Lehigh Valley Health Network

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#### Promoting Communication Despite Language Barriers: Guardian and Provider Experiences with Interpretation Modalities at Discharge

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## LEHIGH VALLEY HEALTH NETWORK

# Make It Happen



## **Promoting Communication Despite Language Barriers: Guardian** and Provider Experiences with Interpretation Modalities at Discharge

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#### Background

- Controlling for other demographic factors, primarily Spanishspeaking (PSS) patients have adverse discrepancies related to healthcare, such as reduced comprehension of their diagnoses and discharge instructions and less satisfaction with their healthcare.<sup>1,2</sup>
- These negative differences extend to pediatric populations when guardians are PSS and professional interpretation is not provided. Professional interpreters have demonstrated positive effects on clinical outcomes and satisfaction with care, with live in-person interpreters as the most preferred modality by all involved at multiple institutions.<sup>3,5-10</sup>

#### Results

- Over the course of 2 weeks, on average, 7.5% of the inpatient pediatric service census had PSS guardians.
- 12 of 19 patients with PSS guardians discharged completed the survey fully.
- The sample of 11 provider surveys were completed by five physicians.

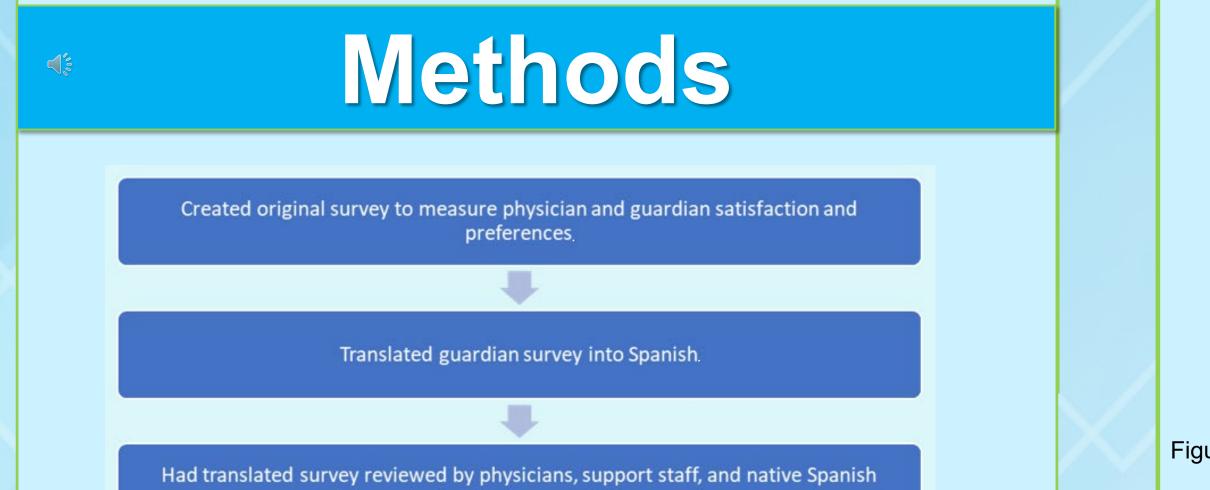
#### Discussion

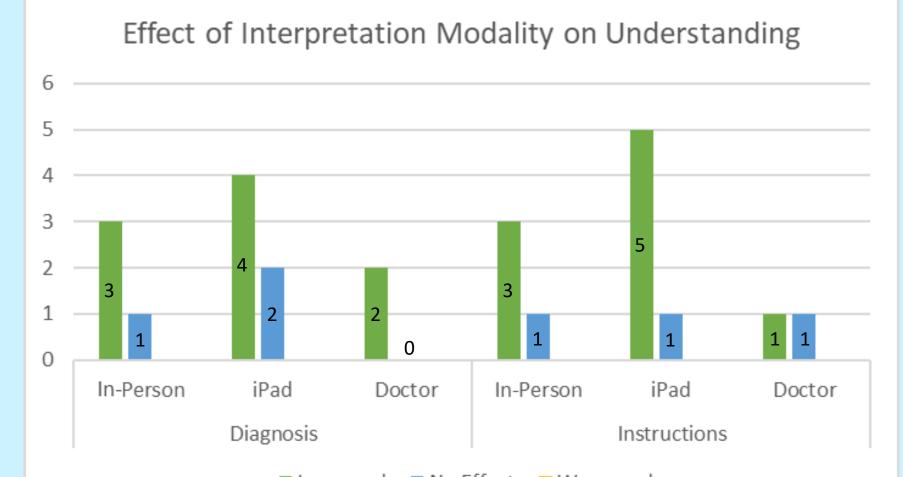
- Of the many findings, this QI project exhibited:
  - An in-person interpreter improved guardians' understanding of both diagnoses and discharge instructions 75% (3/4) of the time, while the iPad improved understanding of diagnoses 66% (4/6) and discharge instructions 83% (5/6) of sessions, with no guardians stating use of interpreters worsened their understanding of either (Figure 1).
  - Without statistical significance, 75% (3/4) of guardians who utilized an in-person interpreter were "very satisfied" versus 100% (7/7) of iPad encounters (p>0.1) (Figure 2). Without statistical significance, 100% (4/4) of physicians were "very satisfied" with the interpretation services provided by an in-person interpreter versus 43% (3/7) with the iPad, with one doctor being very dissatisfied (p>0.15) (Figure 3). Regarding preference, 75% (10/12) of caregivers preferred an inperson interpreter, 17% (2/12) the iPad, and 8% (1/12) the patient to provide interpretation (Figure 4). 100% (11/11) of doctors preferred an in-person interpreter (Figure 4).

