

Survey Exploring satisfaction with video interpreting services used at Our Lady of Fatima Hospital for Spanish speaking patients



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INTRODUCTION

- The Latino immigrant population is the fastest growing and largest minority group in the United States with 16% of people aged 5 or older speaking Spanish as their primary language at home according to the 2020 census
- According to an ethnographic study conducted in 2005 where 21,000 3rd grade students were screened for dental decay, over half of the students studied were Latino with 72% exhibiting evidence of dental caries and 26% of those had rampant decay.
- With Spanish being the most common non-English language spoken in the US, there is an increased need for interpretation services specifically in the health field to provide exceptional care for those with Limited English Proficiency (LEP)
- The available research agrees that higher satisfaction comes from having a provider who speaks Spanish or in-person interpreters as shown in a 2010 study that concluded that in-person interpretation services were ranked higher among Spanish speaking patients compared to other remote methods including video and phone interpreting services.
- The results were not as strong in distinguishing among remote methods, but they do suggest that, if feasible, video should be used
- A qualitative study addressing the factors influencing the use of video interpreting services suggested that the use of remote video interpretation services is an efficient form of communication that should be introduced in hospital settings as an alternative or supplement to in-person interpreters.

PURPOSE

- This study may provide helpful information in determining whether or not the interpreting services utilized for predominantly Spanish speaking parents is efficient in providing a clear understanding of treatment and instructions for preventative care- specifically when there is no in person interpreter or Spanish speaking provider present.
- The purpose of this study is to assess the satisfaction of Spanish speaking parents of pediatric patients with video interpreting services as an adequate method of communication

HYPOTHESIS

- Spanish speaking parents show a high level of satisfaction when video interpreting services are used as a method of communication when in-person interpreters are not available

