

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

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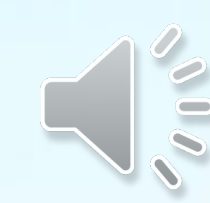
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Make It Happen



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

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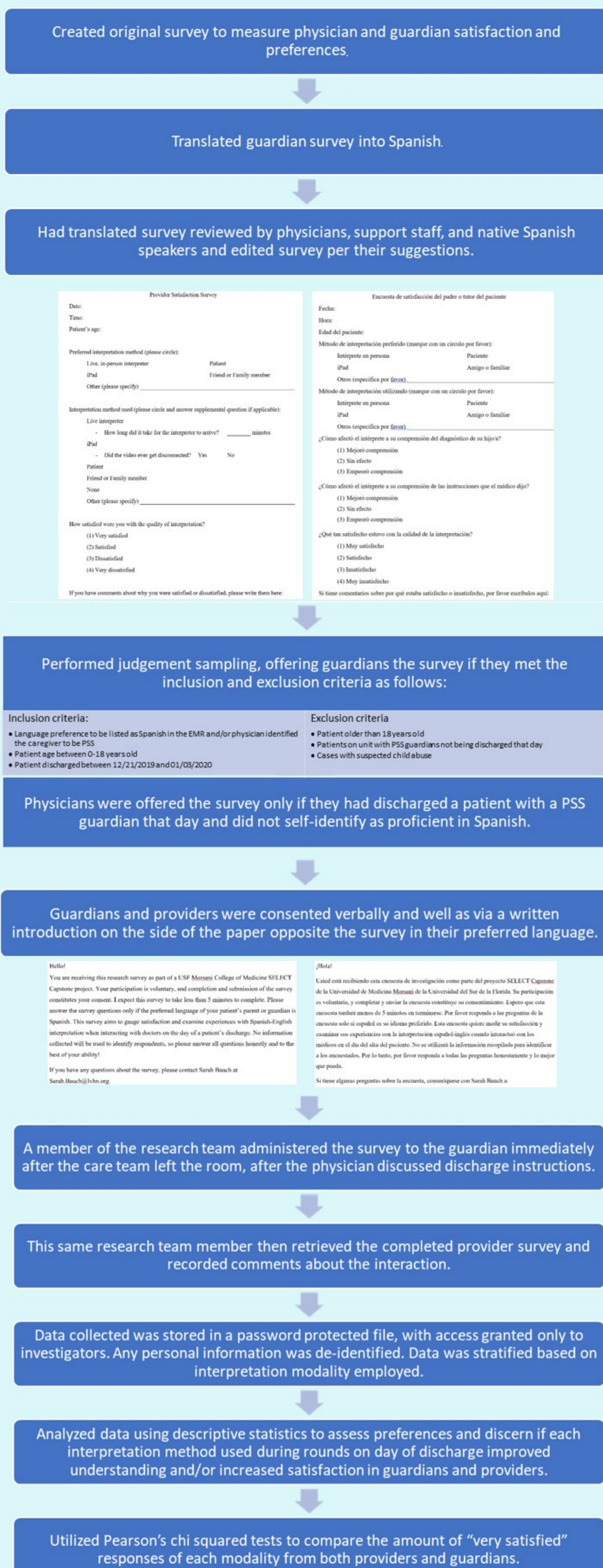
Background

- Controlling for other demographic factors, primarily Spanish-speaking (PSS) patients have adverse discrepancies related to healthcare, such as reduced comprehension of their diagnoses and discharge instructions and less satisfaction with their healthcare.^{1,2}
- These negative differences extend to pediatric populations when guardians are PSS and professional interpretation is not provided.^{3,4}
- 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.^{3,5-10}
- Higher patient satisfaction is associated with improved patient understanding and better treatment adherence.⁹
- Provider satisfaction is important as well to reduce burnout and provider errors.⁹

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.

Methods



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.

