

Introduction & Background

- Language barriers and health literacy barriers represent a significant healthcare disparity.
- Language concordance is a powerful influencer of patient outcomes, patient safety, and the subjective patient experience.
- Lurie Children's provides care to a diverse patient population including many patients and families with limited English proficiency (LEP) or families with a non-English preferred language.

- Throughout the hospital there are resources in place to ensure appropriate communication and equitable care including in-person, video, and telephonic interpreters as well as discharge instructions and medical information translated into patients' preferred languages.

- Despite these resources, data support that providers who speak their patient's preferred language have been associated with increased perceived quality of care and improved patient outcomes as compared to interpreters or providers who do not speak this same language.

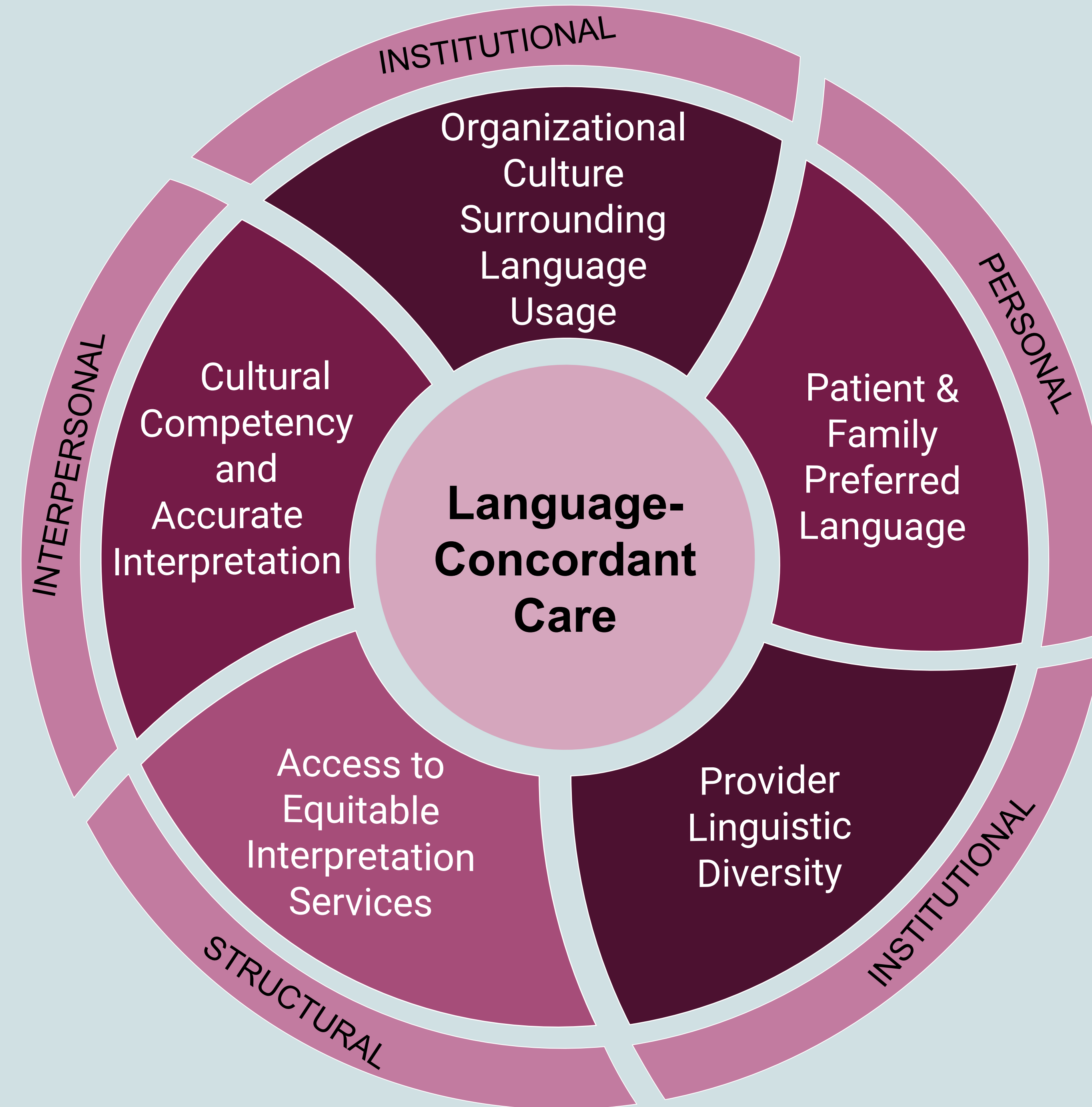


Figure 1. Key drivers contributing to the provision of language-concordant care.

