

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

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### Published In/Presented At

Prendergast, K., Alloway, B., Bauch, S., Goldman, T., & Lavelanet, M. (2021). *Patient and provider preferences for Spanish interpretation modality in the inpatient pediatric setting*. Poster presented at Lehigh Valley Health Network, Allentown, PA.

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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 home<sup>1</sup>
- 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.

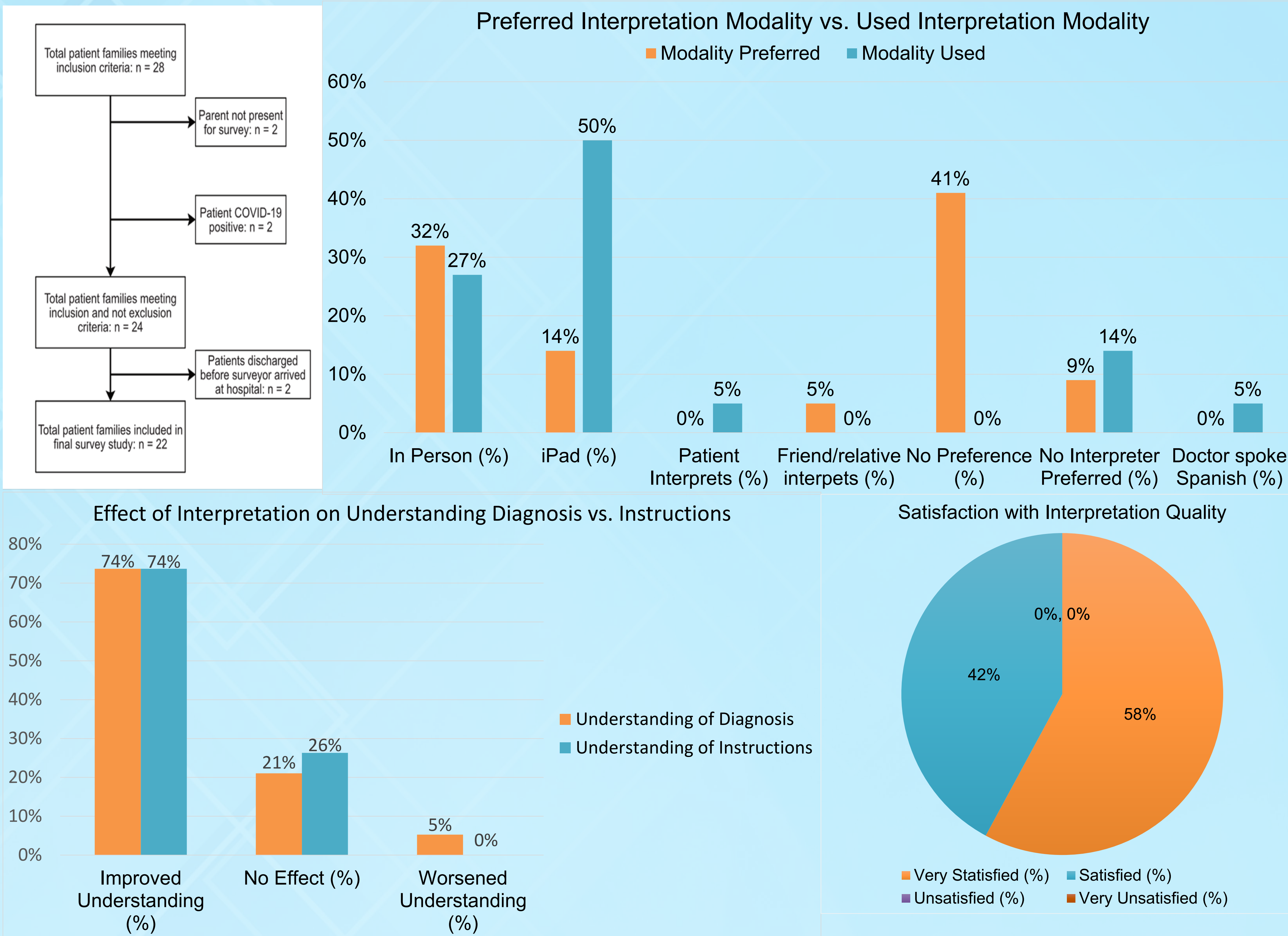
## Methodology

- 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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