



**Case Study:
How Onvida Health
Strengthened
Operational Flow and
Patient Confidence
Through Strategic
Language Services**

Executive Summary

Onvida Health is a short-term acute care hospital in Yuma, Arizona. They support over **600,000 patient encounters annually** and provide services across all care settings including in-patient, ambulatory centers, urgent care facilities, imaging centers, and their physician network. Onvida, formerly known as Yuma Regional Medical Center, has a dedicated team of **2,400 employees** and more than **400 medical professionals**. The partnership between Onvida Health and AMN Healthcare Language Services aligns with the shared mission of providing excellent care for patients and their families.

For organizations like Onvida Health that support a linguistically diverse community, language barriers pose significant challenges, which impacts patient trust, staff confidence, and operational workflows. Onvida Health leveraged AMN Healthcare Language Services **Strategic Partnership Solutions (SPS)** and established a new standard of care to foster trust, empower staff, and streamline operations.

Our partnership showcases the transformational power of our proven language solutions. Featuring reliable devices, efficient connectivity, and effortless navigation, together Onvida Health's communications were improved. The result was a remarkable enhancement in the experiences of both patients and providers.

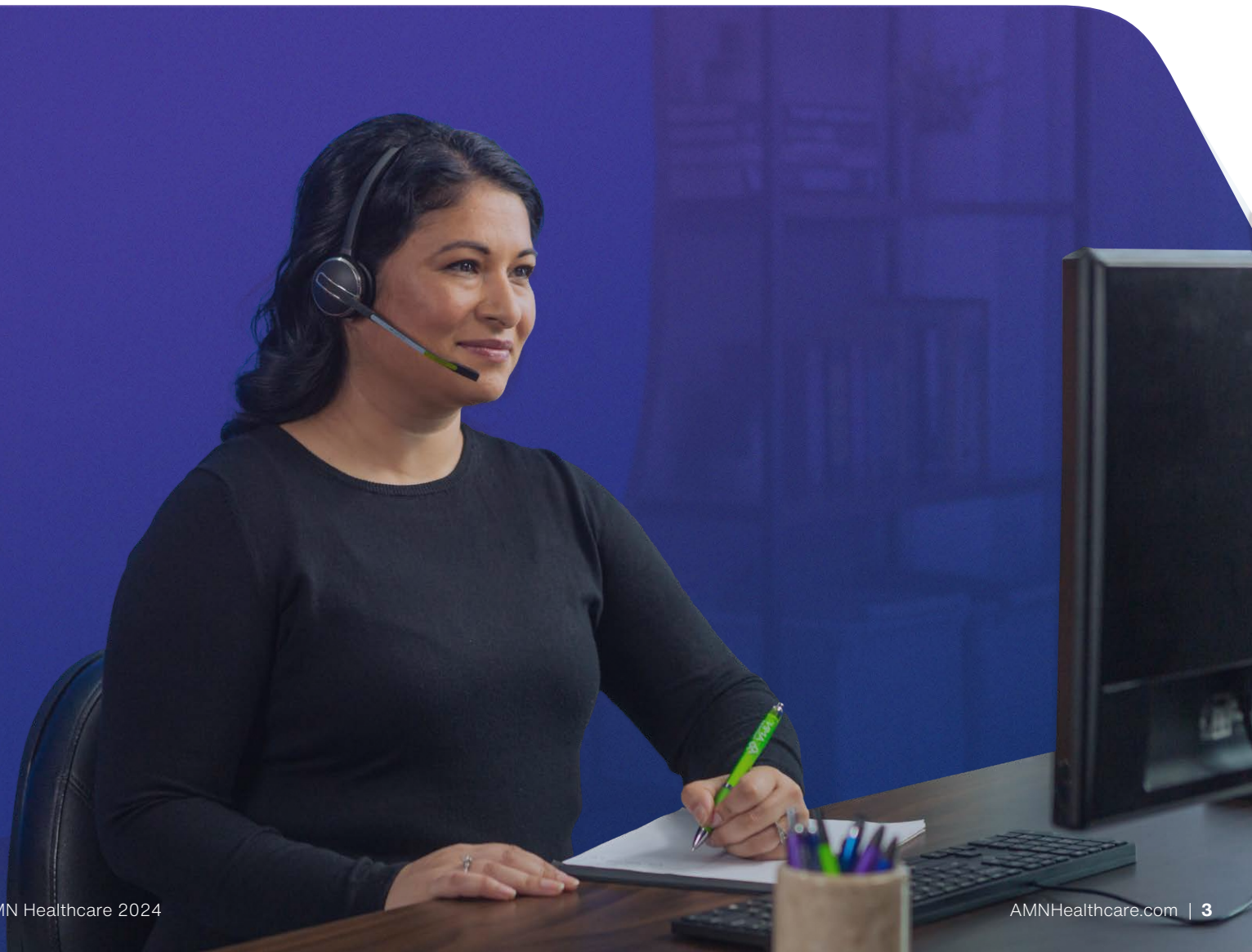


Challenges

Onvida Health had been hindered by several interlinked issues stemming from complex communication tools and processes. Despite their best intentions, the language access program struggled to meet patients' language needs.

