



INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

2016 IMIA Conference

Hospital Tours

To register for any of these tours, please contact: Claudia Perla at claudiamperla@gmail.com

Saint Elizabeth's Hospital

Tour will take place on **Thursday, April 28th at 1:00 pm** for up to 12 attendees.
Contact information: Federico Goldman, Spanish Interpreter.

Patients receive tertiary care at our 267-bed main campus in the heart of Boston's Brighton neighborhood. St. Elizabeth's Medical Center was founded in 1868 by five laywomen members of the third order of St. Francis to care for women from Boston's South End. Today, St. Elizabeth's is consistently recognized for providing the highest quality care to our community. In 2015, St. Elizabeth's was honored with several prestigious recognitions including:

- ⌚ **Healthgrades Distinguished Hospital** Award for Clinical Excellence ranking it among top 5 percent of hospitals in nation
- ⌚ **"A" Safety Grade** by Leapfrog acknowledging hospital safety
- ⌚ One of the nation's **50 Top Cardiovascular Hospitals** by Truven Health Analytics
- ⌚ **CareChex®** – a division of Comparion® names St. Elizabeth's among **Top 100 Hospitals in the Nation for Medical Excellence for Coronary Bypass Surgery, Cardiac Care and Major Cardiac Surgery** for 2016

Getting there:

- ⌚ About 3.5 Miles from Conference venue.
 - ⌚ By car pool.
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Cambridge Health Alliance

Tour will take place on **Thursday, April 28th at 2:00 pm.** for up to 25 attendees.

Duration: 2 hrs.

A second group will be open, if needed for 10:00 am, the same day for up to 25 attendees as well.

Hospital Info:

Tour the Multicultural Affairs and Patient Services department at Cambridge Health Alliance (CHA), a vibrant, innovative health system and teaching hospital dedicated to providing essential care to all members of Cambridge, Somerville, and Boston's Metro North communities. CHA was named "Best in Class for *Delivering Culturally and Linguistically Competent Patient Care throughout the Organization*" by the Institute for Diversity in Health Management, an affiliate of the American Hospital Association (2010). CHA's Video Interpreting and Automated Interpreter Request System (AIRS) initiatives were honored with a 2014 Amerinet Healthcare Achievement Award in the category of "Financial and Operational Improvement" for technological advances in medical interpreting that have enhanced CHA's ability to care for a diverse and complex patient population, over a third of which speaks a primary language other than English.

Tour Info:

Join an introspective visual journey documenting the transformation of one of New England's largest hospital-based interpreter services from "industry standard" to a nationally recognized model. At the heart of this transformation is the design of better systems to deliver hospital-based language services, each improvement guided by the alignment of human capital with technological advances. The speaker will demonstrate how hospital-based language services can self-position to make standing and innovative contributions by achieving financial and operational improvement through small adjustments to service delivery, protecting and fully developing an interpreter workforce, and increasing patient satisfaction and improved health outcomes while reducing waste. Participants will tour the state's largest hospital-based in-house call center for audio and video interpretation.

Getting there:

- 🕒 Orange Line, within walking distance from Malden Center. It's a straight shot from downtown Boston.
 - 🕒 By car it's a 7 mile (25 minute) trip.
 - 🕒 By public transportation, it's a bus and a train (41 minute) trip.
 - 🕒 Best directions can be found at www.mbta.com
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Massachusetts General Hospital

Tour will take place on **Sunday, May 1st at 2:30 pm** for up to 10 attendees.

Duration: 1.5 hours

Contact information (liaison & for the tour):

Christopher Kirwan, Project Coordinator

CKIRWAN@PARTNERS.ORG

617-726-6061

Hospital Info:

Founded in 1811, the Massachusetts General Hospital (MGH) is the third oldest general hospital in the United States and the oldest and largest in New England. The 1,000-bed world-renowned medical center offers sophisticated diagnostic and therapeutic care in [virtually every specialty](#) and sub-specialty of medicine and surgery. MGH is the original and largest teaching hospital of Harvard Medical School; it conducts the largest hospital-based research program in the world; and it is currently ranked as the #1 hospital in the United States by the U.S. News & World Report. MGH has also been designated as a Magnet hospital, the highest honor for nursing excellence awarded by the American Nurses Credentialing Center. MGH's main campus and its four community health centers annually:

- ⌚ Admits approximately 48,000 inpatients
- ⌚ Handles nearly 1.5 million outpatient visits
- ⌚ Records more than 100,000 emergency room visits
- ⌚ Performs more than 42,000 operations
- ⌚ Delivers more than 3,600 babies

Medical Interpreter Services at MGH has a long history dating back to 1979. Today MGH provides professional medical interpreters to more than 100,000 encounters per year in over 100 languages in a large urban campus. Language access is provided by a complex delivery system including in person interpreters, telephonic interpreting and video interpreting through an internal call center. MGH Medical Interpreters created the first IPOPs (Interpreter Phones on a Pole) to increase access to professional interpreters throughout the institution. The department has been a pioneer in leveraging technology to increase access and create efficiencies. Requests for medical interpreters and resources are coordinated through a state-of-the-art custom designed web-based real-time scheduling system that enables the department to efficiently manage hundreds of daily requests. Medical interpreters and Interpreter Services leadership are embedded in hospital wide committees to promote outreach and education of hospital staff and to increase awareness of how to provide high quality and safe healthcare to limited English proficient and to Deaf and Hard of Hearing patients, to ensure health equity.