Cohen Children's Medical Center Dental Clinic Interpreter Service Data Analysis

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Background

- New York City is one of the most diverse cities in the United States
- 3 million foreign born residents
- 200 different countries
- 1.8 million of these residents have Limited English Proficiency (LEP)
- The five boroughs of NYC and Long Island should provide enough resources for the LEP population
- Cohen Children's Medical Center (CCMC) is located in Queens, NY, serving as a healthcare hub to a majority of the pediatric population in NYC and Long Island
- CCMC has implemented many policies and procedures to ensure adequate interpretation for LEP patients
- An interpreter service is used as the hospital's primary medical interpretation service via phone and tablet

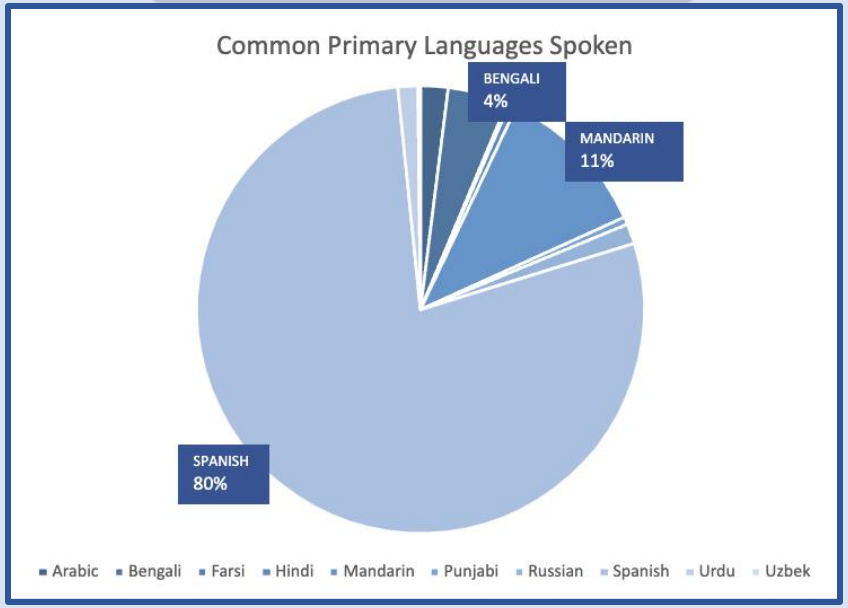
Purpose

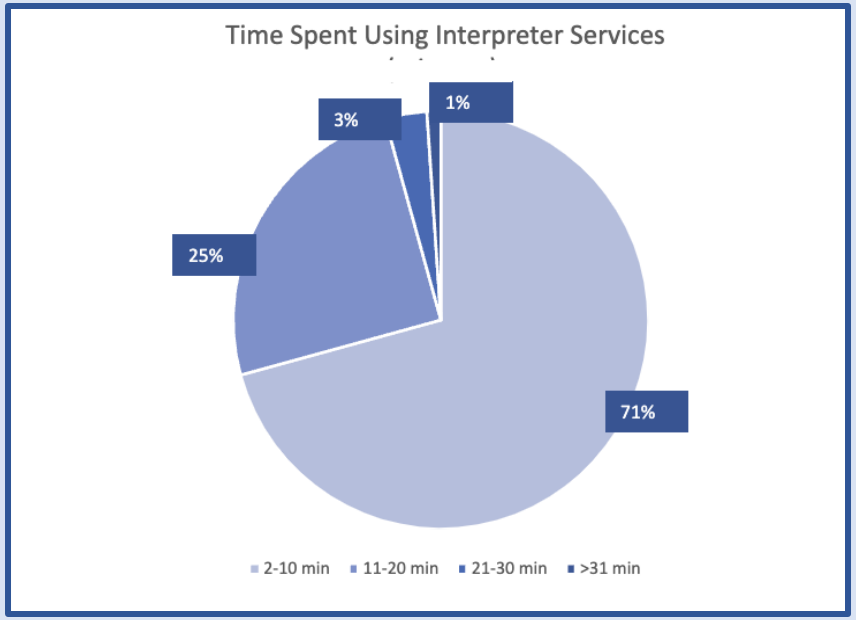
- To determine which languages are primarily spoken by parents in the CCMC Dental Clinic
- To determine the time spent during appointments on interpreter service calls and whether the clinic provides adequate materials
- Data analysis will allow for improvements in patient care for patients with LEP

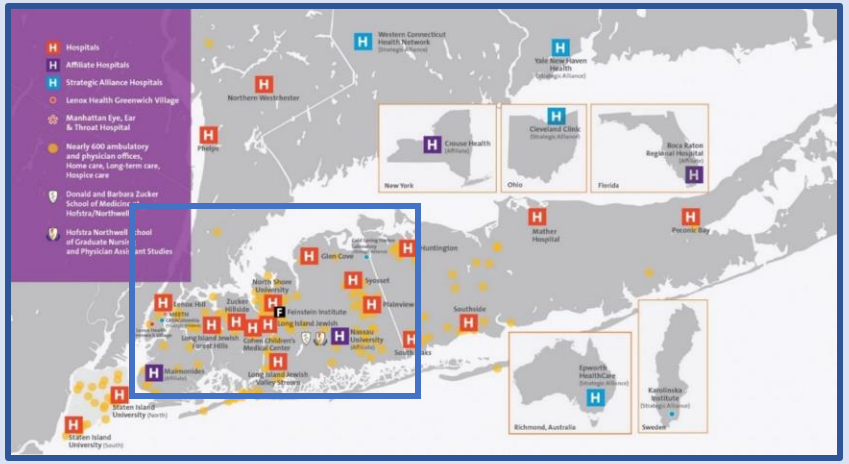
Methods

This study will review data collected from an interpreter service from September 2021-September 2022 at CCMC Dental Clinic. Descriptive statistical analysis will be completed to analyze data.

Results







Conclusions

- CCMC Dental Clinic should provide more resources due to the diverse population of LEP families
- Spanish, Mandarin, and Bengali are the three most spoken languages by families, in addition to English
- These three languages at minimum should be considered when creating consent forms, brochures, and other patient resources to provide adequate care
- Increasing appointment times by at least 10 minutes may benefit in ensuring effective interpretation for 71% of LEP patients

References