

# LANGUAGE ACCESS



## Interpretive services usage and facts

Most frequently encountered language

### Spanish

Use of Spanish interpreters grew 2.5 times between 2011 and 2013.



Nepali is the 2nd most frequently encountered language. Karen and Nepali medical interpreters joined the staff in 2013.



Arabic tripled between 2011 and 2013



American Sign Language doubled in 2012, and the need grew even more in 2013.



### Vision Center

Area with the highest variety of languages encountered

Hospital area with the highest need:  
**Locust Pediatric Care Group**



### Twi

Most rare language encountered

**4,980 hours**  
of services provided in 2013.



Services were provided in **26**  
different languages in 2013.



**44,365 minutes**  
over-the-phone  
encounters  
in 2013

*If every minute represented a foot, this would be as long as 633 blue whales or 123 football fields.*

