

"Pick Up the Phone. A Multidisciplinary team quality improvement project in the use of and access to telephone interpreter settings within perinatal care."

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Background

- ⦿The link between adverse medical outcomes and language barriers has been well documented
- ⦿New mothers with Limited English Proficiency (LEP) must manage the challenges of maternal adjustment, may have limited social support and face language barriers. All of these factors can lead to increased morbidity and mortality for mothers and their newborns.
- ⦿The use of professional interpreters reduces likelihood of medical errors.
- ⦿Staff working in maternity services were unaware of a change in translation provider thus were unable to access telephone interpreting services and were forced to use substandard methods such as google translate.
- ⦿There has been seen to be a perceived barrier to using telephone interpreting serviced.

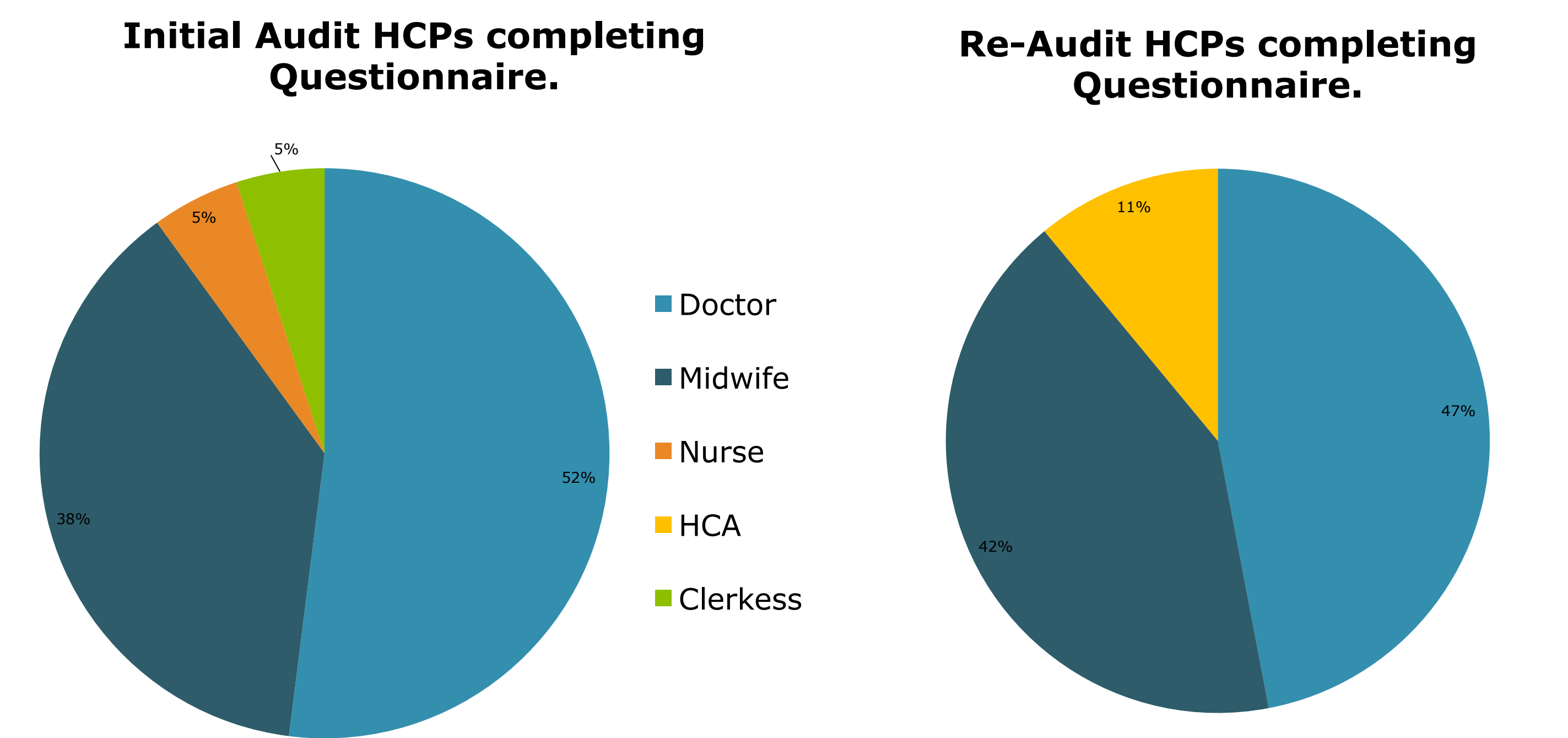
Aim

- ⦿By improving access and increasing awareness to staff of telephone interpreter services, it will result in improved quality of care for mothers and newborns.
- ⦿By improving awareness of services, this might reduce perceived barriers to using them.

