

## Language Access Care in all Communities

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# Language Access Care in all Communities

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## Introduction

- The use of Language Access Services (LAS) has increased in select communities of Lehigh Valley Health Network (LVHN), particularly the Hazleton Campus.
- Prior demographic analysis has suggested that “Spanish” is the most common language of patients in the Hazleton community. Figure 3

## Objectives

- The goal of this study is to analyze trends in the area of Language Access Services in order to strategize ways to provide equitable care to patients with LEP.

## Methods

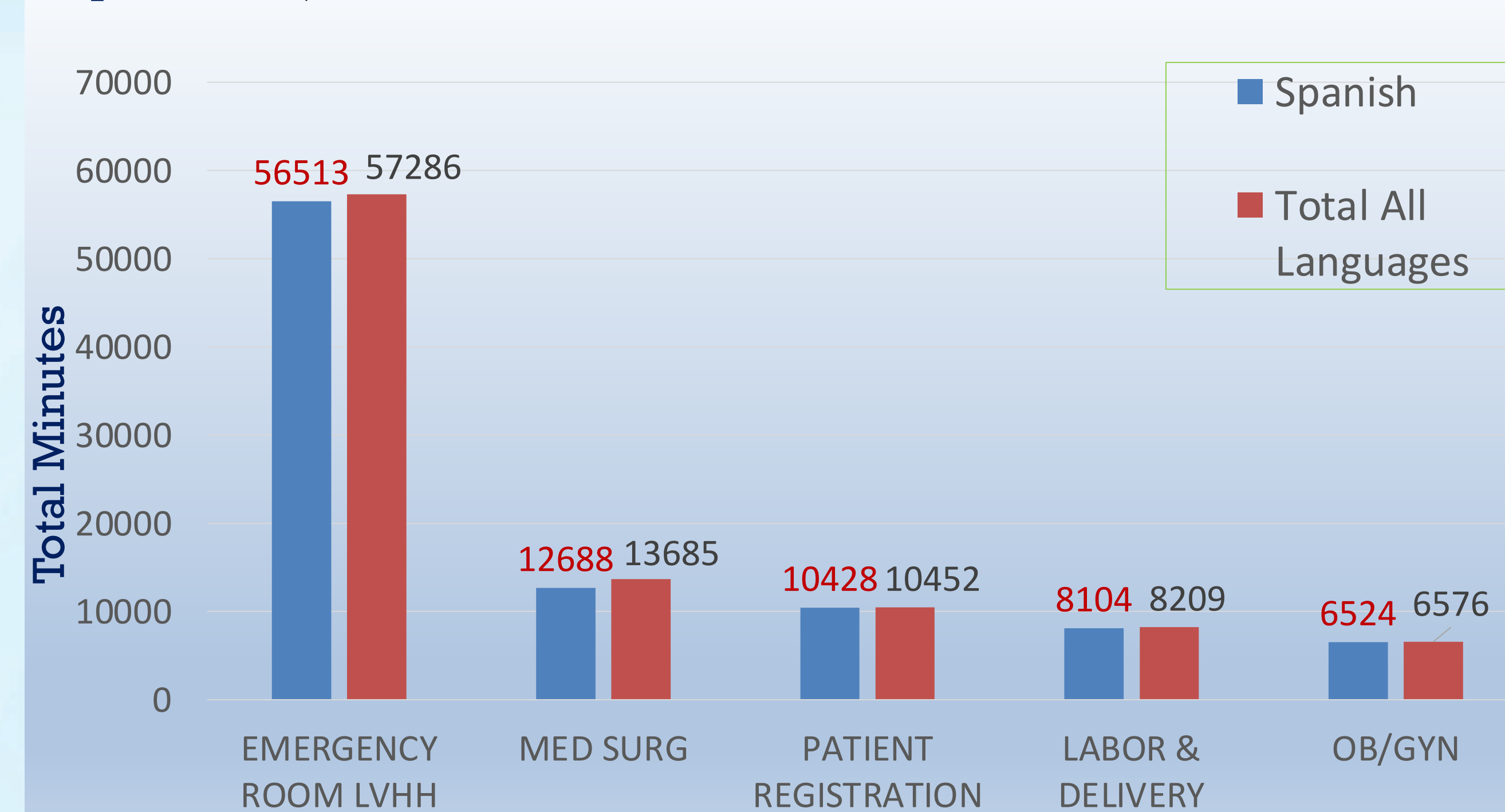
- Retrospective data analysis of VRI report encounters, by department.
- Data includes language, minutes + encounters from January-June 2021
- Obtain and analyze regional demographics for LVH-Hazleton service area.

