

Cisco Systems HCIN Fact Sheet

What is the HCIN?

HCIN is the **Health Care Interpreter Network (HCIN)**, a system of shared remote interpreter services operated by Northern California public hospitals. Utilizing one of the world's first Video/Voice Over IP Call Centers to create access to trained interpreter services, participating health care providers in this model are using interpreters at their own hospitals or at colleague hospitals through videoconferencing and various telephone technologies. The Video/Voice Over IP Call Center is currently operating at San Joaquin General Hospital, Contra Costa Health Services (at the Contra Costa Regional Medical Center and Concord Health Center) and San Mateo Medical Center.

The HCIN was built through a collaborative process hosted at San Joaquin General Hospital in San Joaquin County, California. Health Access Foundation has acted as project managers. Joining San Joaquin General and Health Access Foundation in the planning process have been Contra Costa Health Services, San Francisco General Hospital, San Mateo Medical Center and San Joaquin County community clinics Community Health Centers, Delta Medical, and Planned Parenthood. Also joining the planning effort has been the California Safety-Net Institute of the California Association of Public Hospitals. The project team of Health Access Foundation that designed the HCIN system has now formed Paras and Associates, a new business which is managing the HCIN and will disseminate these technology solutions within the health care industry. Cisco Systems provides the video and audio network that makes the HCIN possible.

The major funders of the project that created the HCIN include the U.S. Department of Commerce – Technology Opportunities Program, the California HealthCare Foundation, the California Consumer Protection Foundation, and Kaiser Permanente Community Benefits – N. California.

Why is there a need for the HCIN?

- The access to quality health care services for America's limited English proficient (LEP) patients has been a longstanding challenge to U.S. health care providers. **21 million people speak English "less than very well" with 11 million households linguistically isolated.**
- According to the Institute of Medicine report on Racial and Ethnic Disparities, language barriers can "affect the delivery of adequate care through poor exchange of physician instruction, poor shared decision-making, or ethical compromises" and result in decreased adherence to medication regimes, poor appointment attendance, and decreased satisfaction with services.
- Current interpretation methods employed by hospitals—including bilingual staff, in-house medical interpreters, telephone-based contract interpreter services, and family member interpretation—are often erratic and haphazard with standards vague and ill defined at best.
- "The most recent California Experience Survey (PEP-C) found **49% of patients reported not being able to receive interpretive services when needed.**" –California HealthCare Foundation

How does the Health Care Interpreter Network work?

- The hub of the HCIN is servers and software operating the Video/Voice Over IP Call Center. The Call Center is automated to direct the language requested by the caller to the proper Interpreter Agent. For example, calls are routed by originating hospital, so that their own interpreters can handle needs within the requesting hospital first. Calls can signal priority, so an emergency can jump to the top of the queue. The calls can also be categorized by special requirements or requests (male or female, specialized mental health training).
- Trained interpreters of each respective hospital work from multiple locations using video units that can receive video and audio telephone calls. Interpreters login to the system to receive call requests. Each interpreter is categorized by language and any other specifically requested skill.

- Throughout the hospital system, providers and staff are equipped with videoconferencing technology or can use existing telephone systems to make calls for interpretation. If all interpreters for that language are unavailable, calls are routed automatically to an audio-only commercial interpretation service. **Providers can access an interpreter using this system, in under 5 minutes.**
- With the HCIN system, hospitals and health care providers may utilize their own trained health care interpreter staff in conjunction with interpreters from other hospitals to provide the highest quality, lowest cost access to interpreter services. Hospitals may include full-time trained health care interpreters and trained bi-lingual staff to meet much of their own interpretation need.
- Participating health care providers may also make use of shared resources with other hospital systems to offer access to a greater number of languages and hope to begin to offer American Sign Language and 24-7 video coverage of some languages.

What technologies are utilized in the HCIN system?