- Higher patient satisfaction is associated with improved patient understanding and better treatment adherence.<sup>9</sup>
- Provider satisfaction is important as well to reduce burnout and provider errors.<sup>9</sup>

## **Problem Statement**

The purpose of this project is to measure guardian and provider preference and satisfaction with the varied modalities of Spanish interpretation services on day of discharge from the inpatient pediatric unit at Lehigh Valley Reilly Children's Hospital.





Improved No Effect Worsened

Figure 1: Effect of Interpretation Modality on Understanding

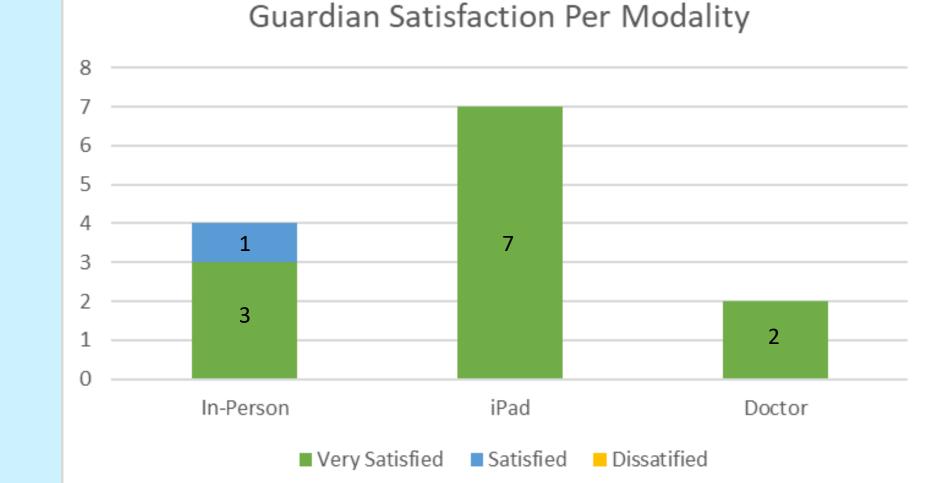


Figure 2: Guardian Satisfaction Per Modality

iPad

Figure 3: Physician Satisfaction with Interpretation Modalities

Implications:

- Both guardians and physicians preferred in-person interpreters over other interpretation modalities.
- Guardians were more consistently satisfied with the iPad than an inperson interpreter, however, providers had greater satisfaction with an in-person interpreter present.
- Value of Project/SELECT Connection:
  - Health Systems: This QI project serves as a baseline pilot to assess guardian and provider satisfaction and preferences with interpretation services (Access) as we endeavor to provide equitable and consistent Quality of care. As healthcare reimbursement continues to shift to a more quality driven pay for performance model, with Press Ganey scores measuring patient satisfaction being a factor in terms of payment, meeting the needs of the growing Spanish speaking population will be of upmost importance and could affect the Cost segment of the Iron Triangle.<sup>11</sup>
- Values Based Patient Centered Care: Providing healthcare in the language guardians are most comfortable with helps providers understand their values best.
- Leadership: Ensuring caregiver satisfaction would be another way LVHN demonstrates its excellent healthcare, serving as a model for healthcare throughout Pennsylvania and the United States as a whole.