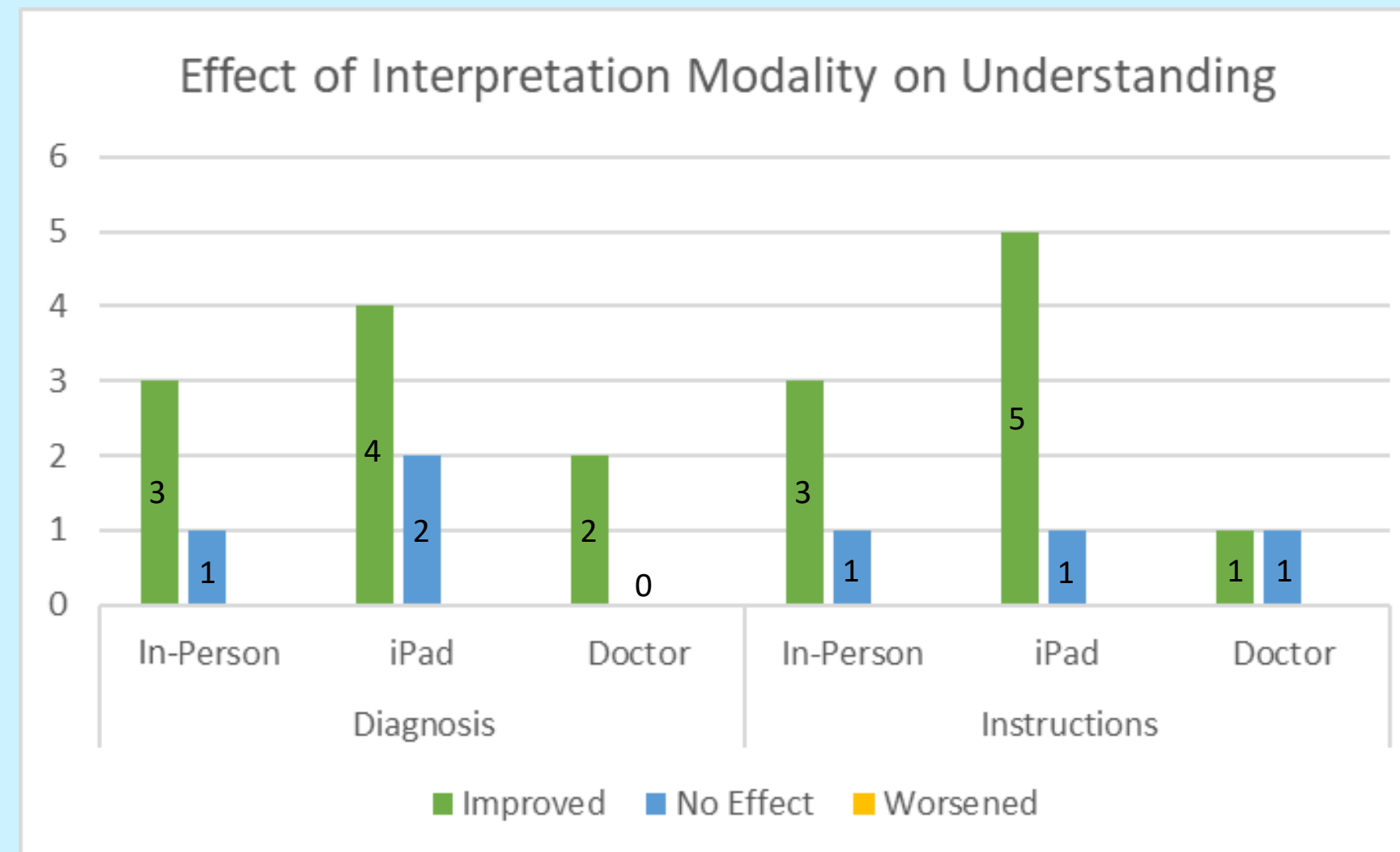


Figure 1: Effect of Interpretation Modality on Understanding

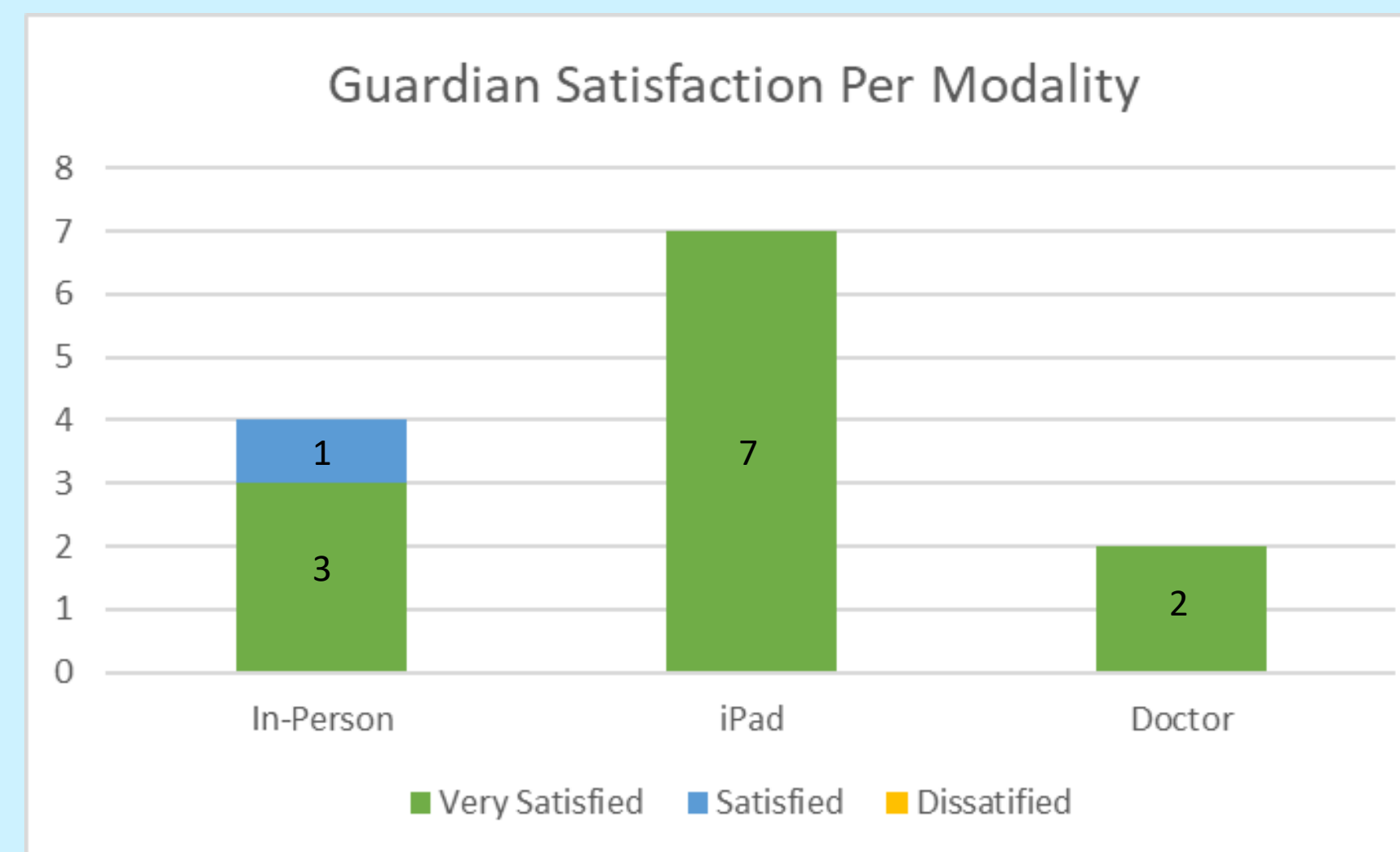


Figure 2: Guardian Satisfaction Per Modality

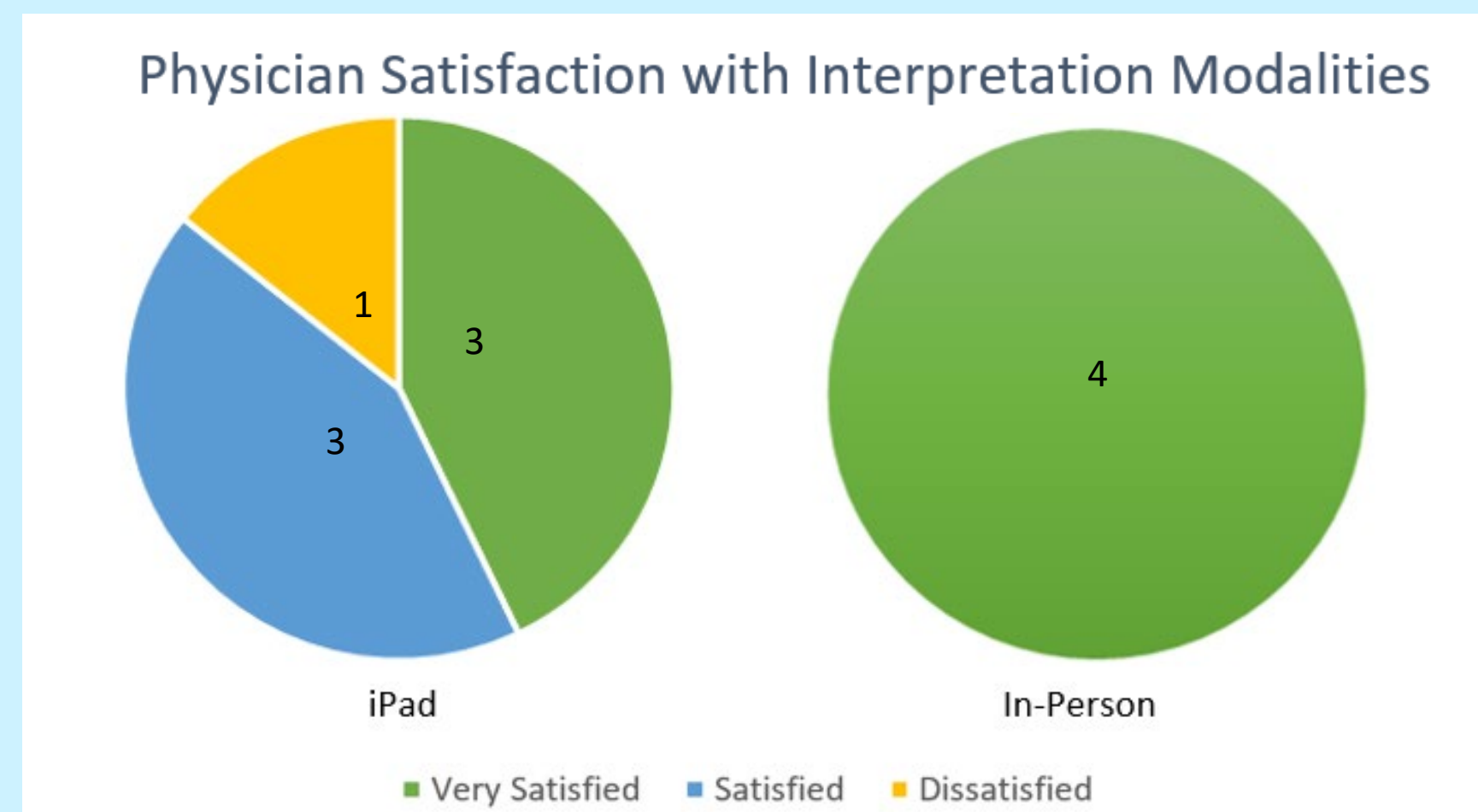


Figure 3: Physician Satisfaction with Interpretation Modalities

