Lost in Translation: Mitigating the Effects of Language Barriers on Patient Outcomes

Megan R. Van Dorp
Rochester Regional Health, Megan.VanDorp@rochesterregional.org

Follow this and additional works at: https://scholar.rochesterregional.org/nursingresearchday

Part of the Medical Education Commons, and the Nursing Commons

Recommended Citation
https://scholar.rochesterregional.org/nursingresearchday/12

This Poster is brought to you for free and open access by the Nursing Research and EBP at RocScholar. It has been accepted for inclusion in Nursing Research and EBP Day 2022 by an authorized administrator of RocScholar. For more information, please contact Lisa.Buda@rochesterregional.org.
Lost in Translation: Mitigating the Effects of Language Barriers on Patient Outcomes
Megan R. Van Dorp, BA, BS, RN, PCCN, MSN Student, Judith V. Treschuk PhD, RN, CNS, CNE

Background
The Agency for Healthcare Research and Quality has calculated nine percent of Americans are at risk for an adverse healthcare event in a medical facility due to a language barrier (Stoneking, 2016).

Average length of stay for patients whose primary caregiver has limited English proficiency is 60% longer (Levas, 2011).

Patients of lesser English proficiency meet two main barriers when seeking healthcare:

May not know where to go or whom to see. The delay in seeking care may escalate their condition and need for urgent intervention.

Busy medical professionals may become frustrated as additional time is required for instruction and to secure services of interpreter.

Purpose/Goals
Reduce anxiety for staff and patients with limited English proficiency

Improve patient understanding and management of illnesses

Create better continuity of care

Reduce adverse events related to miscommunication

Improve patient satisfaction

Reduce readmissions for adult patients with a language barrier

The Agency for Healthcare Research and Quality has calculated nine percent of Americans are at risk for an adverse healthcare event in a medical facility due to a language barrier (Stoneking, 2016).

Average length of stay for patients whose primary caregiver has limited English proficiency is 60% longer (Levas, 2011).

Patients of lesser English proficiency meet two main barriers when seeking healthcare:

May not know where to go or whom to see. The delay in seeking care may escalate their condition and need for urgent intervention.

Busy medical professionals may become frustrated as additional time is required for instruction and to secure services of interpreter.

Purpose/Goals
Reduce anxiety for staff and patients with limited English proficiency

Improve patient understanding and management of illnesses

Create better continuity of care

Reduce adverse events related to miscommunication

Improve patient satisfaction

Reduce readmissions for adult patients with a language barrier

Clinical Problem
Wayne County is home to the largest migrant farmworker population in New York State (Rochester Regional Health and Wayne County Public Health, 2016). People from racial minority backgrounds are disproportionately afflicted by the Covid virus and are more likely to become severely ill and die.

Search for Evidence/Critical Appraisal
A literature search was conducted using CINAHL, Medline, Cochrane Library, PubMed, Google Scholar, and PsycINFO. Fifteen scholarly articles were included in the review.

Synthesis

Evaluation/Outcomes
Outcomes will be measured by a variety of methods including Q-reviews, Press Ganey scores, anonymous feedback boxes on units, Nursing Shared Governance meetings, HCAHP Scores, chart reviews, throughput tracking, Safe Connect inputs and partnership with the Quality Analysis Department.

References
