, higher readmission rates, and a lower health literacy as compared to their English speaking counterparts.
- The use of medically qualified interpreters has been shown to reduce the likelihood of medical errors, shorten in-patient stays, and improve patient satisfaction.

What is Stratus Link?

- Stratus Link is a Stratus Video integration product. Now, video remote interpreters can be brought into any telehealth call with an LEP patient.
- Complete interoperability between Stratus Video VRI and any telehealth platform
 - Add a video interpreter to any video call, on-demand.

How Stratus Link Helps Achieve Health Equity:

- By including video remote interpreters in telehealth calls, your English-speaking and limited English proficiency patients enjoy the same access to telehealth services.

A Stratus Link Success Story:

- A Stratus Video client who successfully implemented Stratus Link was able to host a video conference between a young Spanish-speaking patient, a Stratus Video interpreter...and SANTA! All of the English-speaking patients were able to speak to Santa directly via this hospital's telehealth platform. Without the Stratus Link interop, this young Spanish-speaking patient would have been left out.