
14. SFCRHM shall ensure that culturally and linguistically appropriate services are available and integrated throughout its hospital operations, including appropriate interpreter and insurance navigator services for patients, English as a second language training for employees, and cultural competency training for employees. In complying with this Condition, SFCRHM shall be guided by the culturally and linguistically appropriate standards published by the U.S. Department of Health and Human Services' Office of Minority Health. For three (3) years following the Closing Date, SFCRHM shall submit a written report on its activities directed at meeting this Condition as part of the Annual Report. The written report shall be posted on SFCRHM Website Page simultaneously with the submission of the Annual Report.

The Language Services Program at Saint Francis Hospital and Medical Center

The Curtis D. Robinson Center for Health Equity was given the work of developing a comprehensive Language Services Program. In three-and-a-half years, Phase I of the program has successfully been implemented around Saint Francis Hospital and Medical Center (“Saint Francis”), the Mount Sinai Rehabilitation Hospital campus and our various off-site locations including our medical group offices. The services include language interpretation and translation of documents to assist patients who are deaf or hard-of-hearing, have a speech disability or have limited English skills. These resources are referred to as the 3+1 Options and include:

- Telephonic interpreting
- Video Remote Interpreting (“VRI”)
- In-person interpreting (Spoken language and ASL, CDI, Tactile)
- Written translation of vital and non-vital documents

Each department on both campuses is equipped with dual handset phones for telephonic interpretation and there are 41 Video Remote Interpreter-Martti carts on site on both campuses that are readily used by staff for patients and their companions. Off-site Trinity Health Of New England physicians and affiliates also have access to language resources. These resources include over-the-phone interpretation and in-person interpreters for spoken languages and sign language.

The Qualified Medical Interpreter training is an additional component of the Language Services Program. The training entails identifying qualified bilingual/multilingual staff to become Qualified Medical Interpreters. To date, 5 cohorts have completed this training, adding up to a
total of 71 staff members participants. 65 to successfully completed and passed the course and advanced to become Qualified Medical Interpreters. To partake in this training, each staff has to successfully pass the language proficiency assessment administered by Interpreters and Translators, Inc., (“iTi”), and complete the 40-hour in-person training offered once a week for 5 weeks on-site at the Curtis D. Robinson Center for Health Equity. The training includes content such as the foundation of the profession of community interpreting, the code of ethics and standards of practice, culture and mediation and guides interpreters on how to intervene when a communication barrier arrives. Seven out of the 65 are advancing to gain their national certification. Two have already received their certification and are now Certified Medical Interpreters.

Most recently, new technology from the company Sorenson was on-boarded across both campuses. Video Relay Services (“VRS”), sometimes known as a Video Interpreting Service (“VIS”), is a video telecommunication service that allows deaf, hard-of-hearing and speech-impaired (“D-HOH-SI”) individuals to communicate over video telephones and similar technologies with hearing people in real-time, via a sign language interpreter. Saint Francis Hospital and Medical Center has three videophones located in three high-traffic locations within the hospital: the Emergency Department, the first floor of the Gengras Clinic across from the elevators, and on the second floor of the main lobby across from the Admitting Department. Mount Sinai Rehabilitation Hospital has one videophone located in the waiting room of Outpatient Rehabilitation for public use by patients or companions who are D-HOH-SI. Sorenson also offers SVRS Español, a 24/7 relay service that connects deaf callers to hearing individuals who use spoken Spanish. All VRS calls are paid for by the government’s Telecommunications Relay Service (“TRS”) fund.

There are also on-going in-person educational trainings for all medical staff, volunteers, learners and contractors. These trainings are based in a newly revised annual HealthStream module for all current employees and new employees. Also continuing are the medical interpreter training for qualified staff. These will continue biannually and Saint Francis is on-boarding new assistive devices (braille phones, amplified headsets) for patients.