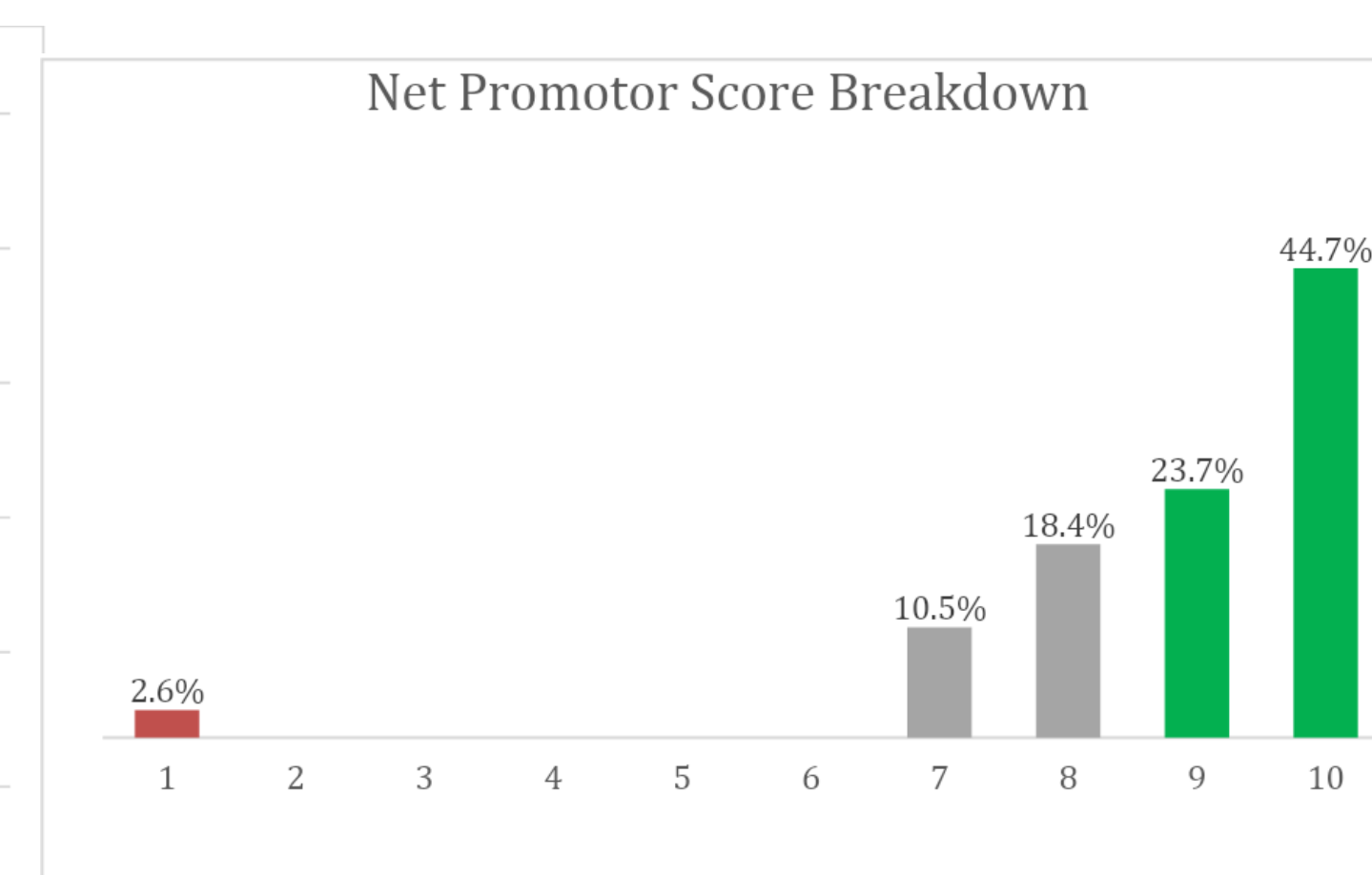
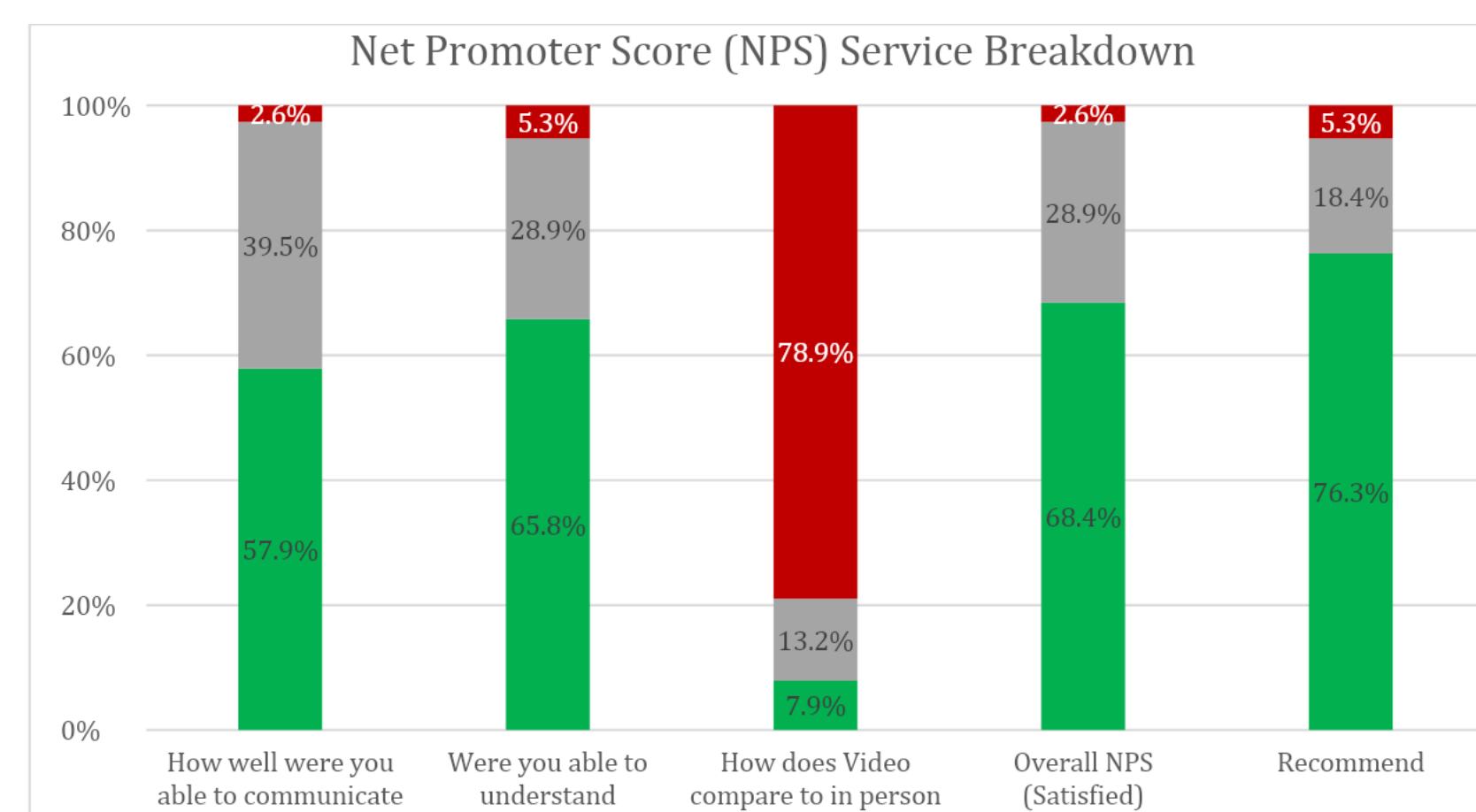
METHOD

