



VALIFY®

A Systemwide Interpretation Overhaul That Delivered \$1.7M in Annual Savings

About the Case Study

A large, not-for-profit health system operating twenty four hospitals was facing rising interpretation costs nearing **\$15M** and increasing operational complexity. Departments had contracted independently with **fifteen vendors**, creating inconsistent pricing, fragmented workflows, and limited visibility into total spend.

Valify was engaged to build a unified, cost efficient interpretation strategy. The team consolidated vendors, negotiated stronger pricing, modernized technology, and aligned equipment, workflows, and contract terms under a single systemwide model. This shift enabled immediate savings, improved service quality, and positioned the organization for continued gains through virtual adoption. Future plans include embedding workflows directly into Epic to standardize operations, improve quality, and ensure consistent patient communication.

Key Takeaways

- **Systemwide vendor consolidation unlocked enterprise purchasing power**, eliminating fragmentation, and enabling a unified, compliant interpretation strategy.
- **Modernizing the delivery model—from onsite to virtual—created a sustainable cost reduction engine**, driving immediate savings and positioning the system for continued financial gains as virtual adoption grows.
- **A no cost, usage based contract structure paired with optimized device deployment** delivered measurable ROI while enhancing service reliability and systemwide efficiency.

TAKE CONTROL OF YOUR PURCHASED SERVICES SPEND—USE VALIFY TO IDENTIFY HIDDEN COST-SAVING OPPORTUNITIES AND DRIVE IMMEDIATE RESULTS.

TURN INSIGHTS INTO ACTION.

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Case Study

INTERPRETATION SERVICES



Health System Details:



Private, not-for-profit healthcare organization.

BEST REGIONAL HOSPITALS AWARD



24 hospitals



Central Florida



\$9.9B



25,000 employees

Challenge



A fragmented, multi vendor interpretation model was driving up costs and preventing systemwide consistency.

- Interpretation costs nearing \$15M with no unified strategy to control costs.
- Fifteen independently contracted vendors created pricing variability, workflow inconsistency, and limited visibility into total interpretation spend.
- Decentralized decision making made it difficult to enforce compliance, standardize processes, or ensure reliability.

Solution



Valify streamlined the system's interpretation services through:

- Vendor consolidation from 15 providers to 2 interpretation and translation primary vendors, 3 local vendors and 1 specialty vendor.
- 15% reduction in cost per minute rates across all modalities.
- A no cost contract structure tied to usage minutes.
- Deployment of 8,000 devices to support high volume video interpretation.
- Integration of interpretation ordering into Epic for consistent, systemwide workflows.

Results



\$1.7M

Annual rate reduction savings

\$1M+

Projected future savings
as virtual adoption increases

Standardized, compliant, and higher quality interpretation services across the system

Valify's full-service capabilities empower healthcare leaders to easily optimize their purchased services programs, end-to-end.

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