

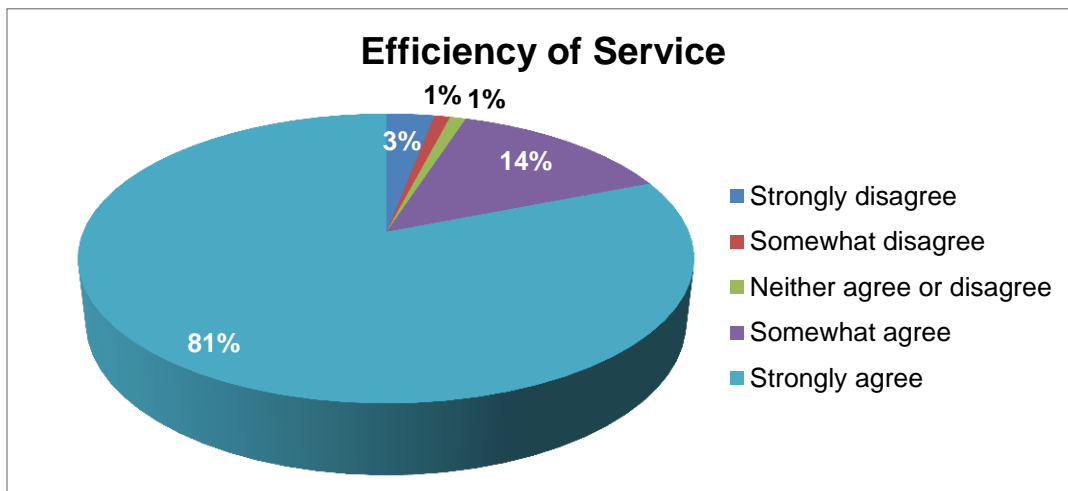
A. INTRODUCTION

Every year or two, Blue Ridge AHEC’s Community Health Interpreter Service assesses the satisfaction level of its customers through an anonymous survey. This year, a link to an on-line customer satisfaction survey was sent to 359 users for whom there were valid addresses in the database of the Fluency Inc.’s Internet Interpreter Scheduling System. The survey was open from April 30 to May 15, 2015. Responses were received from 159 individuals giving a 44.3% response rate. Because of incomplete data, analysis was completed on 148 responses. See Section C for demographic information about the survey respondents.

