

Physicians' Perspective on Different Modalities of Interpretation

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Importance

- 21.6 million Americans have limited English proficiency.
- Increased use of multiple modalities for language interpretation has occurred.
- Effective translation has direct correlation with patient satisfaction.
- Identifying better ways to communicate with patients will improve their health.
- Communication indirectly improves patients' outcomes and treatment.
- Little is known about the effectiveness of providing translation services remotely.
- By conducting this study, the researcher will obtain insight into the physician's perspective of different modalities of interpretation.

Objective

- The aim of this study is to evaluate physician's perspectives of the effectiveness of in person video assisted translation versus telephonic interpretation for patients with limited English proficiency.

Method

- Retrospective for the last six months of patient encounters
- Likert scale survey was performed during the spring of 2023.
- Surveys were administered to Hospitalists at Harris Methodist Fort Worth.

Design

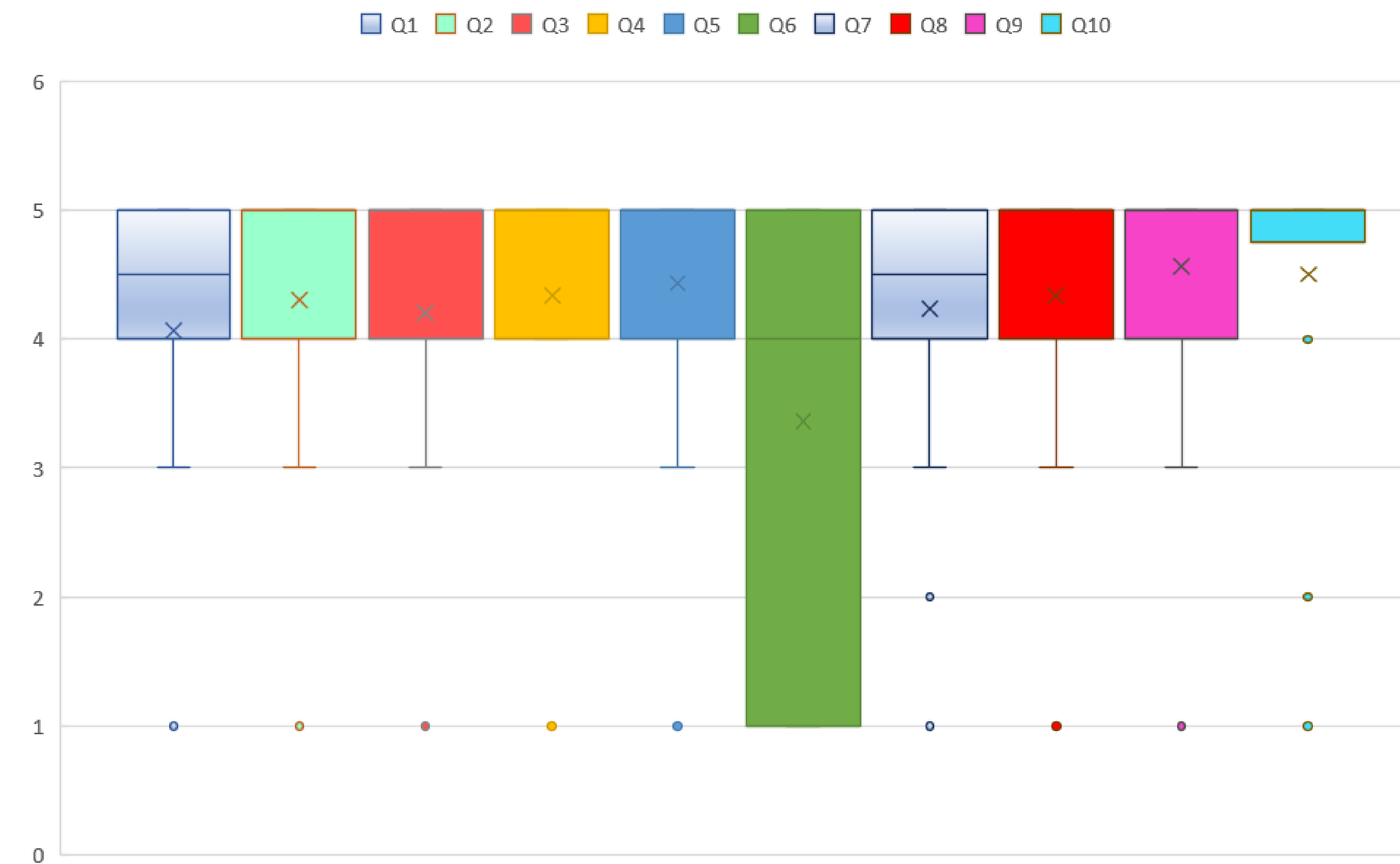
- Study was hospital based clinical encounters compared to earlier studies
- Likert scale survey was specifically devised to measure encounters quality with providers perception.
- 40 surveys were sent out 30 participants responded

Survey QR code



Results

Box and whisker plot displaying survey results on physicians response to translation questionnaire



Question #	Survey Questions	Strongly Disagree	Disagree	Niether	Agree	Strongly Agree
1	I felt at ease with translation	4	0	1	10	15
2	I felt at ease talking with the Interpreter	3	0	1	7	19
3	I felt translation was accurately interpreted	3	0	1	10	16
4	Interpeter asked clarifying questions	2	0	0	12	16
5	Patient question was adequately translated	1	0	1	11	17
6	Patient had clear understating of encounter	8	2	2	7	11
7	No communication gaps were perceived	1	2	1	11	15
8	Patient received sufficient information about their condition	2	0	1	10	17
9	Enough time was give for encounter	1	0	1	7	21
10	Doctor felt that over all encounter was satisfactory	2	1	0	4	23

Results

- Research was conducted at Harris Methodist Hospital.
- Tarrant County contains 582,298 people (approximately 30% of total County residents) that predominantly speak a language other than English.
- All 30 physicians had used video-assisted and in-person interpretation services.
- 25 physicians had used video translation during their encounters; five had used mostly in person translation.
- 23 physicians rated their overall encounter satisfaction as strongly agreed.
- 4 physicians rated their overall encounter satisfaction as somewhat satisfactory.
- 1 Physician strongly disagreed with overall encounter satisfaction
- 7 physicians cited that video assisted would be their preferred method for use as it was readily available.
- Even though 23 physicians had regularly used digital translation services, they still preferred in-person translation services for patient encounters.

Conclusion

- Although the study was limited in its findings when considered with those of related research, our study indicates that, when possible, in-person interpretation services should be provided over digital methods.
- The study confirmed that nearly all physicians surveyed indicated their preference to be in-person interpretation, even though they had used other modalities for translation.
- In summary, our findings support the current body of literature which state that physicians prefer In-person translations over all other modalities.

Future Work

- Future research should include additional data points via multidisciplinary physician groups, such as the inclusion of different specialties within the hospital setting. Lastly due to our findings in question 6 of the survey, we believe that translational effectiveness in respect to patient comprehension be evaluated in following studies.

References & Acknowledgments

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