

Addressing Health Inequities by Decreasing Language Barriers within a Clinical Setting

Anyely Flores, CMA
Erin Pietriyk, RN

Session Objective

To learn about two interventions used to decrease language barriers in a clinical setting

Interventions

1. Medical Interpretation Training Program (IP)
2. Weekly Language Lesson Program (WLLP)

National Standards

- National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for health and health care organizations.

Background

- Language barriers decrease accessibility of equitable health care
- Greater than 40% of patients state primary language other than English within the Tri-County Health Department (TCHD) Family Planning clinics
- Lengthy appointment times
- Higher costs with interpretation line

Research

- Untrained vs. Trained Interpreters
(American Family Physician Journal, 2014)
- Systematic Literature Review (Health Services Research, 2007)

First Intervention

Medical Interpretation Training Program

- Speaking the patient's native language
- Bilingual staff are trained as skilled and highly effective interpreters

Methods Overview

1. *“Bridging the Gap”* training
2. Medical Interpreter’s Manual
3. Family Planning Program procedure/expectations
4. Interpreters training

“Bridging the Gap” Training

Bilingual staff attended a forty-hour medical interpretation training:

“Bridging the Gap”

- Certificate of program completion
- Cost
- Feelings related to training/completion
- IP created

Medical Interpreter's Manual

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IP Family Planning Program Procedure

- Providing the best possible client care for people with limited English proficiency
- Ensuring consistent & defined process for the entire program

IP Training

- Three hour training session
- Offered quarterly to ALL bilingual family planning staff
- Active learning process (role play, discussion, based on manual)
- Certificate of TCHD IP training completion

Results and Outcomes of IP

- 15 staff completed IP training
- Pre-test scores ranged from 50%-70%
- Post-test scores 85%-100%
- 100% on the client satisfaction survey result
- IP training is now offered division wide

Second Intervention

Weekly Language Learning Program (WLLP)

- Lessons cover clinic specific Spanish language topics
- Lessons typically consist of 5-10 new phrases
- Lessons are reviewed in a group setting on a weekly basis
- 52 week curriculum of WLLP

WLLP

- Getting Started
- Program Creation
- Participants
- Weekly Lessons

Beginner WLLP Lesson

- **Buenos dias, mi nombre es _ .** Good morning, my name is _.
- **Cual es su nombre?** What's your name?
- **Como esta usted?** How are you?
- **-Bien, gracias.** Well, thanks.
- **-Y usted?** And you?
- **Cuantos anos tiene?** What's your age?
- **Habla Inglés?** Do you speak English?
- **Lo siento. No entiendo.** I'm sorry. I do not understand.
- **Por favor.** Please.
- **Gracias.** Thank You.
- **De nada.** You're welcome.

Intermediate WLLP Lesson

1. Do you have an IUD? When will it expire? What kind did you have?

-¿Tiene usted un aparato (DIU)? Cuando va expirar? Que tipo tiene?

2. When was your IUD inserted?

-¿Cuándo fue su aparato insertado?

3. Have you had an IUD in the past? Did you have problems with the IUD?

-¿Ha usado un aparato en el pasado? ¿Tenía problemas con su aparato?

4. Do you check for your strings (every month)?

-¿Revisa los hilos de su aparato? OR Ha tocado sus hilos (cada mes)?

5. Take 800mg of ibuprofen/Advil 1 hour before your appointment.

-Tome ochocientos miligramos de ibuprofen/Advil una hora antes de su cita.

Bonus:

If - Si

Also - También

Short – Corto

Long – Largo

WLLP Verb Template

Spanish Immersion – Week 31

To Have – Tener

infintive	gerund	participle
Tener (<i>to have</i>)	Teniendo (<i>having</i>)	Tenido (<i>had</i>)

TENER	<u>Present</u> <i>(have / are having)</i>	<u>Past</u> <i>(had)</i>	<u>Future</u> <i>(will have)</i>	<u>Imperfect</u> <i>(was or were having / used to have)</i>
Yo (I)	tengo	tuve	tendré	tenía
Tú (You)	tienes	tuviste	tendrás	tenías
Él/Ella/Usted (He/She/ You formal)	tiene	tuvo	tendrá	tenía
Nosotros (We)	tenemos	tuvimos	tendremos	teníamos
Ellos/Ustedes (They / You (plural, formal))	tienen	tuvieron	tendrán	tenían

WLLP Resources

- Libraries
 - Mango, Transparent, PowerSpeak, and Rosetta Stone
- www.linguasorb.com
- www.spanish.bz/learn-spanish.htm
- www.duolingo.com
- Fluent (IP trained) co-workers

Results of WLLP

- WLLP participants report increased communication with Spanish-speaking clients as a result of the program
- Average participant comfort level when speaking Spanish with clients (Scale 0-10):
Pre = 2.9 & Post = 6.2

Results of IP & WLLP Together

- Clients state complete understanding of care throughout their appointment per client survey
- Greater provider confidence
- Improved interpreter satisfaction
- Development of curriculum and training manuals
- 50% Language Line cost savings (\$8,000-\$10,000 savings per year for the TCHD Family Planning Program)
- IP and WLLP are complementary interventions

Thank you

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- IP Training Manual co-creators: Laurie Burns, RN, Lili Macias, CMA, Lauren Mitchell ND, RN, CNS, and Bertha Munguia, MA
- Non-Presenting Author: Lauren Mitchell, ND, RN, CNS

Resources:

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Questions?

Anyely Flores

aflores@tchd.org

303-255-6262

Erin Pietriyk

epietriy@tchd.org

303-363-3044