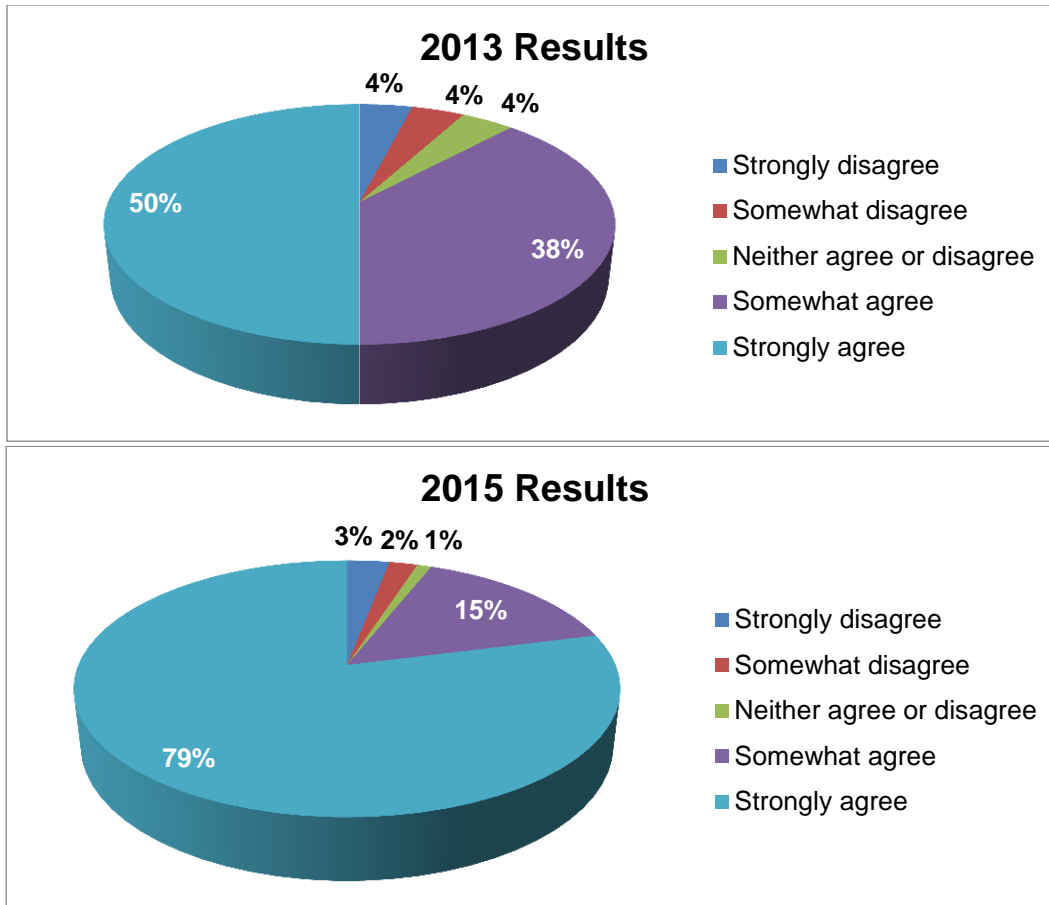
B. QUESTION BY QUESTION RESULTS

To assess changes in customer satisfaction over time, all of the survey questions that were asked in the last customer survey (December 2013) were repeated in the May 2015 survey. Two new survey questions were added (# 1 and #12) and two new demographic questions (#17 and #18) were added this year. Comparative results are reported below when available.

1. Knowing that Blue Ridge AHEC provides interpreting services for nearly 60 practices, offices, and agencies and fills almost 15,000 requests a year, I would say it efficiently accommodates the needs of my office and its patients/clients *(new question in 2015).*



2. Overall, I am very satisfied with the interpreting services provided by Blue Ridge AHEC.

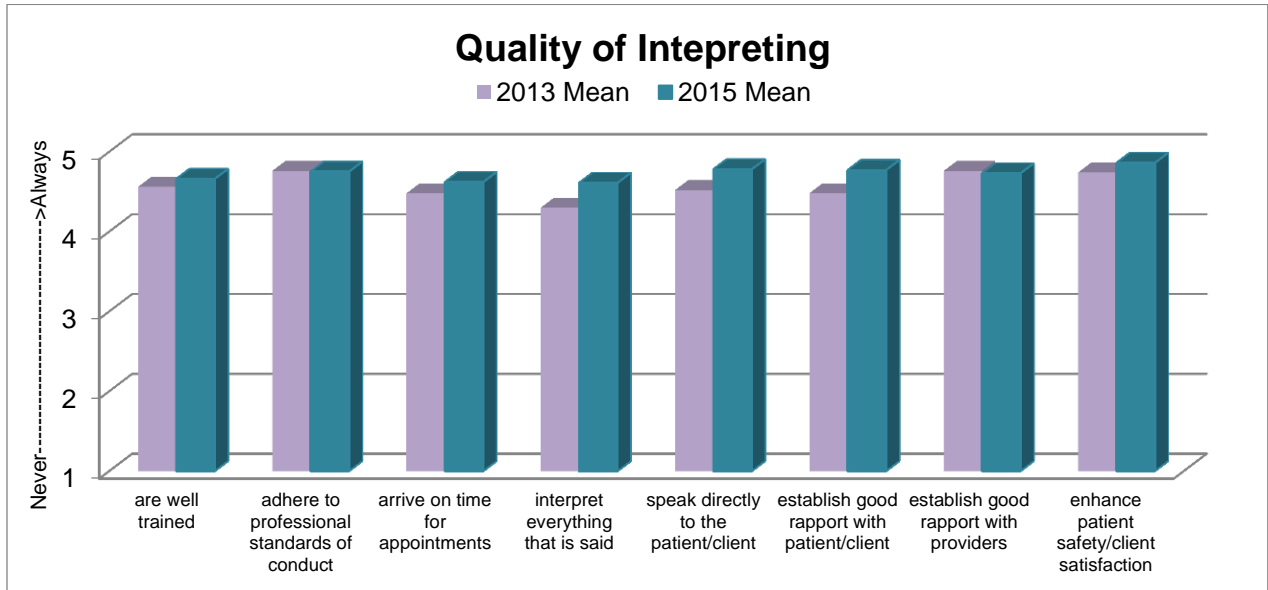


3. If you like, please explain why you chose that level of satisfaction.

Thirty-six individuals added their comments. Some representative ones are:

- *“The Blue Ridge AHEC staff is always courteous and helpful. They have accommodated our request even with a short notice.”*
- *“The interpreters are professional, courteous with patients, knowledgeable, and easy to work with. Responsive on short notice when possible.”*
- *“It is a very reliable and confidential service and families appear comfortable with their presence.”*

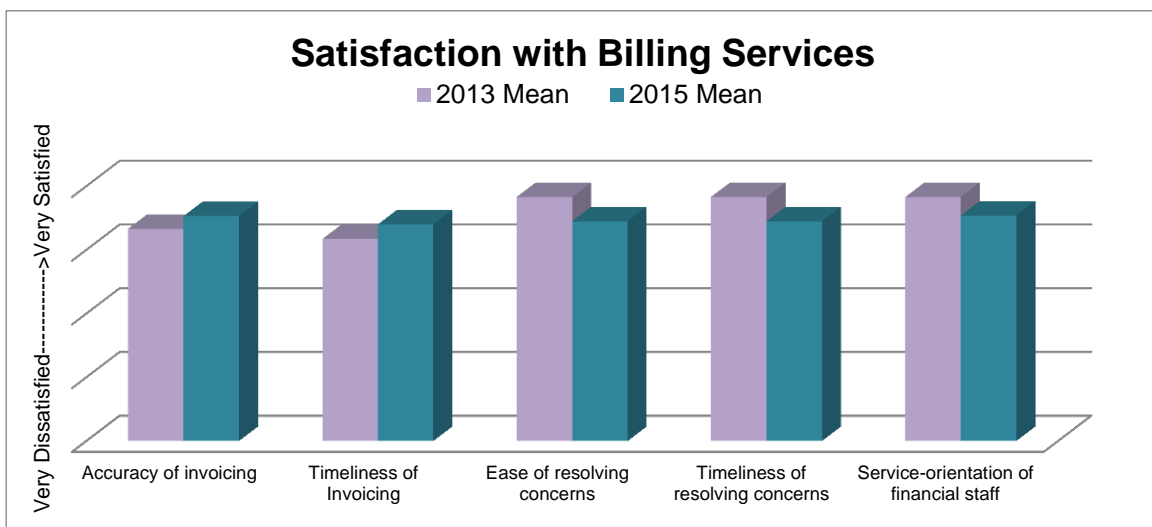
4. Please tell us what you think about the quality of Blue Ridge AHEC interpreting services.



5. Please add any comments about the quality of interpreting services provided by Blue Ridge AHEC that you would like us to know.

Some responses include: “our clients have been very pleased;” “it is important to continually emphasize that the job of the interpreter is to translate what both patient and provider/staff are saying without inserting their personal opinions or leading the conversation/influencing the patient’s response;” and, regarding behavioral health appointments, “I’ve been trying to speak with [our own] staff about having a pre-session or post-session with interpreters. It might be nice for interpreters to occasionally ask for that with new clients/staff.”