## Results

Figure 1: % Population Age 5+ with LEP (excerpt from Community Health Needs Assessment)

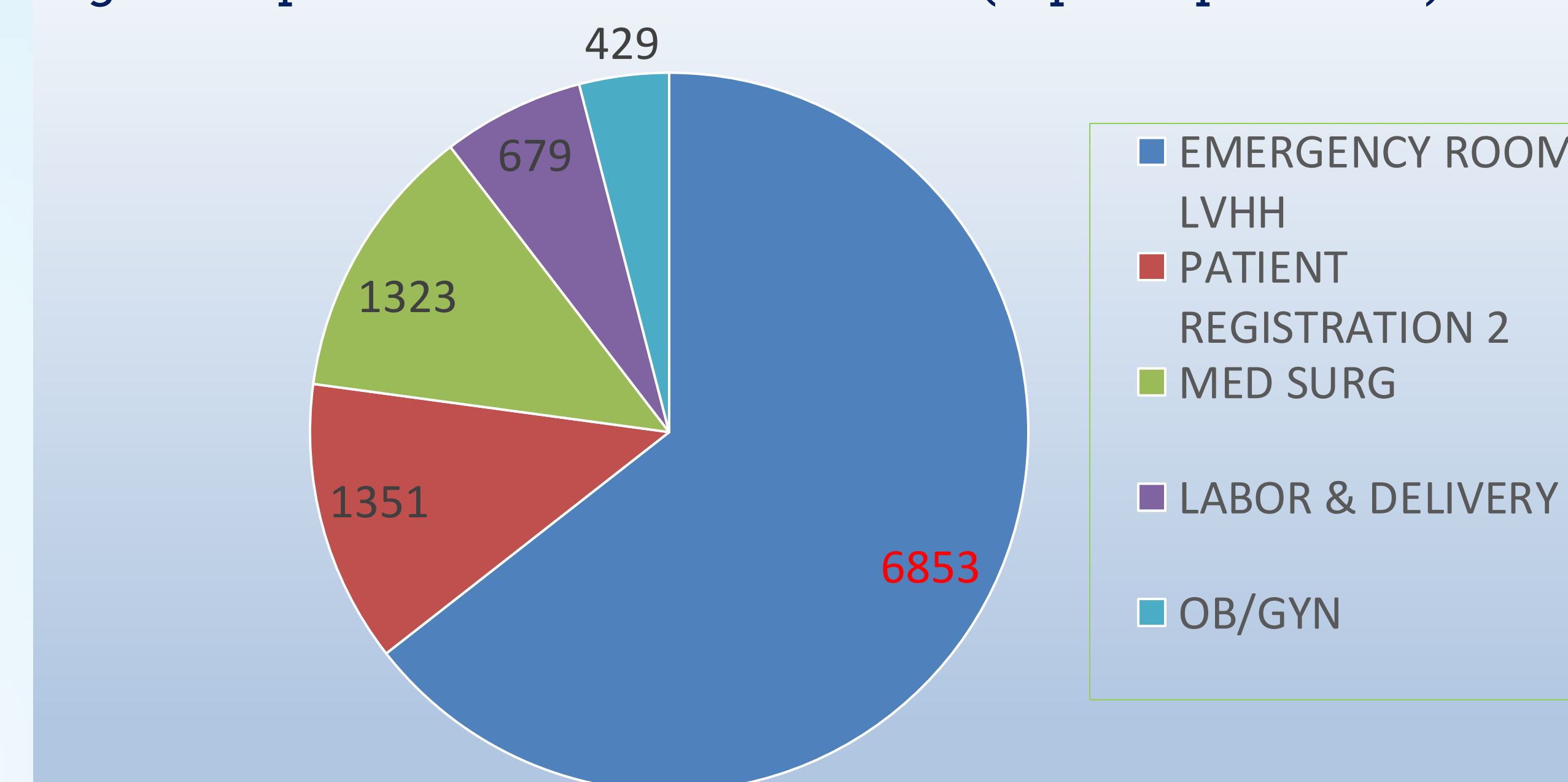
Report Area	Total Pop 5+	Linguistically Isolated Pop	% Linguistically Isolated
Hazleton	27,381	4,668	17.05
Luzerne County	302,858	7,128	2.35
Pennsylvania	12,069,379	277,969	2.30
United States	298,691,202	13,393,615	4.48

Figure 2: Spanish vs. Total All Languages - VRI Service Minutes (Top 5 Departments)



Note: Apart from Spanish, other common languages include: ASL, Mandarin, Romanian, & Korean

Figure 3: Spanish VRI Service Encounters (Top 5 Departments)



Note: Data shown strictly includes Spanish VRI service encounters. (no other languages represented on Figure 3 graphic)

## Conclusions

- Language Access Services are most utilized in the Emergency Room(ER) department.
- The language Spanish accounts for 97.9% of all remote encounter data analyzed. (13,661/13,953 encounters)
- Spanish VRI services alone cost LVHN-Hazleton \$95,726.39 from January-June, generating a cost of roughly \$191,452 annually
- LVH Hazleton requires significant assistance with Spanish-speaking patients.

## Future Directions

- Compare video interpreter service data year-to-year in order to gain a greater range of comparison.
- Evaluate additional language assistance options to optimize costs within the organization, including interpreter services & technology.

## References:

- 2019 Community Health Needs Assessment Health Profile – Lehigh Valley Hospital-Hazleton

## Glossary:

LAS – Language Access Services  
 LEP - Limited English Proficiency  
 LVHN – Lehigh Valley Health Network  
 LVHH – Lehigh Valley Hospital – Hazleton  
 VRI Report – Video Remote Interpreter Report