

Problem owner name – David Yohan

Problem title - Appointment Reminder Translation Tool

What is the problem you want to solve? -

Currently as a service, we identify consumers who need an interpreter and/or translator and engage these services with consumers who;

- are not able to speak English at all and/or,
- have a low level of English proficiency.
- cannot read English,

Generally, services do a good job to identify and engage interpreters and/or translators when needed. However, the problems start once consumers leave these services with a need for follow up appointments. We as a service have already identified that the consumer is not able to speak, read nor write in English, yet all future communications and appointment letters are sent in English and as a result, the following occur:

- Higher risk of non-attendance of Culturally and linguistically diverse (CALD) patients due to their inability to read and understand information provided in English in their appointment letters for future appointments.
- Increased costs of interpreter services that are incurred when a CALD patient does not attend their appointment or cancels their outpatient appointment without provided adequate notice.
- Negative impact on CALD patients' health status and wellbeing due to their limited health literacy and lack of health knowledge and/or misunderstanding of health information.
- Longer waiting times for patients due to rescheduled missed appointments.
- Lost capacity within the clinics due to rescheduled missed appointments.
- Increase cost of resources used to manage follow-up and rebook of patients' appointments.

Why do you want to solve this problem? -

Culturally and linguistically, diverse (CALD) communities in Australia experience both significant health disparities and a lack of access to services. However, developing a solution for these problems by providing patients with future appointment letters in their preferred language (rather than in English), will assist to address current access barriers, improve understanding and communication, as well as, engage and work with differing health beliefs, preferences and traditions. This will also;

- Improve patient experience, outcome and engagement by delivering services that is appropriate for MNHHS's CALD communities
- Decrease in the number of 'Fail to Attend' appointment for CALD patients
- Reduce of financial lost as interpreter services booked for CALD patients are utilised
- Support MNHHS in achieving the accreditation for National Safety and Quality Health Service Standards (NSQHSS) by providing quality assured services and effective communication to patients, especially the high risks and vulnerable patients
- Enable CALD patients to practice preventive measure by attending appointments which could lead to early detection of cancer and other health complications
- Enable MNHHS to be the pioneer in adapting the translation tool as part of services provided

What do you envision as the ideal solution for this problem? –

When a consumer is identified as needing an interpreter, translator or has a preferred language (other than English), all future appointment notifications (i.e letters, emails, sms, ect) should be sent in the preferred language.

- Business as usual - Implementing an appointment reminder translation tool across MNHHS facilities to have translated appointment reminder letters in different languages for CALD patients.
- Having the translated appointment letters automatically generated when it becomes evident that a patient requires an interpreter.

What sort of Open Source solution do you think can be created in 48 hours, by a small team of developers, designers and data analysts?

- Rebranding current translated appointment reminder cards
- Developing a program which can sync with patient registration systems so when a patient is identified as needing an interpreter and/or translator or has a preferred language (other than English) the program developed then automatically generates the translated appointment reminder notification in the required language.
- Developing a user-friendly program which allows staff to manually override or manually generate a translated appointment reminder notification.

Are there datasets or people with domain knowledge that you will be bringing to work with? What/who are they?

We have access to some example appointment templates that have been translated that could be used during the hack to create the system.

What are the current solutions for handling this problem? – Currently none