Tina Rube, Director of Experience at Onvida Health explained, *“It gave the impression that we weren’t well prepared to meet our patients’ needs, and we were detracting the trust of our patients.”* This trust deficit was particularly felt among Spanish-speaking patients who reported feeling underserved.

Onvida Health’s prior language devices were complicated, requiring step-by-step laminated instruction booklets and lengthy protocols to access interpreters. In addition, patient care was delayed due to slow connection speed, limited interpretation device inventory, and inadequate distribution of those devices throughout the facility.



The Solutions

Onvida Health took its patient feedback seriously and partnered with AMN Language Services to elevate its language access program. The partnership began with a consultative, holistic analysis of their current protocols surrounding device distribution, staff training, and operational processes.

Together, Onvida Health and AMN Language Services designed a comprehensive solution to remove existing language barriers to build patient trust and improve staff satisfaction. By covering every facet of the patient interaction process, from initial contact to follow-up care, our solution provides a seamless experience for patients and healthcare providers.

In addition to the operational design tailored to their specific needs, Onvida Health gained access to a range of our core language services, including Video Remote Interpreting (VRI) and Over-the Phone Interpreting (OPI).

With user-friendly technology designed for healthcare settings, staff were able to access interpreter services quickly and efficiently, eliminating unnecessary delays and frustrations. AMN Language Services introduced intuitive devices to connect staff and interpreters with the push of a button, enabling rapid adoption across all levels of the organization. Thanks to the process analysis conducted by Strategic Partnership Solutions (SPS), devices were strategically placed in sufficient quantities and locations, eliminating wasted time in searching for equipment and delaying patient care.

“They came to our organization and spent a great deal of time looking into all our processes and finding pockets of opportunity. Their insight into what we thought was going well transformed how we communicate, how we move forward with our own plans and organizational structure and helped us maintain compliance as regulations change and evolve,” said Tina.



The solutions AMN has created for us, the assistance they have given us in walking us through this change, is something I've never experienced from a vendor.



The impact of implementing AMN Language Services was immediate and impressive, resulting in a **4.9/5 interpreter rating.**

Improved Patient Trust

With the new language access solution, patients reported feeling safe, understood, and included during care encounters, resulting in stronger patient-provider relationships. With interpreters readily available, and earning a response time rating of 4.9/5*, patients participated more actively in decision-making. By addressing language needs with sensitivity and prioritization, Onvida Health successfully rebuilt patient trust, and cultural and linguistic inclusivity fostered a sense of security among patients.

Metrics Speak Volumes

Based on 1,244 feedback surveys, the metrics since implementing AMN Language Services are:



Staff noted improvement in their ability to connect with patients, describing the devices as “game-changers.” The increased confidence among staff has boosted morale and aided the previous commitment to providing quality care. With streamlined access to interpreters, scheduling delays were minimized, especially in ambulatory settings, and clinics maintained punctual operations.

