Survey Results & Some Statistics

SURVEY: Results are in! Responses to the Provider Survey (41% response rate) gave us good information about the quality and value of CHIS services. 88% responded that they agreed or strongly agreed that they were very satisfied with our interpreting services. Overall, our highest average scores were for interpreting quality and financial/billing services (4.6 on a scale of 1 to 5, with 5 being best) followed by appointment scheduling (4.3). The ease of using the scheduling system and ease of making changes to appointments are areas we hope to address with additional training tips and with the addition to our office staff (see below).

STATS: In 2013, 95.5% of all requests for interpreting services were filled. As you might expect, the rates varied by language. CHIS was able to fulfill 99% of the requests for Arabic interpreters (2,084) but only 83% (370) of the ones for Tigrinya. 66% of the 14,166 requests in 2013 were for Spanish-speaking interpreters.

Tips for Interpreters

• Check your email at least every night! Especially during the winter months, appointments are often changed, cancelled or rescheduled at the last minute.

• If the weather is bad, be sure to call to see if the appointment is still on. Check the provider’s office voicemail message & internet sites that list closings and delays.

• Keep a good supply of interpreting forms on hand! Save the electronic versions on your own computer.

Blue Ridge AHEC News

✍️ We are pleased to announce that LeAnne Cain has joined our interpreting office staff! Generally, LeAnne will work from 7:30 am to 11:30 am, Monday through Friday, to help handle the early morning cancellations and changes.

✍️ A new 40-hour Promotores de Salud training is being held in January and February in Harrisonburg. A course in Waynesboro is being planned for later in the spring.

✍️ The Futuro Latino Coalition, supported by a Drug Free Communities grant, is actively addressing alcohol and drug abuse prevention among Latino youth.

✍️ Did you know that census data shows that almost 22% of households in Harrisonburg speak a language other than English at home?

✍️ We are offering the next 40-hour medical interpreting training course, Bridging the Gap, from March 15 through April 5 for those who have passed the language proficiency testing.

Interpreting staff meetings for the rest of the year are scheduled for: March 7, May 9, July 1, September 12, and November 13 from 3:30 to 5:00 pm at the Hahn Center conference room.