

## TRL Systems, Inc.

Removing Language Barriers Drives  
Greater Health Outcomes



Given that more than a fifth of all U.S. residents speak a language other than English at home – and of those, nearly half don't speak English very well – it is no wonder that many hospital patients struggle with understanding complex medical information.

Removing language barriers in patient-provider communication is critical to drive greater patient satisfaction, safety and outcomes. That is according to The Joint Commission, which noted in a 2008 study that “individuals whose care is inhibited due to a communication barrier may be at risk for poor outcomes.”

While bilingual friends, family or hospital-supplied translators can ease the patient-caregiver dialogue, it can be hours before a translator can get to an individual patient.” In a recent report, The Commonwealth Fund encouraged providers to enhance culturally and linguistically appropriate interactions with patients, and to expand patient education programs that help minority patients navigate the healthcare system and take on an active role in their care plan.

To improve communication faster and truly impact health literacy, hospitals are turning to creative technology solutions. For example, TRL Systems works with vendors who bring robust solutions using nurse call and interactive patient engagement systems.

Interactive patient engagement solutions enable facilities to offer patient- and condition-specific materials in the patient's preferred language, as well as translation services in real time. Using their nurse call remote, patients can view patient education materials and entertainment on their patient room television in the language of their choice. Whether in Spanish, Mandarin or other languages, patients can review their medical records, medications, lab results and upcoming procedures, as well as request services such as housekeeping, meals or pain medication. High-performance patient engagement systems automatically route patient requests and communications to the right person who can deliver the requested service, which optimizes clinicians' time and workflows.

Based on a thorough consultation, TRL brings the right solution that best meets the individual client's needs and is a reliable, steady partner in installation and service. "Healthcare organizations are seeing impressive upticks in patient outcomes and patient satisfaction from these innovative systems," said Sy Granillo, Lead Account Executive, TRL Systems Healthcare Division. "Patients are in greater control of their hospital experience which means greater patient satisfaction, and they are better informed of their care protocol which helps reduce readmissions."