Methods

- The study will focus on the diverse linguistic skillsets of pediatric residents at Lurie Children's.
 - This decision was made based on ease of access to this population and the ability of this population to represent a key proportion of frontline providers interacting with patients and families in myriad ways involving various levels of communication throughout a work day.
- Residents will be asked to complete a one-time study that details languages spoken, language proficiency, and evaluates if and to what extent the resident perceives these skills to have the potential to be useful in the clinical setting.
- Future iterations of the study will seek to involve additional members of the care team who interface with patients and their families on a daily basis.

Survey & Anticipated Results

Language Knowledge & Acquisition

These questions seek to identify what languages residents speak and how they learned each language.

Language Fluency & Comfort

These questions seek to delineate resident fluency in each spoken language and resident comfort using each spoken language in social and medical contexts..

Language Utility in the Hospital Setting

These questions seek to quantify how often residents perceive their known languages being spoken in the hospital and how they default to engage with individuals who speak these languages.

Figure 2. Categories of questions posed to residents in study survey.

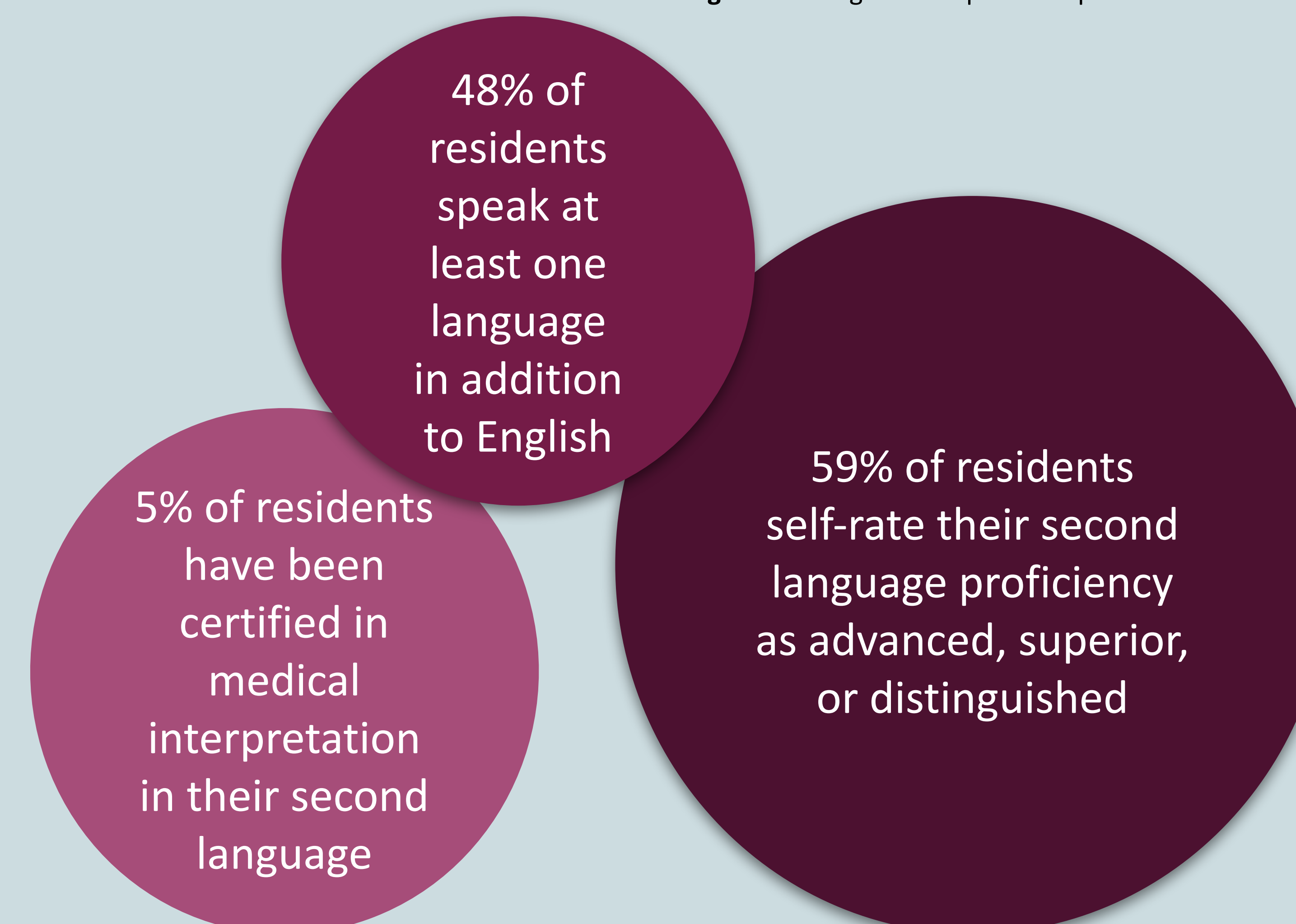


Figure 3. Select preliminary study data.

