

WFMSG Helps Martti Deliver Outstanding Patient Communications Through Optimized Service Level Performance

Who is Martti?

With a history of language service leadership and innovation, Martti helps providers make better decisions based on better information, resulting in better outcomes and satisfaction for limited English proficient and difficulty of hearing patients.

Martti is focused on improving the patient experience, partnering with hospitals to make sure they can provide the innovative language services their patients need.

For doctors, patients, and families, Martti is a market leader in opening stronger channels of communication. At the single push of a button, more than 250 languages are available on-demand – leading the industry with nearly 60 of those languages available in live video.

Challenge

Imagine moving from another country to the United States and you're still struggling with English. Now all of the sudden, you're not feeling well and need to visit a doctor. But, how will you communicate your symptoms? How will you tell the doctor what symptoms you have? How will you even understand what the doctor is prescribing for you?

Communication, both verbal and non-verbal cues, is the #1 diagnostic tool a clinician has at their disposal.

Martti offers on-demand Video Medical Interpreter services to doctors' offices and hospitals. This service allows doctors all over the United States to communicate and effectively diagnose patients who primarily speak over 250 languages.

As you can imagine, predicting demand for this type of service can be challenging. Knowing the number of patients who will need interpreter services throughout the day can make it difficult to know how many interpreters are needed on staff at any given time.





Solution

Martti is committed to making sure that they are always adequately staffed to ensure they can provide these critical services to their clients. Martti employees over 500 interpreters with varying language skills and they were looking for a solution to help them ensure they are able to flex their agent schedules as needed with agility and precision at the optimal cost.

After researching and meeting with several workforce management companies, Martti selected WFMSG's

Community WFM software because of its versatility and user-friendly design for both the analysts and for the agents. One of the biggest advantages that Community's platform offered to Martti was its Automated Schedule Adjustment Plans (ASAP). As the demand for language skills changes throughout the day, ASAP allows Martti's forecasting analyst the ability to increase, decrease or refine staffing levels on-demand, and immediately inform agents through Community's built-in notifications platform.



RESULTS

Now Martti feels confident that they will always have the right people available at the right time. This has allowed them to increase agent utilization and minutes of interpretation which is a key revenue metric. In addition, Martti has seen their adherence improve 20% percent overall.

In addition, the Martti team was very complementary of the Community help files, which are tutorial videos that help user's easily learn the product functionality.