

How LSA Helped Holy Cross Health Bridge Language Gaps & Achieve **Patient Equity.**

**Case Study**  
Holy Cross Health System

**THE CHALLENGES:**

*Limited-English-Proficient (LEP) Patients Receive Fewer Preventive Services*

*LEP Patients Have Less Access to Healthcare than English-Speaking Patients*

*LEP Patients Encounter High Rates of Medical Errors with Worse Outcomes than English-Speaking Patients*

In hospitals where staff are responsible for more patients than ever before, providing language access quickly and efficiently to Limited-English-Proficient (LEP) patients is a top priority. The more communication tools employees have at their disposal, the easier it is to provide treatment for everyone. To do this, hospitals seek out ways to add new language solutions without interrupting their daily operations.

Too often errors in communication lead to health disparities and adverse consequences among LEP patients. If a patient cannot understand their diagnosis, treatment plan, medication, or surgery details there can be dire results.

Implementing a new vendor or service can be daunting, involving hours spent learning how to properly install required software, while experimenting with the intricacies of a new service, and training staff on its proper use. But having a robust and reliable language access program in place is mandatory for breaking down language barriers. But these services provide another line of communication between hospital staff and their LEP patients that can offer support when it is needed most.

Partnering with a trusted language service provider, like Language Services Associates (LSA), and utilizing our diverse range of customizable solutions is a sure way to avoid miscommunication and provide equitable care for your LEP patients.

Holy Cross Health of Silver Spring needed a way to incorporate video remote interpretation without disrupting their daily operations, while working within their established budget. Holy Cross' concerns were gaining the ability to provide the highest quality services while complying with The Joint Commission standards at a cost their previous provider could not match.

## OUR SOLUTIONS:



Technology  
Implementation



Staff  
Training



Customizable  
Services

LSA offers a hands-on approach when it comes to providing and implementing services for our customers. Our expert staff maintain constant communication with our clients offering customized solutions to their unique challenges. For Holy Cross Health LSA worked within their budget and explored options to help incorporate our services as seamlessly as possible. In this instance, members of our team visited each of Holy Cross' six locations to set up all the necessary equipment and train staff on LSA's Interpretation application and VRI services\*. Our Implementation Team and Account Managers maintain regular communication with the staff at Holy Cross to provide support whenever it is needed.

Saving time and money on their investment is what keeps LSA's clientele coming back, and the ability for any hospital to implement our services seamlessly is what separates us from our competitors. LSA's in-house software development team (no third-party companies) is responsible for the creation and maintenance of our proprietary solutions, expert account managers will guide you through every step, and department specialists are available for any troubleshooting issues or questions 24/7/365. LSA provides training and flexible services that can be integrated into programs your company already uses. Our solutions work on any device, but if preferred we also offer our own dual handset telephones, iPad tablets, Surface Pro tablets, basic stands on wheels, and deluxe stands on wheels. We provide assistance with placing test calls, offer virtual training sessions, and always have a customer service representative available for questions 24/7/365.

\*Onsite implementation varies depending on the size and nature of the company.

## THE RESULTS:



Great Customer  
Service



Improved  
Connection Time



Enhanced  
Services



Reduced  
Costs

LSA's unmatched approach to customer service, implementing new services, and providing assistance with a personal touch leads to a fulfilling partnership that saves your hospital and staff time and money, while providing your diverse patients with the tools they need to receive the healthcare they deserve. And our highly qualified medical interpreters, who've completed rigorous assessments to help foster clear communication with your patients quickly and effectively, are available 24 hours a day, 7 days a week, 365 days a year.

*"Holy Cross Health is a large and growing organization with diverse needs. Our evolving partnership with LSA has consistently met those needs while also helping us steward our financial resources. LSA has been more than our language services provider. Our Account Manager and Client Onboarding Team Lead have always been extremely helpful, knowledgeable, and responsive to our needs. They go above and beyond to help us improve our services and have all the resources we need to provide the best care to our patients. We use all the services provided by LSA, and we can't say enough great things about them. LSA's team visited all six of our locations to help us set up our devices and train staff on how to use the Interpretation App, which has made a huge difference for our staff. With LSA's help, we were able to reduce interpreting services costs while meeting TJC compliance standards and providing high-quality language services. I truly appreciate working with LSA. They are an incredible addition to the Holy Cross Health Language Access Services team. Thank you, LSA!"*

**Gabi Huff,  
Program Manager,  
Language Access Services for Holy Cross Health**

Holy Cross Health patients are experiencing the benefits of LSA. They've managed to reduce their interpreting costs while maintaining their high standards by taking advantage of our customized solutions and knowledgeable staff. They've improved their connection time to be able to assist their LEP patients faster and with precision, and have access to additional VRI languages available to them through LSA's Interpretation app (our free instant remote interpretation services app for video and over the phone solutions). We continue to work together, finding unique solutions to any challenges that arise.

## OUR SERVICE LINES:



Over the Phone  
Interpretation



Video Remote  
Interpretation



Onsite  
Interpretation



Translation &  
Localization

## ABOUT LSA:

LSA offers a full suite of language services solutions, including interpretation and translation, to promote diversity and inclusion, and help optimize the experience of limited English-speaking individuals. LSA has been operating for over three decades, offering services to thousands of clients worldwide, in hundreds of languages. LSA provides a competitive differentiator in the healthcare, government, financial and banking, insurance, entertainment, hospitality, manufacturing industries and many more.

Contact Our Sales Team Today!

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