LET’S TALK: A STUDY ON THE EFFICACY OF COMMUNICATION BETWEEN ENGLISH-SPEAKING PROVIDERS AND SPANISH-SPEAKING PATIENTS

A REPORT ON BEST PRACTICES AT ADELANTE HEALTHCARE

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Introduction

- Maricopa County
  - 30% Hispanic/Latino
  - 70% minority using CHC
- Adelante Healthcare
  - 52% Hispanic/Latino
  - Mesa Site
    - 24% Hispanic/Latino

Are these patients being served? How?
Project Implementation

- Identifying the issue
- Collaborating to create the survey
- Conducting the survey
- Gathering the data
- Identifying best practices and next steps
1). En la cita hoy, habló su doctor en español o inglés?
   [ ] Español [ ] Ingles

2). Si en inglés, se usó un interprete o una persona en su familia quien habla inglés?
   [ ] Interprete [ ] Familia

3). Si su doctor no usó un interprete, hubiera preferido eso?
   [ ] Sí [ ] No

4). Piensa ud. que comprendió todo lo que el doctor le dijo durante la cita?
   [ ] Sí [ ] No

5). Las preguntas que tuvo, fue explicado del doctor o no?
   [ ] Sí [ ] No

6). Hay algún tema que no discutió con su doctor por la causa del idioma?
   [ ] Sí [ ] No
1). In today’s appointment, did your doctor speak in Spanish or English?  [ ] Spanish [ ] English
2). If they spoke in English, did they use an interpreter or a member of your family who spoke English?
   [ ] Interpreter  [ ] Family
3). If the doctor did not use an interpreter, would you have preferred this?  [ ] Yes  [ ] No
4). Do you think you understood everything the doctor told you during the appointment?  [ ] Yes  [ ] No
5). Were the questions you had explained by your doctor?  [ ] Yes  [ ] No
6). Was there any topic you did not discuss with your doctor because of language?  [ ] Yes  [ ] No
Results

18 Patients interviewed
- 7 with Spanish-speaking provider
  - None felt they did not understand; all felt their questions were answered; none felt they did not discuss an issue due to the language barrier
- 11 with English-speaking provider and interpreter
  - 1 felt they did not understand
  - 2 felt their questions were not answered
    - 1 felt they could not discuss an issue due to the language barrier

Adelante as a model...positive deviance!
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