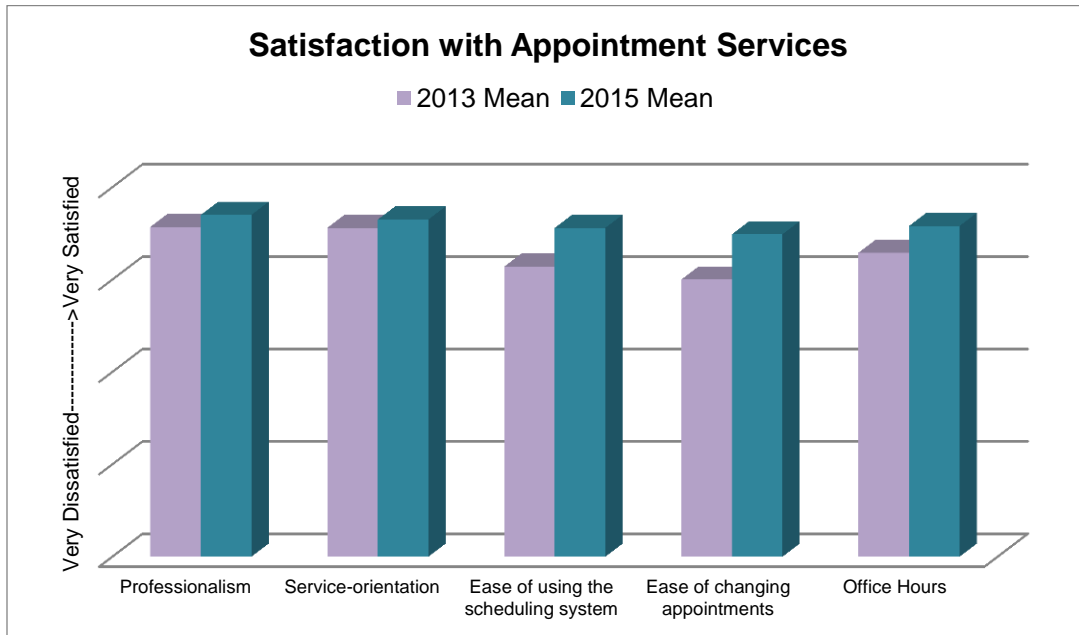
7. How satisfied are you with these aspects of financial billing of Blue Ridge AHEC interpreting services?



8. Please add any comments about the financial aspects of working with Blue Ridge AHEC interpreting services that you would like us to know.

“Special kudos to (office staff member), who took extra time to explain the different payers who AHEC would bill for and give extra information regarding Medicaid patients.”

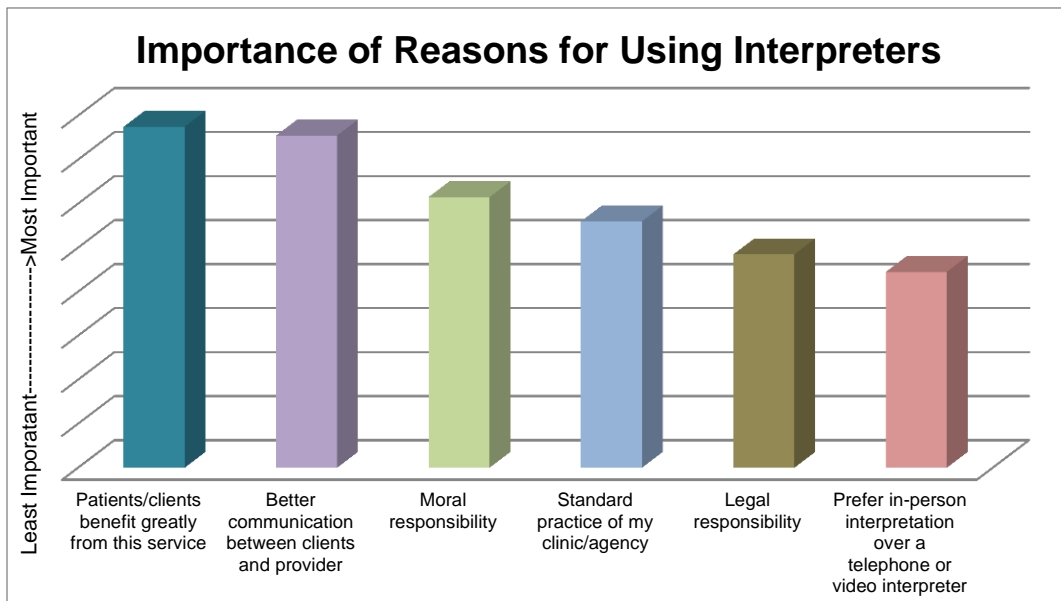
10. How satisfied are you with these aspects of the appointment scheduling process for Blue Ridge AHEC interpreting services?



