



ADELANTE

HEALTHCARE

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

Rebecca Ives
The Commonwealth Medical College



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



The Survey-Spanish

- 1). En la sita hoy, habló su doctor en español o ingles?
[] Español [] Ingles
- 2). Si en ingles, se usó un interprete o una persona en su familia quien habla ingles?
[] 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 sita? [] 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



The Survey-English

- 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



Conclusion

□ 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!



Acknowledgments

- Adelante Preceptors: Dr. Suganya Karuppana, Dr. Teresa Ayela, and Dr. Tiffany Lahr
- University of Arizona Faculty Mentor: Dr. Katie Brite
- Adelante Site Mentor: Tiffanie Dillard
- The Commonwealth Medical College: Jackie Ghormoz, Dr. William Zehring, and Dr. Janet Townsend

And everyone at National Medical Fellowships, GE Foundation, and Adelante Healthcare for making this opportunity possible!

