



Effective Communication with All Populations

Step 1 Plan

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getting started

The inability to communicate can be a substantial barrier to receiving needed health care services. At PCHD, there are some forms and educational materials in multiple languages. These include Vaccine Information Statements, immunization consent form, clinic schedule, and limited educational materials. Food service testing education and testing materials are in multiple languages as well. There is little signage in languages other than English and we rely on family members as interpreters which might include children to translate during clinical services.

problem

There is limited printed materials in languages other than English. The form to request a birth certificate is only available in English. Many other forms are in English only. This is a problem for people that have a different primary language, mainly Spanish in our county. People with other sensory disabilities such as hearing and vision impaired or low literacy levels also have no special services available to them to assist with effective communication.

AIM statement

In an effort to address cultural, language, and low literacy concerns, PCHD will effectively communicate with the populations seeking access to health care services delivered at PCHD.

Current Situation:

- Vaccine Information Statements (VIS) are in Spanish. Nurse reviews vaccine information with Spanish speaking only clients based off of pointing to information sections on the VIS.
- Translators that come with the parent who speaks only Spanish are often family members or their children. No way of knowing if information presented to client is accurate from the translator.
- Limited signage in lobby and other areas of building in any other language than English
- Some additional information about vaccines is in Spanish
- Clinic schedule is in Spanish
- No special services available for hearing impaired
- Staff can read consent to vision impaired but no other service available
- No policy for literacy level evaluation in created documents

examine current approach

Potential Solutions:

- Somewhere to call/translation service that is user friendly, timely, and always available
- IPAD with software for multiple communication barriers that can be used by all staff
- CMH initial letters in Spanish
- Records release/request in Spanish
- HIPAA consent in Spanish
- On-line translation services for written documents checked by person fluent in that language to make sure the dialect is correct
- All paperwork in Spanish including environmental and vital statistics forms and information
- Have the option of choosing Spanish on our phone system

potential solution

Step 2 Do

Team determined which documents need to be translated based on frequency of use and consumer need. After determining documents for translation and literacy level, each team member volunteered to utilize Google translate online and develop document in Spanish. Staff in all departments were made aware via email and verbally to determine documents needed for other languages and utilize the Google translate online tool if needed. A translator within the community was then found and agreed to review all the documents developed by each department for accuracy and local dialect. If documents were translated and given to PCHD by state or national agencies, they were not checked by the translator. Changes were made to the documents developed by PCHD based on translator suggestions then saved in a file labeled Translation available to all staff on the internal computer network. In addition, a translation app. was loaded to tablets utilized in each department and all staff completed log in procedures and an inservice on how to use the online application. The app. has all languages available in written and verbal communication.

Step 3 Study

Studying the translation app. on the tablet included the nursing staff talking and writing into the tablet. All clients who speak limited Spanish or bilingual (n=5) were then asked if the translation was accurate. Clients who speak Spanish were asked to verbally talk into the tablet and the nursing staff reviewed the printed output that was translated for appropriateness. Both proved very accurate as five out of five clients responded the information was translated accurately.

Continual evaluation of the software is planned for additional data collection as it was not known that employees would need to register for the app. on each tablet vs. one registration for all tablets.

The printed materials were reviewed by the translator for accuracy and adjustments were made for correct dialect. Literacy level was checked on reviewed documents and adjusted for 7th grade level.

Step 4 Act

The staff determined that the use of the tablet and methodology of translating and checking literacy level of the written word were successful, accurate, and easy to use. Because of this the methodology utilized and adjusted throughout the project was made into an agency wide policy and procedure. The policy was signed by the Board of Health in March and the procedure was developed and signed in April, 2018.

Additional measures taken in March 2018 included signage translated advertising the availability of translation services for free to everyone. The signage is posted in both lobbies and clinic area.

As new applications become available for the tablet, the staff and Information Technicians (IT) will evaluate and update as needed.