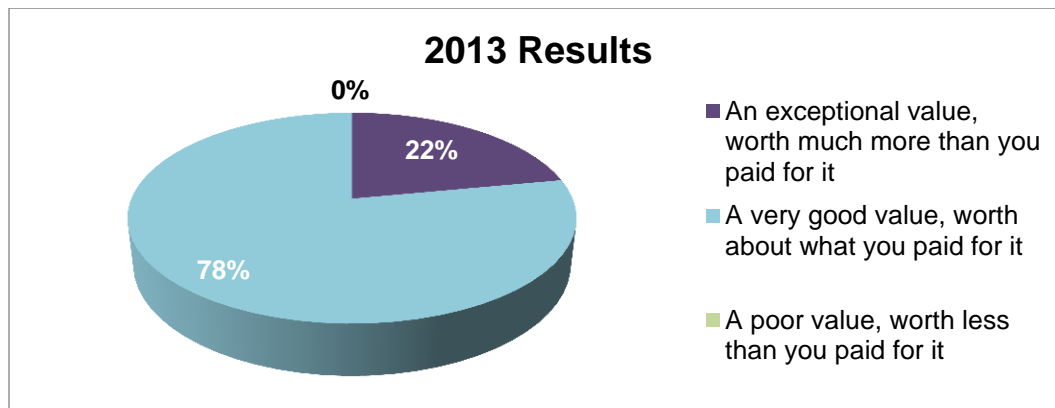
11. Please add any comments about the appointment scheduling process that you would like to share with us.

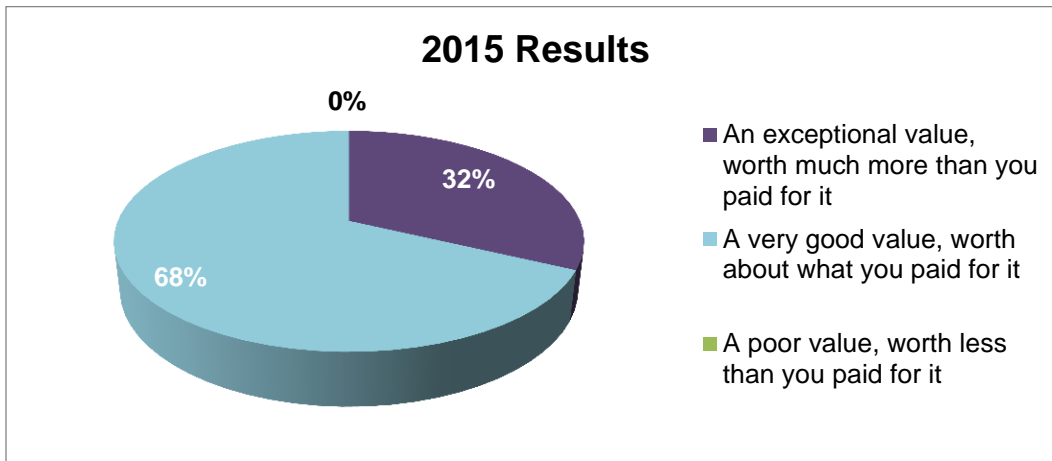
Some of the 16 responses included, *“I use the internet scheduling more than calling but when other staff has called, it seems that you guys are pretty flexible,” “I like getting email confirmation of appointments. Scheduling and changing appointments online rather than through fax would be a nice service,”* and *“when I have to leave a message I usually get a response promptly.”*

12. Title VI of the Civil Rights Act of 1964 prohibits discrimination based on national origin. According to this provision, community members who are Limited English Proficient should be guaranteed access to an interpreter by all recipients of Federal financial assistance. Please rank the importance of these reasons that clinics/agencies often cite for using interpreter services *(new question in 2015)*.