- Two Cisco software products, IPCC Express and CallManager, power the HCIN Call Center. This software provides automated call distribution functions and skills based routing of calls. The Call Center is hosted by Quest™ Technology Management at their secure Managed Services and Replication Center in Sacramento. The hospitals are connected to this server and to each other in a private and secure high-speed data connection provided by SBC/ATT, dedicated to video and voice interpretation services.
- The videoconferencing endpoints utilized by HCIN interpreters are Cisco videophones and clinical staff are equipped with videoconferencing devices by Tandberg Corporation. For telephone connections, the existing phone systems of the hospitals are used. Where needed, enhanced phone sets such as Polycom wireless conference phones and other telephone devices are used so that interpretation can be available in virtually every area where hospital clinical staff, interact with patients.

What are the goals and desired outcomes of the HCIN?

- Improve utilization of trained interpreters by hospital staff to improve patient-provider communication, improve patient safety, health outcomes, and improve patient and provider satisfaction.
- Provide the lowest-cost, highest quality interpreter services to health care providers making use of the economies of scale of management and interpreters shared among hospital systems.

How successful have current HCIN implementations been?

- **Current implementations of the HCIN system handle approximately 3,000 requests for interpreters each month.** Of these, more than 1,200 were managed by HCIN interpreters. In June 2006, more than 11,000 minutes of interpreter services to patients was offered among the first three hospitals where the HCIN was implemented.
- The HCIN model has been **able to improve the productivity of in-person interpreters between 200 and 300 percent.**
- Health care providers reported a **drop in patient confusion due to language issues from 82% to 18%** after HCIN implementation.
- **Unnecessary fear reported by providers dropped from 80% to 21%** from pre- to post-HCIN implementation.
- **Lack of understanding of medications, preventative care and self care due to language barriers was reduced 58%** after HCIN was implemented.

HCIN is expected to become available to other health care providers in August 2006.

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CALIFORNIA ASSOCIATION OF PUBLIC HOSPITALS AND HEALTH SYSTEMS

California Association of Public Hospitals and Health Systems (CAPH):

The California Association of Public Hospitals and Health Systems is a non-profit trade association representing 22 public hospitals and health systems, which serve low-income, Medi-Cal and uninsured populations. Public hospitals provide 55 percent of all inpatient care to uninsured Californians and more than 11 million outpatient visits a year. Public hospitals form the core of the state's emergency, trauma care and tertiary care systems, and train half its doctors. CAPH conducts funding advocacy; promotes chronic care management, systems improvement, and cultural and linguistic competency programs; and develops public policy that improves California's health care system.



California Department of Managed Health Care:

The California Department of Managed Health Care is the only stand-alone HMO watchdog agency in the nation, touching the lives of more than 21 million enrollees. The Department has assisted more than 633,000 Californians through its 24-hour Help Center to resolve their HMO problems, educates consumers on health care rights and responsibilities, and works closely with HMO plans to ensure a better, more solvent and stable managed health care system.



CALIFORNIA HEALTH CARE FOUNDATION

California HealthCare Foundation:

The California HealthCare Foundation (CHCF), based in Oakland, is an independent philanthropy committed to improving the way health care is delivered and financed in California. Formed in 1996, our goal is to ensure that all Californians have access to affordable, quality health care. Visit www.chcf.org for more information.



California Pan-Ethnic Health Network

California Pan-Ethnic Health Network:

The California Pan-Ethnic Health Network (CPEHN) organizes multicultural efforts to develop and advance legislation, ballot initiatives, and government regulations that ensure equal treatment and universal access to health care regardless of a person's race, ethnicity, or language.



Cisco Systems:

Cisco Systems, Inc. (NASDAQ: CSCO) is the worldwide leader in networking for the Internet. Information about Cisco can be found at <http://www.cisco.com>. For ongoing news, please go to <http://newsroom.cisco.com>.



Contra Costa Regional Medical Center/Health Centers:

A division of Contra Costa Health Services, Contra Costa Regional Medical Center/Health Centers is a general acute care teaching facility and 166-bed medical center. It provides a full range of diagnostic and therapeutic programs, including medical/surgical, intensive care, pediatric, emergency, prenatal/obstetrical, and psychiatric services. Ancillary services include pharmacy, rehabilitation, medical social work, laboratory, diagnostic imaging, cardiopulmonary therapy and ambulatory care surgery.

Ten ambulatory care centers provide primary and specialty care, geriatrics, dental, rehabilitation, prenatal and adult medical services. The medical center also supports a family practice residency program affiliated with University of California, Davis.



