

Case Study: Canadian Pediatric Hospital

Reduces language complaints by adding on-demand interpretation with Boostlingo



Canadian Pediatric Hospital

The hospital stands at the forefront of pediatric healthcare, distinguished by its commitment to providing exceptional care tailored to the unique needs of children and their families. Operating under the guiding principles of equity, diversity, and inclusion, the hospital boasts a comprehensive range of services, facilitated by a dedicated team of professionals.

Christina, the manager responsible for Patient Experience, ensures a seamless patient journey, overseeing everything from patient partnerships to the transition from pediatric to adult care. She emphasizes the importance of language access, recognizing it as an essential component in delivering high-quality, equitable care to their diverse and multicultural community.

Challenges when accessing interpretation

Before Boostlingo, the Pediatric Hospital faced significant challenges in providing care to its diverse and multicultural patient population. Christina recounted the difficulties encountered with their previous solution, which included in-house interpreters and an external agency promising on-demand, and in-person services.

“There was no actual on-demand. It often had to be booked many weeks in advance, and still we weren't able to find interpreters that would be able to be there. Very often the service would not reply to us in time, not find anybody at all, or they would find someone who then would cancel at the last minute. So, we had patients who would be at the hospital for their appointment, and no interpreter would come.”

Christina

Manager, Patient Experience

Challenges

- Limited access to certain languages
- No shows and last-minute cancellations
- Turning patients away due to no access
- Cost of interpretation

Solution

- Boostlingo
- On-demand remote interpretation

Why Boostlingo

- Pricing - pay by the minute
- Friendly, qualified interpreters
- Quick connection times
- Reliable access

Results

- Improved care at every step of the patient journey
- Reduced language services complaints from 5-6/week to a few/year
- Expanding services to adjacent departments under the same budget

- **Lack of On-Demand Availability:** Services often required booking weeks in advance with frequent unavailability or last-minute cancellations.
- **Inefficient Communication:** Patients often attended appointments without an interpreter.
- **Financial Strain:** High costs for in-person and additional fees for cancellations, with no penalties for service failures.

Given these challenges, the hospital struggled to meet its language needs, Christina noting, "it wasn't feasible to continue in that way, just because we didn't cover everything that we needed to cover."

Boostlingo Features

Device agnostic

Connect with a friendly, professional interpreter on your phone, tablet, or computer. You can set up both over-the-phone and video remote interpreting services with your existing devices.

A truly on-demand experience

Rely on quick connection times to one of 17,000+ professional interpreters in 300+ languages through the Boostlingo Hub. 24/7 support for ASL, Spanish, and 90 other languages.

Call flexibility and customization

Set up Quick and Direct Dials to streamline dialing out to specific languages. Easily add a third party to your calls. If your team utilizes telehealth visits, our workflows let you serve on-site and online.

Flexible usage and easy user addition

Set up your backend office staff with access to Boostlingo. Easily add new users to the platform and enable all members of your team to follow up with LEP patients.

Security & SOC 2 Compliant

Ensure security and privacy with features like automatic logouts, end-to-end data encryption, multi-factor authentication, customizable user controls, and routine security assessments.

Boostlingo support and account management teams

Contact responsive and knowledgeable support staff at any point. Our account managers work with clients all over the country and can help you with your systems need and language support issues.

Expanding access and saving on costs

In the past, families would drive seven to eight hours to the hospital for an appointment, only to find that the interpreter had failed to show up, resulting in the patients being sent back home without receiving necessary care or information. On-demand interpreting has eliminated such incidences, ensuring that language is no longer a barrier. This is particularly helpful for cases like newly diagnosed diabetes patients who require extensive training and follow-up.

“Now, language is not a barrier.” Christina emphasizes that while there might be challenges with remote interpreting, the benefits vastly outweigh the downsides, ensuring continuous and uncompromised care for every patient. On a financial note, Christina elaborated on the cost-effectiveness, detailing how the savings accumulated have allowed for an expansion of services. “We’ll be able to provide more service to more places with the same budget that we had before.”

“The time to connect to an interpreter, the ease of use of the app and the phone, and just how much more service and quality we're providing for that, there is no comparison.”

Christina

Manager, Patient Experience



Improved care with reliable access to interpretation.



Reduced complaints from: 5-6/week -> few/year.



Expanding services under the same budget.

Interpreter at every step of patient journey

Now, the hospital utilizes Boostlingo for pre-appointment communication and interpretation during appointments, improving the overall patient experience. On-demand interpreting also solves logistical and cost challenges. Providers can reconnect with interpreters as needed, offering relief to physicians and clinicians. Christina shared, “We hang up, and then we pick up again at the next one. All of that really has been a great relief for the physicians and the other clinicians.”

Christina noted a significant reduction in complaints related to language access since the introduction of Boostlingo. “Informally, I used to get at least five or six complaints per week, prior to Boostlingo, and I have had three in the past 7 months since we implemented Boostlingo.”