

Reducing Call Time and Increasing Quality in Language Services: CyraCom and Florida Hospital

Case Study



Abstract:

After an initial evaluation, Florida Hospital (FH) decided to officially implement CyraCom's services, citing interpretation quality and reduced call time as major factors. After years of service, FH considers CyraCom's level of quality and professionalism "phenomenal."

Client Profile



Jean Aldridge
Coordinator of Interpreter Services, Florida Hospital

Florida Hospital is a 2,188 bed, multi-hospital system located in Central Florida with more than 2,000 physicians and 15,000 employees. For over 100 years, FH has been committed to providing superior healthcare services:

- Leads research at its Cancer Institute, which treats more newly diagnosed cancer patients than any other hospital in the state
- Treats more than 70,000 patients per year at its Cardiovascular Institute, a nationally recognized leader in the fight against heart disease
- Assists thousands of patients at its Diabetes Institute, one of the top 50 best diabetic care programs in the country according to US News & World Report rankings
- Helps treat neurological and spinal illnesses and injuries at its Neuroscience Institute, a program leading the education, treatment, research and care of such issues

For improving healthcare in Florida and remaining committed to its patient values, FH received the prestigious Governor's Sterling Award for 2010, the highest award an organization can receive for performance excellence in the state.

Community Profile

Florida has a diverse population, with 25.8% speaking a language other than English at home and 22.5% speaking Spanish, among other languages, according to 2010 Census data. In the cities of Altamonte Springs, Orlando, Apopka and Kissimmee, where FH has campuses, the Limited English Proficient population is exceptionally large. Jean Aldridge, Coordinator of Interpreter Services, says: "At some of our hospital campuses, the non-English speaking patient base approaches 50%, with Spanish, Haitian Creole, Vietnamese, Brazilian Portuguese, and Arabic being our most requested languages.

Language Services a Requirement

As a result, providing language services has become necessary for FH, as

"At some of our hospital campuses, the non-English speaking patient base approaches 50 percent."

Aldridge notes, "Part of our mission is to extend healthcare to all people, including those who don't speak English. Language services are an integral part of what we do."





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CyraCom: The Right Provider

After utilizing a local language services provider, FH entered into an initial evaluation with CyraCom. Aldridge explains: “They told us they could reduce our average call time, so we did a three-month evaluation in our Labor and Delivery Unit.”

The evaluation was a huge success. According to Aldridge: “After seeing our reduced call time and witnessing the quality of interpretation we decided to go with CyraCom. Their exclusive endorsement by the American Hospital Association (AHA) also helped us make the decision because we are committed to providing the highest level of care - having a company endorsed by the AHA speaks volumes to us.”

“CyraCom said they could reduce our call time and they did.”

Since making the switch, FH has integrated a variety of CyraCom services into their operations. Aldridge elaborates, “We use Over-the-Phone Interpretation because it allows for fast and effective service. However we also use On-Site Interpretation for Spanish and other popular languages, Document Translation, and are working on installing Video Remote Interpretation.”

“Everything CyraCom has done for us is phenomenal.”

The experience has been fantastic, as Aldridge observes: “They have been right on the frontline in delivering the quality medical interpretation we need to communicate with our patients. In addition, every employee we’ve worked with, from implementation specialists to the support team, has given us wonderful service. Everything CyraCom has done for us is phenomenal.”

About CyraCom

CyraCom’s innovative language services have helped over 1,500 clients, such as Florida Hospital, attain excellence in their practices. Our ISO 9001:2008 certification and exclusive endorsement from the American Hospital Association (AHA) for our interpretation and translation solutions demonstrate our commitment to quality. Visit www.cyracom.com to learn more about our suite of language services.

Contact Us

Contact CyraCom today to discuss how we can improve your language services program.

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