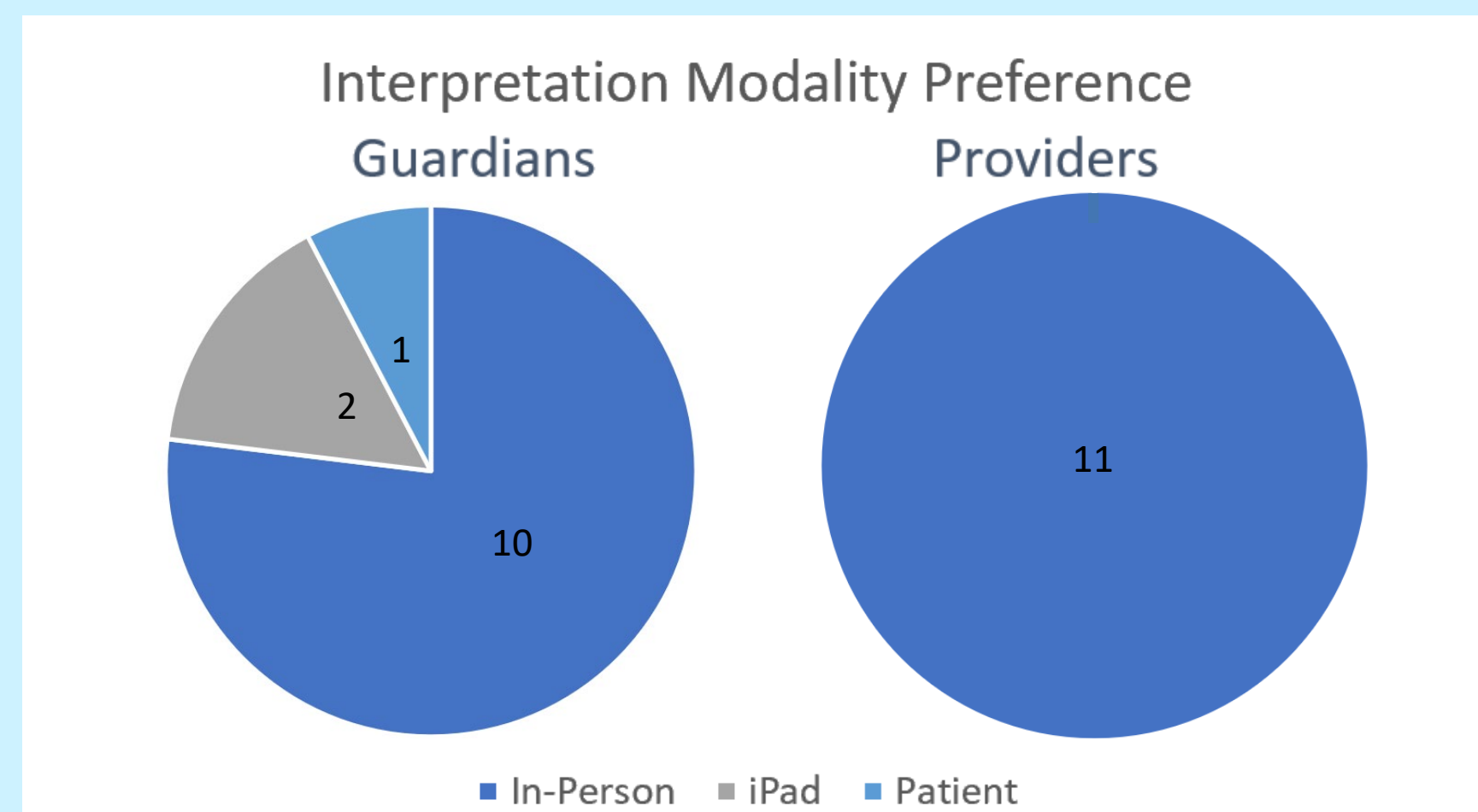


Figure 4: Interpretation Modality Preference

Timing:

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

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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 in-person 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).
- Implications:
 - Both guardians and physicians preferred in-person interpreters over other interpretation modalities.
 - Guardians were more consistently satisfied with the iPad than an in-person 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 utmost importance and could affect the Cost segment of the Iron Triangle.¹¹
 - 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.
- 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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