- One hundred charts from patients who received services at Our Lady of Fatima Hospital between the time frame of December 2020 to December 2022 were collected for survey participant recruitment
- Parents who required Spanish interpretation for their child's hospital visit were recruited and asked to participate in an 8 question survey via phone in Spanish.
- Parents whose primary language is Spanish were asked a series of questions via phone to assess satisfaction with video interpreting services used when there was no Spanish speaking provider present.
- The Net Promoter Score (NPS) methodology to gauge satisfaction is utilized .

Inclusion Criteria for Parents: Parents over the age of 18 who required Spanish interpretation services during the date range of December 2020 to December 2022 and who had children from the age of 3-8 who received services from Our Lady of Fatima Hospital, an NYULH affiliated hospital.

Exclusion criteria: OR appointments for patients over the age of 8, whose Spanish speaking parents spoke English, had a Spanish speaking provider present, did not use video interpretation services, had a family member present who was able to interpret.

Vulnerable Subjects: This is a survey study and is minimal risk. Children are the vulnerable subjects; however, survey questions were directed towards the parents/caregivers to discuss their satisfaction with video interpreting services provided by Our Lady of Fatima Hospital.



RESULTS

- Of the one hundred parents called, 49% answered but only 43% of the total agreed to participate in the survey.
- All participants reported that Spanish is their primary language with all forty-three participants reporting the need for an interpreter during their visit.
- Of the forty-three participants, thirty-eight (88.4%) reported using the video interpreting service for a portion or the entirety of their visit at OLFH, four (9.3%) reported bringing a family member who spoke English to serve as their interpreter, and 1 (2.3%) participant reporting not being offered an interpreter during their visit.
- When asked how well participants felt they were able to communicate with non-Spanish speaking hospital providers and staff using the video interpreting services on a scale of 1-10, 57.9% of participants gave a score of 9 or above, 39.5% gave a score of 7 or 8, and 2.6% gave a score of 6 or below.
- When asked how well participants felt they were able to understand the information and instructions provided by the hospital staff on a scale of 1-10, 65.8% of participants gave a score of 9 or above, 28.9% gave a score of 7 or 8, and 5.3% gave a score of 6 or below.
- For the survey question concerning how the video interpreting service compared to having a Spanish speaking provider or in-person interpreter from a scale of 1-10 with 1 being "completely different" and 10 being "no difference", 7.9% of participants gave a score of 9 or above, 13.2% gave a score of 7 or 8, and 78.9% gave a score of 6 or below.
- When asked to score their overall satisfaction with the video interpreting services on a scale of 1-10 (10 being "completely satisfied"), 68.4% of participants gave a score of 9 or above, 28.9% gave a score of 7 or 8, and 2.6% gave a score of 6 or below.
- Of the participants who used the video interpreting services at OLFH, all but one participant would recommend the video service with the 1 participant reporting multiple connectivity issues as their main reason for reporting a low score.

CONCLUSIONS

With the growing population of Spanish speaking patients, ensuring efficient communication between providers and patients allow for clear understanding of treatment and increased satisfaction and trust in the health field. Access to care can continue to expand when resources such as video interpreters are available to bridge the communication gap. Based on this survey, video interpretation is an efficient method of communication when Spanish speaking providers or in person interpreters are not available

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