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Patient and Provider Preferences for Spanish Interpretation Modality in the Inpatient Pediatric Setting

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Introduction

- 21.6% of the US population (70 million) primarily speaks a language other than English at home¹
- There are discrepancies between the rate of patients who have limited English proficiency (LEP) and the rate of patients who receive professional interpretation
- While telephone and video interpretation are convenient to providers for having a variety of languages available, they lack the accuracy, efficacy, and communication of tone and visual cues associated with in-person interpreters
- Limited pediatric studies into preferences for patients and providers for interpretation modalities

Problem Statement

In order to ensure consistent and family centered interpretation for pediatric patients and families with LEP, it is necessary to investigate patient and provider preferences for interpretation modality.

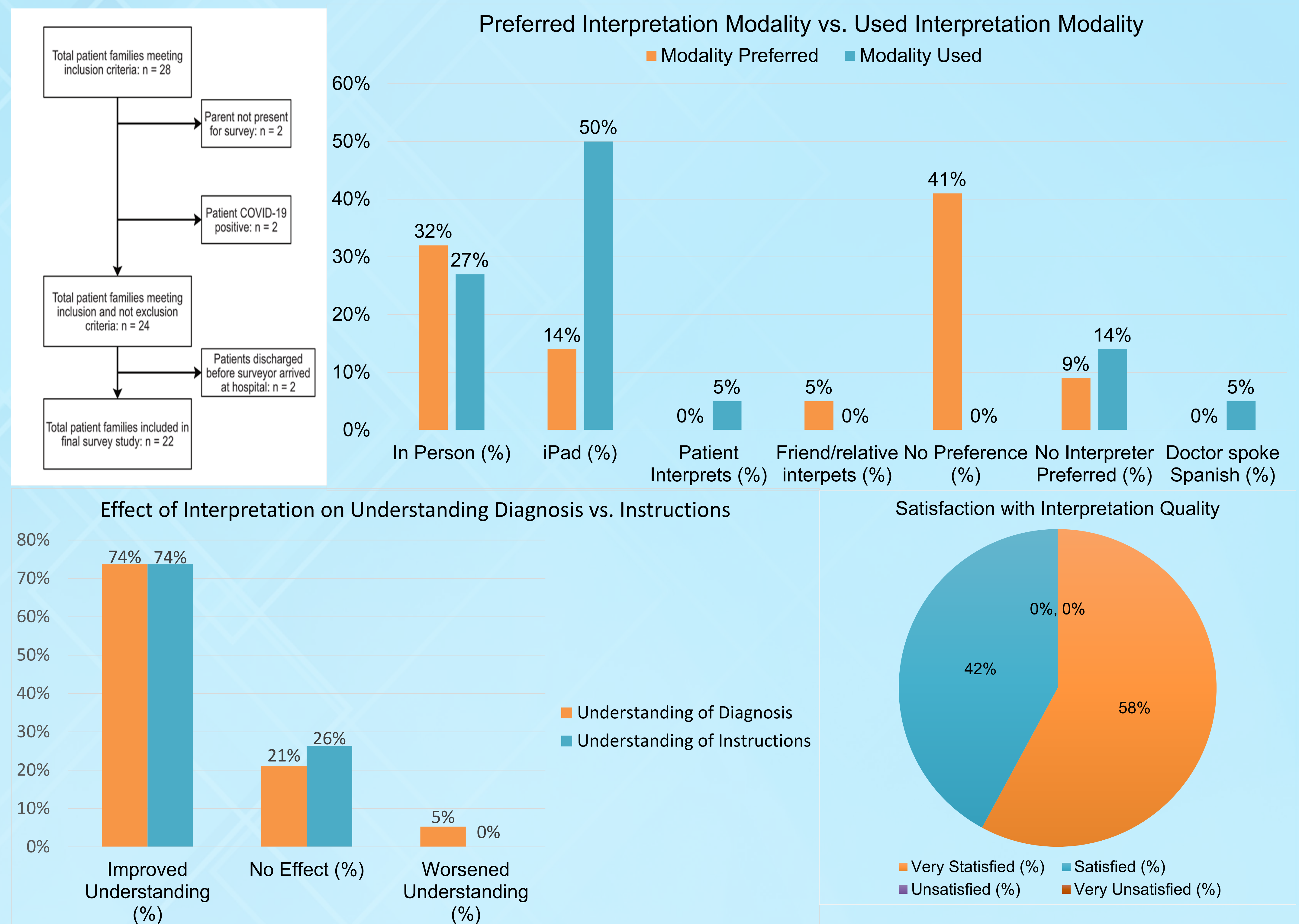
Methodology

- IRB exempt survey study over 3 months
- Inclusion criteria: Spanish preference on Electronic Health Record (EHR), admission or observation to inpatient pediatric floor, guardian present for survey, express informed consent to participate
- Exclusion criteria: Guardian not present, patient positive for COVID-19

REFERENCES

- U.S. Census Bureau (2019). QuickFacts. <https://www.census.gov/quickfacts/fact/table/US/POP815219>

Results



- Of the 6 providers surveyed, 5 preferred in-person interpreters, 1 spoke Spanish
- Of the 8 provider encounters surveyed, 5 reported technical or logistic issues

Conclusion

- Many LEP parents of patients at our institution may have no preference for interpretation modality; however, in-person is more preferred to iPad interpreter by patients and is nearly exclusively preferred by providers
- Patients are largely either satisfied or very satisfied with the interpretation services provided by LVHN pediatrics
- There are patients who require an interpreter but do not have available when speaking to the physician and patients incorrectly identified as needing a Spanish-language interpreter in the EHR
- Virtual interpreters may have consistent technical issues including connectivity issues and dropped calls and in-person interpreters may have prohibitively long wait times for them to be routinely involved in patient care.
- Values Based Patient Centered Care: This project directly addresses patient preferences with how they interact with the healthcare system and relied on direct patient input through survey methodology
- Health Systems: iPad technologic issues and length of time for in-person interpreters are system barriers to providing consistent and optimal interpreter services

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