CASE STUDY · HEALTHCARE

MEDSTAR HEALTH & AD ASTRA PARTNERSHIP

MedStar Health, a leading not-for-profit healthcare provider in the United States, partnered with Ad Astra to strengthen care delivery through better multilingual support. This case study explores how that partnership contributed to operational excellence and patient satisfaction.

Medical Translation | TMS & EHR Integration | Training



Background

MedStar Health operates ten hospitals across Maryland and the Washington, D.C. region, supported by a network of additional healthcare facilities.

With patients who need support in many languages, comprehensive language services became essential to improve access to health information and ensure compliance with healthcare regulations.

Objectives

- Enhance patient communication through precise multilingual translation
- Ensure compliance with healthcare standards and regulatory requirements
- Improve cultural sensitivity in patient interactions
- Streamline language service operations while maximizing cost efficiency



Ad Astra’s Approach

A strategic approach tailored to MedStar Health’s goals:

Assessment

A thorough analysis of MedStar Health’s existing language services to identify areas for improvement.

Customization

Custom glossaries and style guides to keep translations consistent.

Integration

Ad Astra’s Translation Management System (TMS) adapted to integrate with MedStar’s electronic health records (EHR).

Training

Cultural sensitivity training for MedStar staff to improve patient-provider interactions.

Implementation & Execution

Ad Astra deployed experienced linguists specializing in medical terminology. Equipped with modern technology, the team delivered timely translations and transcriptions critical to patient care, so MedStar Health could stay focused on its mission.

Implementation Phase	Key Activities	Outcome
Initial Assessment	Identified language gaps in patient documentation and information systems.	Strategic direction for language services established.
Customization	Created medical glossaries and integrated style guides.	Consistent, accurate translations achieved.
EHR Integration	Integrated Ad Astra's TMS with MedStar's EHR systems.	Efficient workflow for staff.
Quality Assurance	Implemented triple-check processes for high-quality service delivery.	99% accuracy rate achieved.

Results & Impact

The partnership led to significant improvements:

01. Communication efficiency

Better communication with patients who speak languages other than English, reflected in a 30% increase in patient engagement and satisfaction.

02. Regulatory compliance

Compliance standards met, with regulatory breaches reduced to zero.

03. Operational improvement

Optimized workflows and a 25% reduction in language service costs, freeing funds for patient care.



Key Metrics

Pre-Implementation

Patient Satisfaction:
70%

Language Service Costs:
$500,000/yr

Compliance Incidents:
7/year

Post-Implementation

Patient Satisfaction:
90%

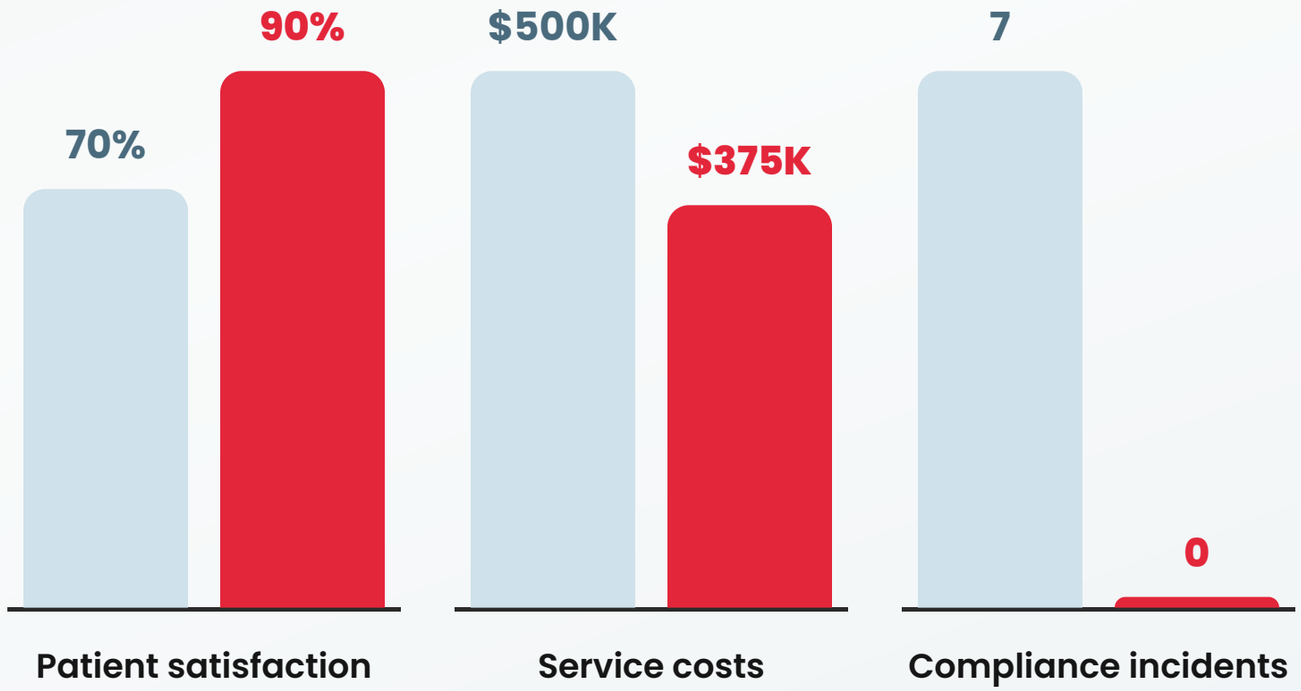
Language Service Costs:
$375,000/yr

Compliance Incidents:
0/year

Before & After

Each pair compares the year before implementation with the year after.

Before After



Conclusion

The partnership between MedStar Health and Ad Astra shows what strategic collaboration can achieve in healthcare delivery. By integrating advanced language services, MedStar Health improved the patient experience and strengthened its compliance and efficiency.

Ad Astra helped **MedStar Health** achieve a **99% accuracy rate** in medical document translation, improve patient engagement by **30%**, and reduce language service costs by **25%.**

ad astra

Future Outlook

MedStar Health plans to continue its partnership with Ad Astra and explore new innovations in multilingual support, including AI-driven translation services. Together, we look forward to setting new benchmarks in healthcare communication.

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