

PURPOSE

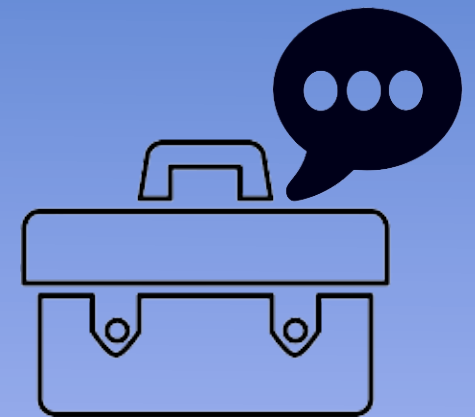


EVIDENCE



YNHHS ST. RAPHAEL'S CAMPUS
V3E NURSING TOOLKIT

TAKING DOWN LANGUAGE BARRIERS



Jade Carpenter &
Jenni Hernandez

PATIENT-CENTERED CARE

- Minimizing errors
- Provides quality, timely, safe, and effective care to ALL patients
- Enables direct dialogue between patients and the healthcare team
- Incorporates patients in their care throughout their hospital stay
- Interpretive services allow for clear and accurate communication about patients' health care for those whom English are not their primary language.



KNOWLEDGE GAP

- Educate nurses about the impact of language barriers
- Bring awareness & highlight policies and resources available



It is our obligation as health care professionals to provide safe and effective communication to all!

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WHAT WE KNOW

Language barriers are associated with higher rates of hospital readmissions (Squires et al., 2022).

Patients who speak the same language as nurses received better patient-centered care than those who do not speak the same language (Salavati et al., 2019).

Family members and a lack of knowledge makes sensitive topics difficult to address and essential information to get lost (Salavati et al., 2019).

Providing care that is effective, timely, and safe for the patient is negatively associated with language barriers within nursing practice (Ali & Watson, 2018).

Language Barriers create patient difficulty in arranging appointments, missing appointments, understanding prescribed treatment regimen, and invasive procedures (Ali & Watson, 2018).

For questions or
concerns regarding
language services email
languageservices@ynhh.org.



References: Scan Me

Resources



INTERVENTIONS



YNHHS POLICY



FLOOR

Language Services are available 24 hours a day/7 days a week!

Interpretive resources provided:

- In person/face-to-face
- Over the Phone Interpreter (OPI)
- Video Remote Interpreting (VRI)

How To Contact:

- **In person:** Must be requested online.
- **OPI:** On mobile heartbeat dial **111** to reach an interpreter.
- **VRI:** Mardi can be found on the unit in the clean utility closet. Press the app and then select desired language. Be prepared to state and spell the patient's name, MRN, provider's name, and your unit.

With VRI get
connected with an
interpreter in
30 seconds!

HOSPITAL

YNHHS has:

- 30 interpreters
- One translation coordinator
- One medical translator for written materials
- A deaf/hard-of-hearing services coordinator
- Two dispatchers and a department manager

<https://digitalcommons.sacredheart.edu/acadfest/2022/all/64>

Academic Festival, Event 64 (2022)

Badge Reel Cheat Sheets:

Quick cardiac related Spanish to English translations, of every day unit specific terminology



WOW Cheat Sheets:

Spanish to English translation charts on all portable WOW computers

Online Spanish Course:

Focuses on building Spanish skills to communicate and understand medical Spanish and bridge the communication gap



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[HTTPS://WWW.MYSPANISHTEACHER.COM/MEDICAL_SPANISH_FOR_HEALTHCARE](https://www.myspanishteacher.com/MEDICAL_SPANISH_FOR_HEALTHCARE)

TOOL KIT
REINFORCES WHAT
IS AVAILABLE!

PURPOSE

Offers interpreting and translation services to patients, families, or patient's representatives at no cost to the patient.

POLICY

YNHHS does not permit the use of an untrained person who is used for interpreting unless there is an emergency involving imminent threat to an individual or the public regarding safety or welfare.

Documentation should include service acceptance or denial, the interpreter's name/identification number and service modality used (in person, OPI, or VRI).

PROCEDURE

All patients and family members have the right to clear, complete and understandable information.