#### speakers and edited survey per their suggestions.

Provider Satisfaction Survey	Encuesta de satisfacció	in del padre o tutor del paciente
Date:	Fecha:	
Time:	Hora:	
Patient's age:	Edad del paciente:	
	Método de interpretación preferido (marque	con un circulo por favor):
Preferred interpretation method (please circle):	Intérprete en persona	Paciente
Live, in-person interpreter Patient	iPad	Amigo o familiar
iPad Friend or Family member	Otros (especifica por favor)	
Other (please specify)	Método de interpretación utilizando (marque con un circulo por favor):	
	Intérprete en persona	Paciente
Interpretation method used (please circle and answer supplemental question if applicable):	iPad	Amigo o familiar
Live interpreter	Otros (especifica por favor)	89 90 Starbergarba
<ul> <li>How long did it take for the interpreter to arrive? minotes</li> </ul>	¿Cómo afectó el intérprete a su comprensión	i del diagnóstico de su hijo/a?
iPad - Did the video ever get disconnected? Yes No	(1) Mejorô comprensión	
Patient	(2) Sin efecto	
Friend or Family member	(3) Empeoró comprensión	
None	¿Cómo afectó el intérprete a su comprensión	de las instrucciones que el módico dijo?
Other (please specify)	(1) Mejorò comprensión	
	(2) Sin efecto	
How satisfied were you with the quality of interpretation?	(3) Empeoró comprensión	
(1) Very satisfied	¿Qué tan satisfecho estuvo con la calidad de	la interpretación?
(2) Satisfied	(1) Muy satisfecho	
(3) Dissatisfied	(2) Satisfecho	
(4) Very dissatisfied	(3) Insatisfecho	
	(4) Muy insatisfecho	
If you have comments about why you were satisfied or dissatisfied, please write them here:	Si tiene comentarios sobre por qué estaba sa	tisfecho o insatisfecho, por favor escribalos aquí:

#### Performed judgement sampling, offering guardians the survey if they met the inclusion and exclusion criteria as follows:

iclusion criteria:	Exclusion criteria
Language preference to be listed as Spanish in the EMR and/or physician identified the caregiver to be PSS Patient age between 0-18 years old Patient discharged between 12/21/2019 and 01/03/2020	<ul> <li>Patient older than 18 years old</li> <li>Patients on unit with PSS guardians not being discharged that day</li> <li>Cases with suspected child abuse</li> </ul>
	they had discharged a patient with a PSS
guardian that day and did not self	
	f-identify as proficient in Spanish. Ited verbally and well as via a written

You are receiving this research survey as part of a USF Morsani College of Medicine SELECT Usted está recibiendo esta encuesta de investigación como parte del provecto SELECT Capsto pation is voluntary, and completion and submission of the survey de la Universidad de Medicina Morsani de la Universidad del Sur de la Florida. Su particip itutes your consent. I expect this survey to take less than 5 minutes to complete. Please if the preferred language of your patient's parent or guardian is encuesta tardará menos de 5 minutos en terminarse. Por favor responds a las pregantas de l satisfaction and examine experiences with Spanish-English encuesta solo si español es su idioma preferido. Esta encuesta quiere medir su satisfacción y g with doctors on the day of a patient's discharge. No information out the survey, please contact Sarah Bauch a If you have any questions

sarah Bauch@lyhn.or

entify respondents, so please answer all questions honestly and to the modicos en el dia del alta del paciente. No se utilizará la información recopilada para identific a los encuestados. Por lo tanto, por favor responda a todas las preguntas honestamente y lo mejo Si tiene alcunas precuntas sobre la encuesta, comuniquese con Sarah Bauc

