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## VMI Project: Collaboration Between Alameda County Medical Center (ACMC) and San Francisco General Hospital (SFGH)

### **Background:**

The VMI Project Collaboration began in 2001 and is entering its fifth year. The essential goal of the Project is:

- To introduce extensive and routine provisions of interpreter services via videoconference units
- To initiate regular exchange of interpreter services via VMI between the two Medical Centers
- Both ACMC and SFGH have well established, “mature” interpreter service departments – over 200,000 interpretation requests and approximately 50 interpreter FTE between them
- The role of Health Access has been to coordinate the joint planning and implementation of this ambitious, multi-year restructuring effort

### **Progress as of January 2006:**

The VMI Project at ACMC / SFGH constitutes a significant “beta testing” of innovative technology in high volume, public health settings – in that sense it represents an important prototype for the rest of the country.

As of January 2006:

- At ACMC, 100% of ambulatory services are VMI capable, including links to ACMC’s three community based clinics. Plans for 2006 are to extend VMI to inpatient units, the emergency department and the pharmacy
- At SFGH, the major primary care clinics are VMI capable. Plans for 2006 include bringing VMI to 100% of ambulatory care clinics, as well as linking to 3 or 4 SF-DPH community clinics
- Beginning September 2005, weekly clinical trials have been conducted to pilot the exchange of interpreter services (via VMI) between ACMC and SFGH. The clinical trial pilot will continue until Spring 2006, when routine exchange between the two medical centers is expected to begin
- There have been over 7,000 successful VMI transmissions thus far. Over 30 VMI units are being used daily at ACMC and SFGH – that number is expected to double in 2006

### **Funding and Technical Support:**

- The VMI Project has been made possible by two generous (sequential) awards from The California Endowment
- Both ACMC and SFGH use Tandberg 1000 video units, supported on existing IP networks that can support H323 Standard videoconferencing segregated on to private VLANS

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