Methods

In June 2019 Health care Professionals (HCPs) working in maternity completed a questionnaire regarding their experience with phone translator services. Posters containing updated information about services were circulated to staff and put in clinical areas. Importance of translation services was raised at teaching sessions and staff induction. HCPs were then re-audited in July 2019.

Results



- ⦿20 HCPs were asked about their experienced of translator services.
- ⦿On initial questionnaire, 62% of HCPs did not know how to access phone translator service.
- ⦿14% of HCPs had never used them.
- ⦿52% had experienced difficulties in accessing services, and of these:
 - 76% felt that this negatively impacted on patient care
 - 52% felt it had delayed treatment
 - 43% felt it had delayed discharge.

Comments from staff on initial questionnaire:

"I can imagine women who are unable to speak or understand English might feel isolated when on the wards. They don't get as much input from staff that the other Mum's do about learning to care for their baby"

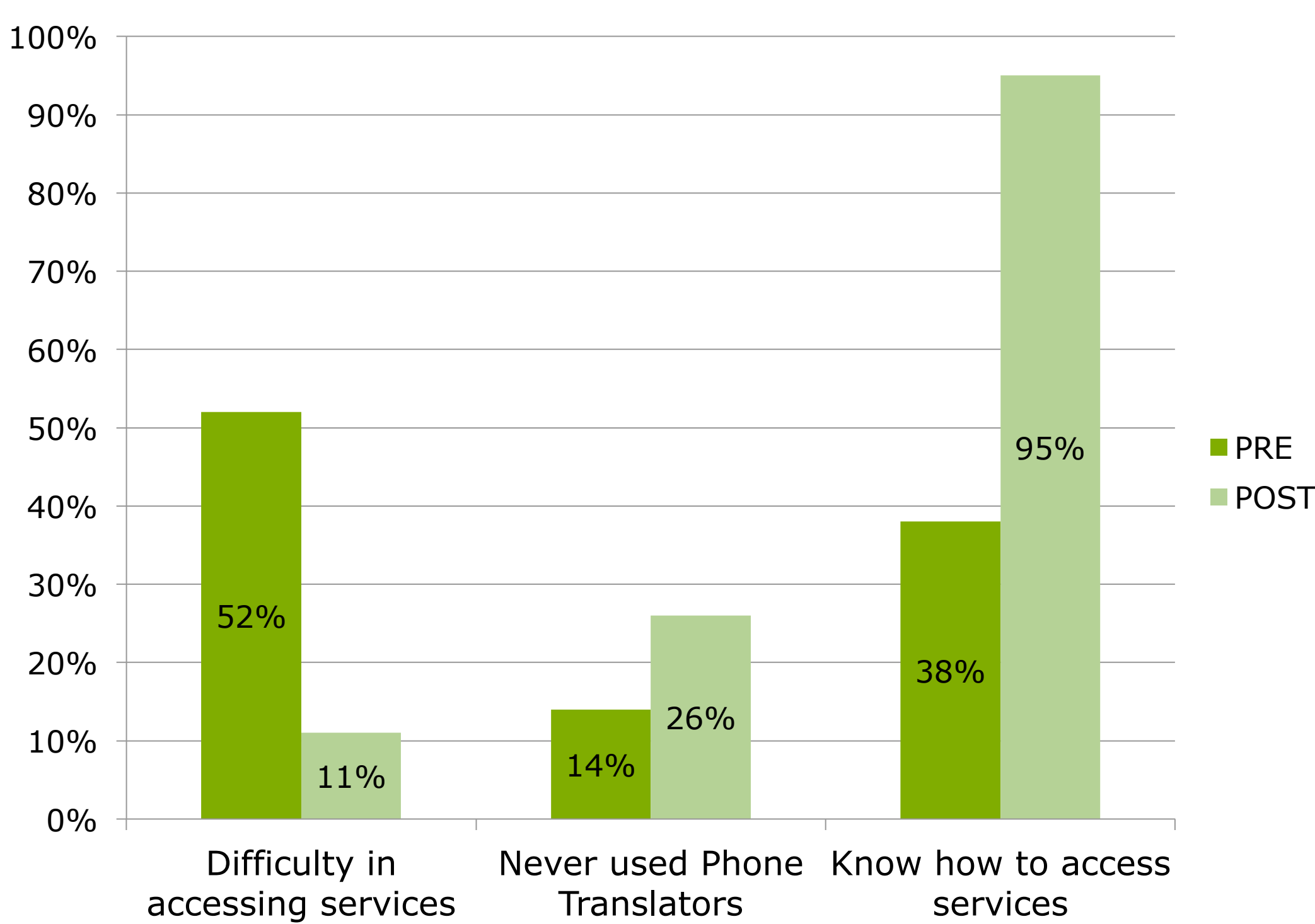
"hardly anyone knows what system is in place, how to use it, access it"

"To be honest I've not ever used an telephone interpreter, it always seems too difficult to organise and would use it if it was easily available"

