



Optimizing Finite Resources Disparity: Creating a Resource

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DEFINE

TEAM MEMBERS

Dr. Bruce Sutor is an Assistant Professor of Psychiatry at Mayo Clinic where he is the Medical Director for Language Services.

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BACKGROUND

There has been a sharp rise in non-English speaking residents within the U.S. The number of families that do not speak English at home tripled between 1980 and 2019 (US Census Bureau). Title IV of the 1964 Civil Rights Act grants non-English speakers the right to language assistance when seeking

INSTITUTIONAL SIGNIFICANCE

1. Call center supports the Enterprise sites, some that do not have Mayo Clinic interpreters
2. Our interpreters productivity increased an average of 70%
3. We hit our ROI within 9 months and have an annual savings of \$224K in vendor expenses
4. Improvement is anticipated to impact the patient in a number of the following areas: patient outcome, patient safety, and interpreter experience

MEASURE

IMPROVEMENT MEASURE BASELINE AND SAMPLE SIZE

Prior to 2019, resources that were not in use waited for the next appointment. Average waiting times, depending on day were up to two hours. Additionally, we were able to communicate with the vendor to pull video and phone call data across the enterprise. We discovered that during downtimes in RSTP, there was still demand in AZ and FL. We decided to pilot the center the last few months in 2019 with 15 interpreters.