13. Considering the overall value of Blue Ridge AHEC interpreting services to your practice, office or agency, it is...





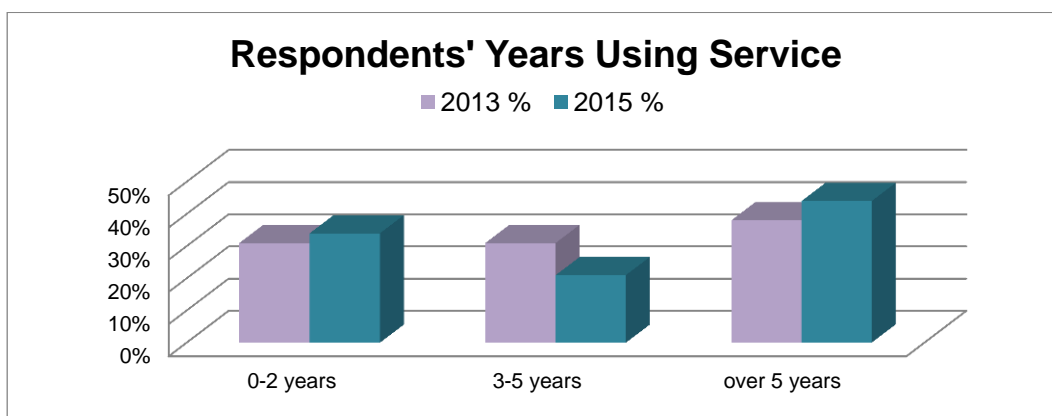
14. How can we get better? Please list one or two things we can improve so that our services meet your needs more closely.

Some of the suggestions included:

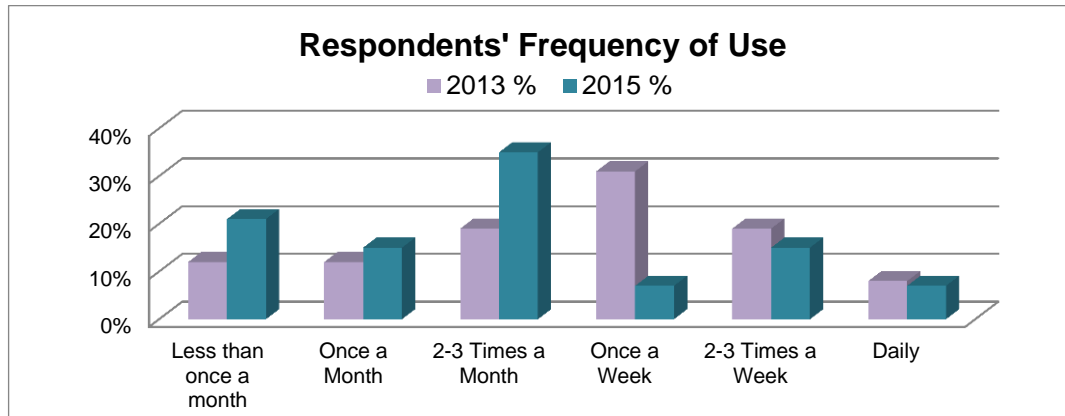
- Have training for interpreters for mental health/substance abuse settings
- Remind interpreters of the importance of interpreting everything that is said.
- A pay-by-minute option for phone calls particularly to facilitate scheduling/rescheduling with clients
- Ensure that interpreters contact patients/clients in advance and provide all necessary appointment information. Ensure that client understands the date and time of appointment
- Add more languages - Is Japanese available?
- It would be nice if we have to schedule the same patient for multiple times that we could only change the date and time and not fill in all the information again
- Add more interpreters during high demand seasons.

B. DEMOGRAPHICS

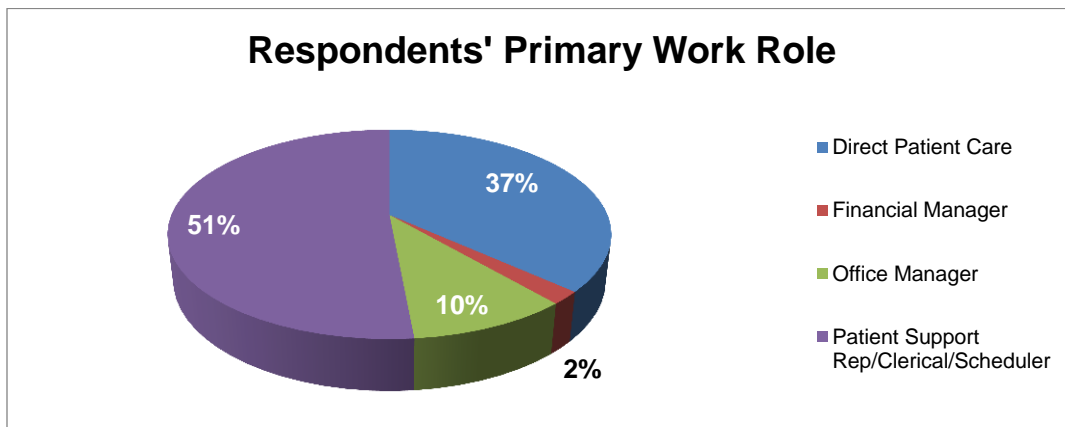
15. How long have you been using Blue Ridge AHEC Community Health Interpreting Services?