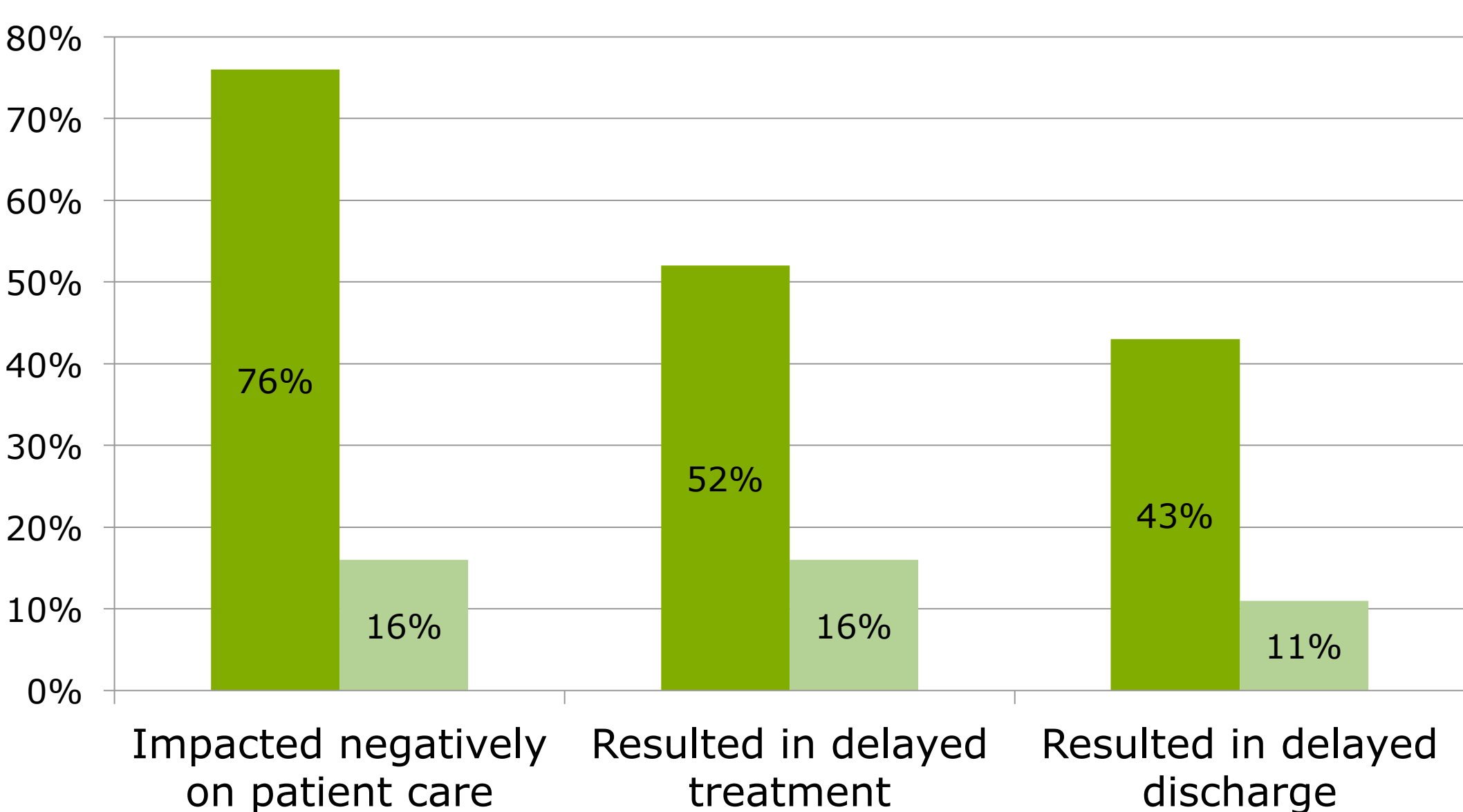
"lack of access to translation services is repeatedly highlighted in morbidity and mortality meetings"

- ⦿ Post intervention only 5% of HCPs did not know how to access telephone interpreting services.
- ⦿ 11% of HCPs had had difficulty accessing services, of which
 - 16% felt it had negatively impacted on patient care
 - 16% felt it had delayed treatment.
 - 11% felt it had resulted in delayed discharge from hospital.
- ⦿ Despite being aware of services 26% of HCPs still had never used them.

Access to phone Translator services.



Effect of poor access to phone Translator services.



Conclusion

- ⦿ There continues to be a proportion of HCPs who have not used phone translator services
- ⦿Feedback suggests that this may be due to services appearing difficult to use
- ⦿By improving awareness and making translator serviced a standard practice, it should improve this barrier to care.
- ⦿Qualitative surveys have shown this intervention has increased awareness and accessibility to phone translator services and in doing so has improved care outcomes for patients who are LEP.