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For more information, please see: <http://us.fujitsu.com/fcpa>.

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Health Access California:

Health Access California is a statewide 501(c)(4) non-profit organization founded in 1987 and dedicated to achieving quality, affordable health care for all Californians.

For more than fifteen years, Health Access has played a significant role in leading the movement for health care reform in California. Health Access has promoted universal health care proposals and advocated for specific incremental reforms that promise to provide immediate health care services to California's most vulnerable populations.

Health Access is truly unique among organizations that advocate for health care reform in its ability to work at both the grassroots and senior policy levels to advocate for substantive reforms. Health Access works with a broad coalition of more than 200 member organizations representing communities of color, immigrants, people with disabilities, children, seniors, people of faith, labor, and working families.



paras & associates

Paras & Associates:

Paras and Associates offers a unique managed service of Video Language Interpreter Networks for interpretation services in hospitals, government, education, the hospitality industry and all customer service lines. Using the staff of an enterprise, contracted interpretation services, or a combination of the two, you can bring interpreters in hundreds of languages, including sign languages to support frontline service needs. Technology designs by Paras and Associates bring trained interpreters to your point of service venue by video within seconds of request by your customer service personnel. Custom designed, cost-effective solutions for even the most difficult service delivery conditions.

Paras and Associates designed and created the first Video/Voice over IP call center routinely routing thousands of requests for interpreter services in the challenging environment of Emergency Rooms and locations throughout a collaboration of Northern California safety-net hospitals, creating the Health Care Interpreter Network to operate this cooperative.



Quest Technology Management:

Quest is a technology management firm that provides a portfolio of Professional Services, Managed Services, Telecommunications & Transport, Support & Maintenance Management, Fiber-optics, Wireless & Structured Cabling, Technical Staffing and Technology Products.

Serving diverse markets that include Fortune 50-5000 corporations, educational institutions, and state and local government, Quest provides an integrated approach to consulting, engineering and project management.

Our recommendations for fulfilling specific client objectives in networking, security, data storage, telephony, transport, and maintenance contract management, are anchored by technology products and services from key manufacturers. (www.questsys.com)

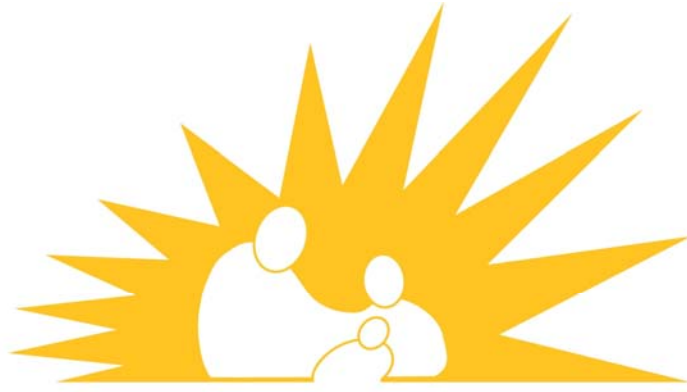
San Joaquin General Hospital

Our community's health and well-being are our highest priority...

San Joaquin General Hospital:

San Joaquin General Hospital is a 196-bed general acute care facility providing a full range of inpatient services, including general medical/surgical care, high-risk obstetrics and neonatal intensive care, pediatrics and acute physical medicine and rehabilitation. The medical campus includes comprehensive outpatient services, and the hospital's Ambulatory Care Network includes 11 provider sites throughout San Joaquin County.

The hospital conducts residency programs in general surgery, internal medicine and family practice, and participates in clinical affiliation agreements for training programs in registered and licensed vocational nursing, pharmacy, radiology technologies, social work and respiratory therapy.



San Mateo Medical Center

A County System of Healthcare

San Mateo Medical Center:

The San Mateo Medical Center is an integrated, County system of healthcare providing inpatient services, outpatient services, and long-term care. These services are provided through an acute care hospital, skilled nursing facility and 12 clinics located across San Mateo County. The mission of the San Mateo Medical Center is to serve the healthcare needs of all residents of San Mateo County, with an emphasis on education and prevention, and without regard for ability to pay.