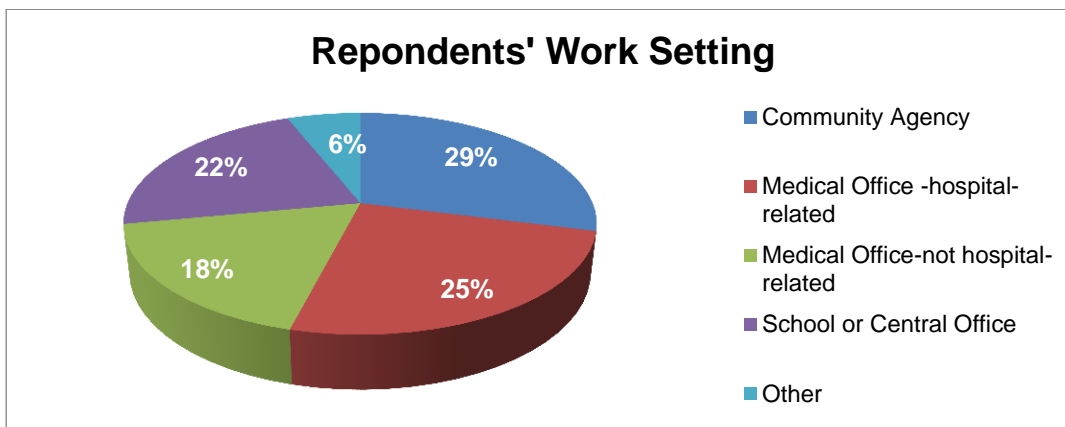
16. How often do you request Blue Ridge AHEC interpreting services?



17. What is your primary role in the office? (new question in 2015)



18. What setting do you work in? (new question in 2015)



Respondents listed “Other” settings such as: *JMU, Occupational/Production, Language Services Company, Hospice, Shelter, Non-Medical Hospital Department, etc.*

19. Thank you for your feedback! We value you as a customer and will take your input into consideration while providing interpreting services in the future. If you have any comments or concerns about this survey, please enter your comments below.

Eight individuals responded to this last chance to comment in very positive ways.

- You guys are great! Keep up the good work! 😊
- Thanks! As far as scheduling, I often select a preferred interpreter, but it would be nice to list two or three, in case that interpreter is not available.
- Great service! Don't know what we would do without AHEC. Really gives people a voice!
- Thank you for being such a great service to our company. We really appreciate you working with us in times that we need interpreters immediately. You are a great service and (company name) will be utilizing your services as needed for our associates. KUDOS to you all for being so flexible and easy to work with.
- Thank you for providing this service for our community!
- Thanks for your service!
- It was a good survey thank you for reminding us about this important information
- I appreciate all the good services from AHEC. I am happy to refer teachers and students who are interested on becoming certified interpreters under the AHEC program.