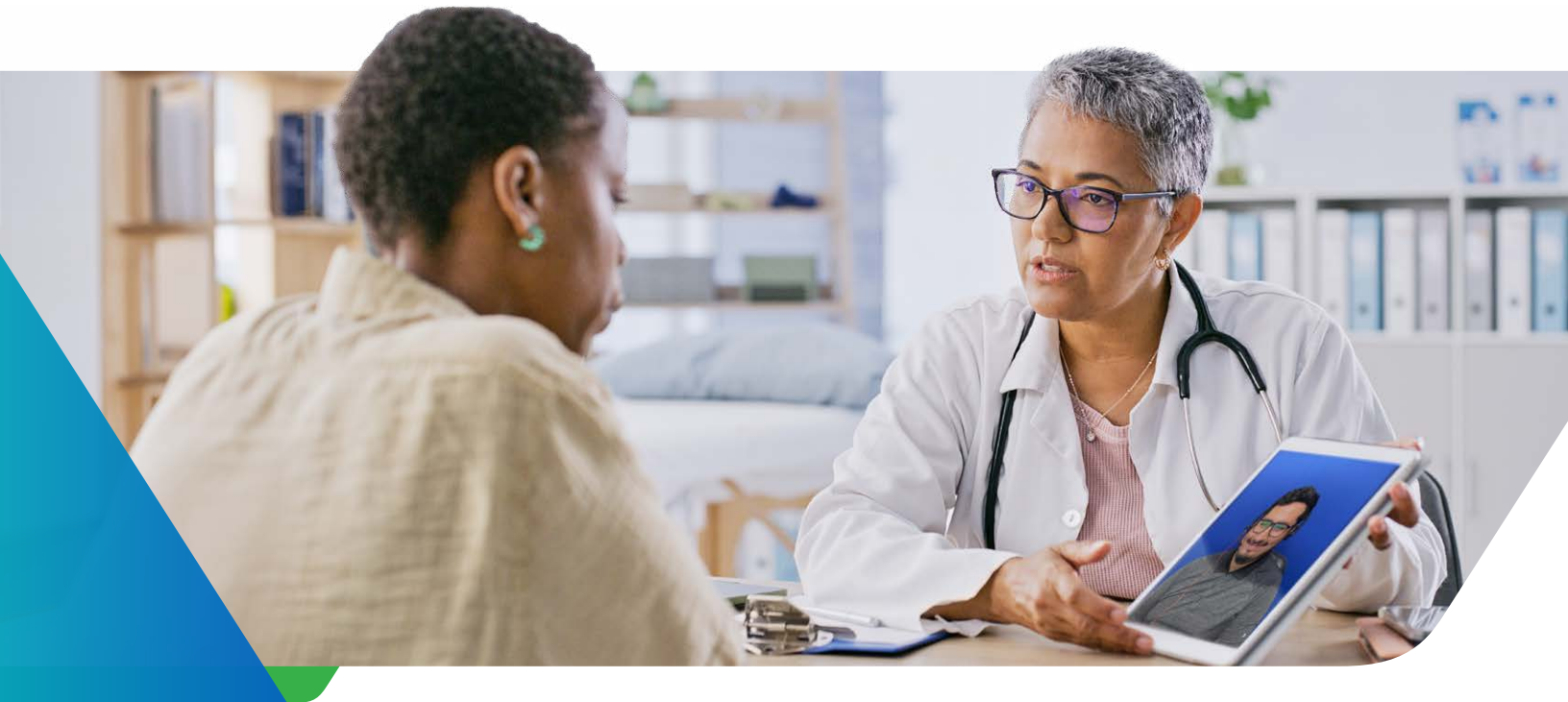
*I can confidently say that the time to provide effective communication has been greatly reduced by **15+ minutes per encounter**.*

Tina Rube, Director of Experience at Onvida Health

**Scores based on separate survey given to smaller sample of staff members where they were asked to rate their agreement to various statements regarding the effectiveness of the Language Access program put in place by AMN Healthcare Language Services. Results of this survey were normalized on a 5-point scale for each statement: “strongly disagree” (1), “disagree” (2), “neither agree nor disagree” (3), “agree” (4), or “strongly agree” (5).*

Operational Improvement

Patient and staff feedback shifted, with positive comments and ratings becoming the new normal. *“One of the most beautiful things about the staff training was that it was smooth and easy. Simply click that button [on the device] and connect to an interpreter rapidly. The level of equipment was strategic and thoughtful. AMN also helped us determine how many units we needed in each area [of our facility].”* The simplicity of the technology resulted in a 4.9/5* ease of use rating, and a 4.7/5* rating for effectiveness of the device improving communication.



Community Impact

Strategic Partnership Solutions (SPS) worked with Onvida Health to improve the mechanics of language service delivery and the culture of care. By bridging communication gaps, Onvida Health is empowered to fulfill its mission of serving their diverse community with excellence and compassion.

“Some people may look at AMN Language Services as a supplementary service or vendor, but it’s not. It is at the core of what we do. The time we’ve been able to give back to our patients and providers has been phenomenal in how we keep our promise to our community: that when you need us, we are here.”

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EMPOWER YOUR TEAM AND PATIENT COMMUNITY

Onvida Health's success demonstrates the impact of prioritizing language services in healthcare. If your organization is looking to improve patient care, build trust, and drive operational efficiency, AMN Language Services is your partner for success.

Ready to transform your challenges into achievements?

Contact us: Issales@amnhealthcare.com