Discussion & Next Steps

- Language-concordant care is better care, equitable care, and the only acceptable care.
- The results of this study will allow for identification of language skills and linguistic diversity at a resident-level, provide space for hopeful expansion to all providers with direct patient contact, and inform how we can best represent a diverse workforce, utilize the skillset of this workforce, and adapt interpreter usage to optimize language concordance in a perpetually resource-scarce setting.

PROPOSED INSTITUTIONAL INTERVENTION

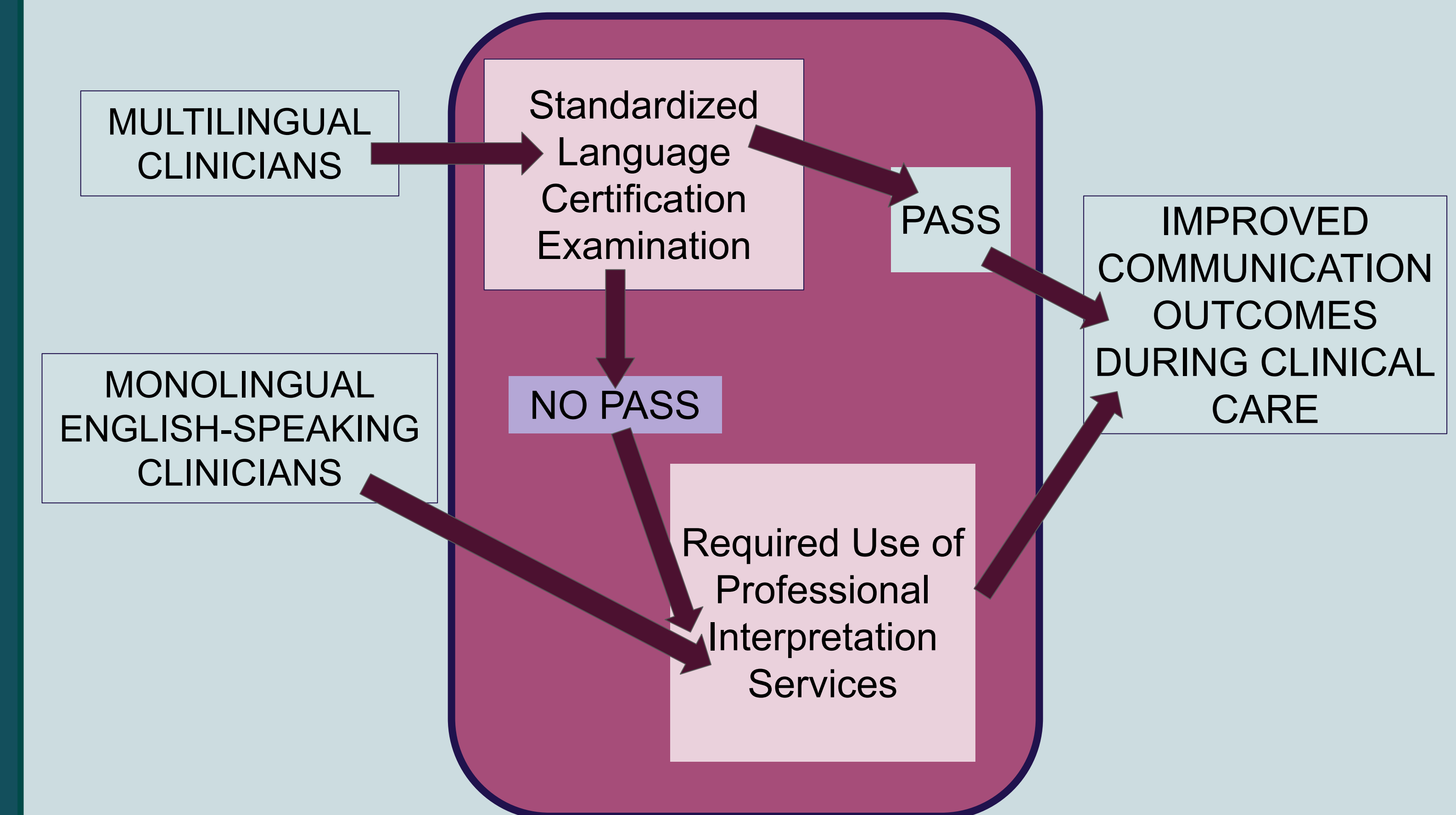


Figure 4. Proposed intervention on an institutional level to increase direct language-concordant communication and more appropriately allocate interpretation services while improving patient outcomes.

Acknowledgements

I would like to extend my gratitude to Dr. Elizabeth Groothuis for her mentorship and guidance throughout this project and to the Havey Institute for Global Health for the opportunity to pursue this passion.

References

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