C. DISCUSSION TOPICS

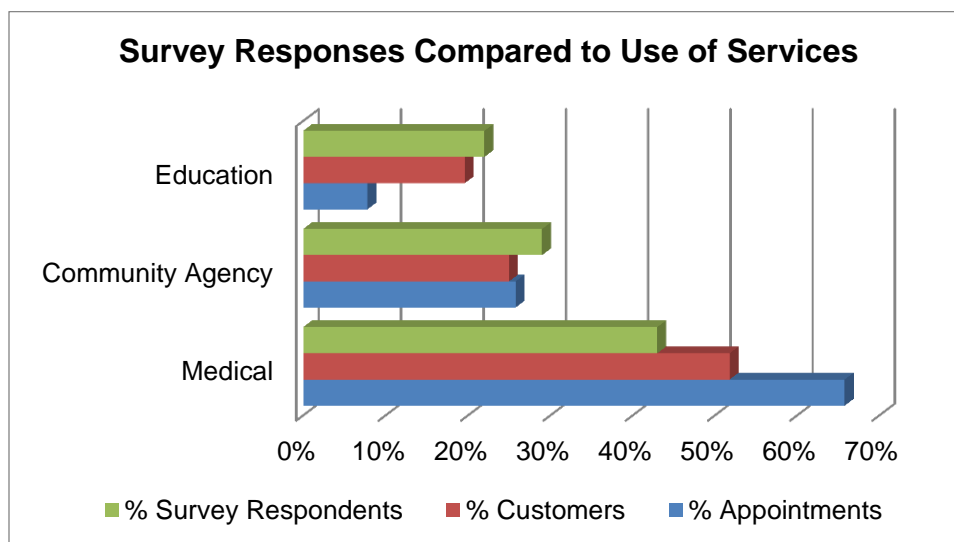
1. Key Questions by Work Setting

While we were quite pleased with the overall positive report, we looked further at the three questions that assessed overall satisfaction and perception of value reported in the survey to see if there were differences of opinion by work setting. For questions 1 and 4, the percent of respondents reporting that they agreed or strongly agree they were satisfied with the efficiency and quality of interpreting services was 100% for the community agency setting, 96% for the school setting and 90% for the combined medical office setting. For question 13, 39% in the school setting rated the service as an exceptional value; 30% of the medical office respondents and 27% of the community agency respondents chose the 'exceptional' option. No one in any setting evaluated the service as a poor value.

Appendix B lists all of the additional comments provided by those surveyed, with the work setting noted.

2. Balance of Responses by Work Setting

Since we sent the survey to those for whom we had email addresses within our online scheduling system, we were concerned that we would not get a well-balanced set of responses across all customer groups. (We did ask recipients to forward the survey to others in their offices to get a wider response.) As you can see below, proportioning of the responses balanced with the use of interpreter services quite well and we believe all work settings were well represented.



3. Next Steps: Training and Reminders

With input from the interpreting staff, analysis of the comments made by the survey respondents has highlighted several needs to be addressed.

a. For Providers/Requesters

- Reminders
 - Refresher training on the online scheduling system is available on request.
 - The scheduling system is a third party software system that we cannot revise; we can suggest changes to the vendor, but they must assess how useful our requested change would be to all of their customers before agreeing to edit the system.
 - Blue Ridge AHEC can provide document translations if needed. Rates range from 15 to 25 cents a word depending on the complexity of the language with a \$25 one page minimum. Quotes can be provided.
 - Many standard medical brochures and consent forms are available on line in a wide range of languages, at no cost.

- Additional Education
 - Discrete business-related cellphone usage by interpreters before and after appointments is allowable; it enables us to communicate regarding last minute requests, cancellations, etc.
 - Interpreting some questions and concepts accurately and completely from English into other languages takes more time and more words that might be expected; it is not an indication of 'side conversations'.

b. For Interpreting Staff

- Reminders
 - Maintain emotional boundaries

- Arrive on time (15 minutes before appointment time unless otherwise specified in appointment comments)
 - Interpret EVERYTHING that is said in an appointment always
 - Make the confirmation call always; be sure to read all appointment descriptions for added instructions.
 - Be sure to notify provider/patient when moving into the clarifier or advocate role.
- Additional Education
 - Develop continuing education for interpreting in behavioral health settings
 - Continue to offer training for interpreting for Special Education meetings.
 - Provide refresher training on common medical procedures; test vocabulary skills from time to time.

A variety of ways to address these topics will be discussed with the Advisory Committee and staff members over the next several weeks and implemented throughout the remainder of 2015.

APPENDICES

A. 2015 CHIS Customer Satisfaction Survey Instrument

B. Compilation of Survey Comments by Work Setting