## Physician Satisfaction with Interpretation Modalities

Very Satisfied Satisfied Dissatisfied

In-Person

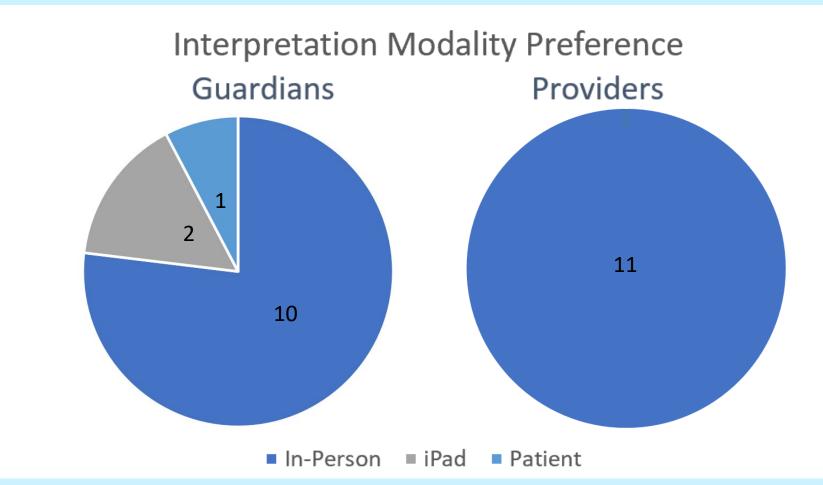


Figure 4: Interpretation Modality Preference

#### Timing:

Wait for in-person interpreter: avg of 38 minutes [7-70 minutes]

- Main Limitation:
  - Due to the small sample size, these results lack statistical significance.
- Future Directions:
  - Plans for subsequent research include expanding the scale and scope of the project by administering the survey in the children's emergency room for a greater length of time to increase the sample size.

### Conclusions

While both iPad and in-person interpretation improved guardians' understanding, in-person interpreters were associated with increased satisfaction by physicians and were preferred by both physicians and guardians.



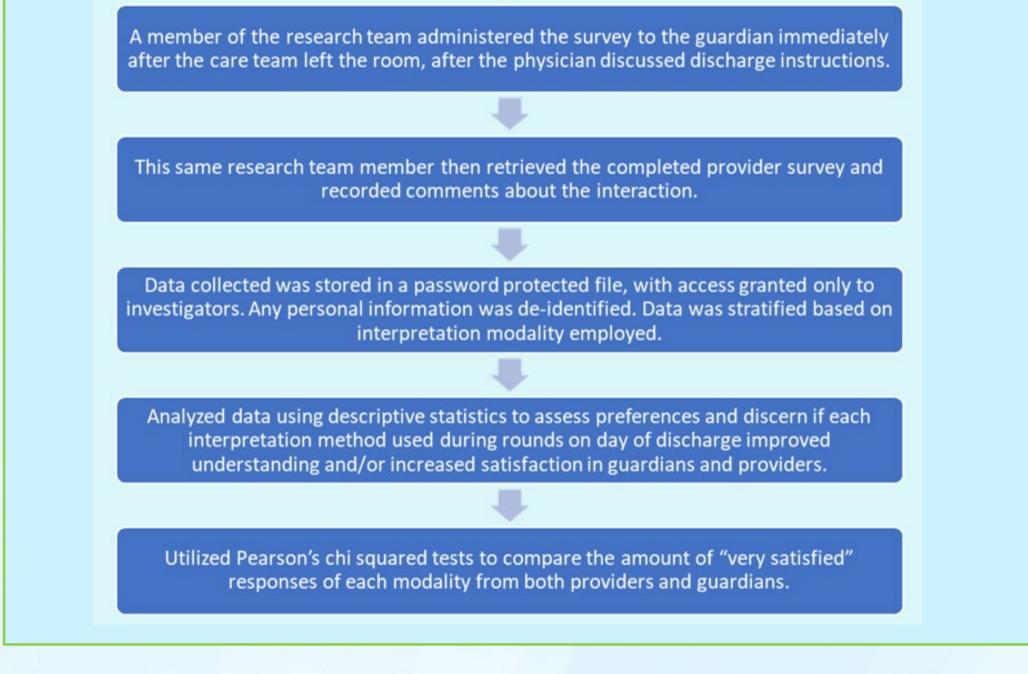
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- Wait for iPad to connect: <1 minute 71% (5/7) of the time iPad connectivity:
- Disconnections occurred in 29% (2/7) of calls
- Audio issues or long pauses: 57% (4/7) of calls.

## Acknowledgements

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