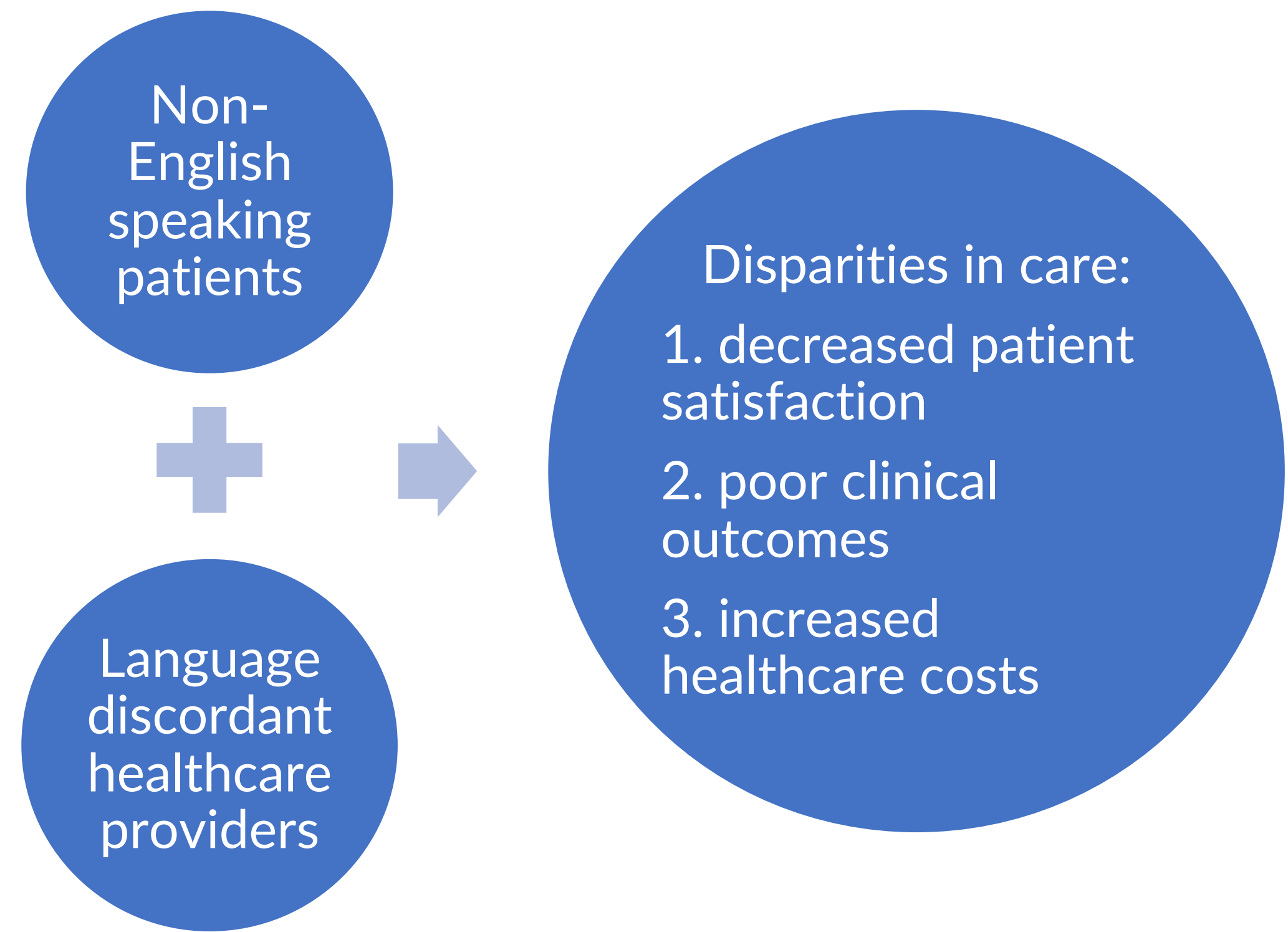


Cultivating Quality: Improving Satisfaction and the Use of Interpreter Services Among Spanish-Speaking Patients' Families in a Neuroscience Intensive Care Unit



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INTRODUCTION/BACKGROUND & SIGNIFICANCE:



- The use of professional interpreters alleviates these negative effects
- There is an underutilization of interpreter services

AIM & OBJECTIVE:

- To improve satisfaction and increase the utilization of interpreter services among Spanish-speaking patients' families on a neuroscience intensive care unit (NICU)

METHODS

Design

- Pre/Post- quantitative test
- Electronic survey

Setting

- 18-bed neuro ICU
- Large academic hospital in NYC

Sample

- N=23
- Spanish-speaking adult caregivers of neuro ICU patients

Measures

- Family Satisfaction with ICU survey
- 1-item question assessing interpreter use

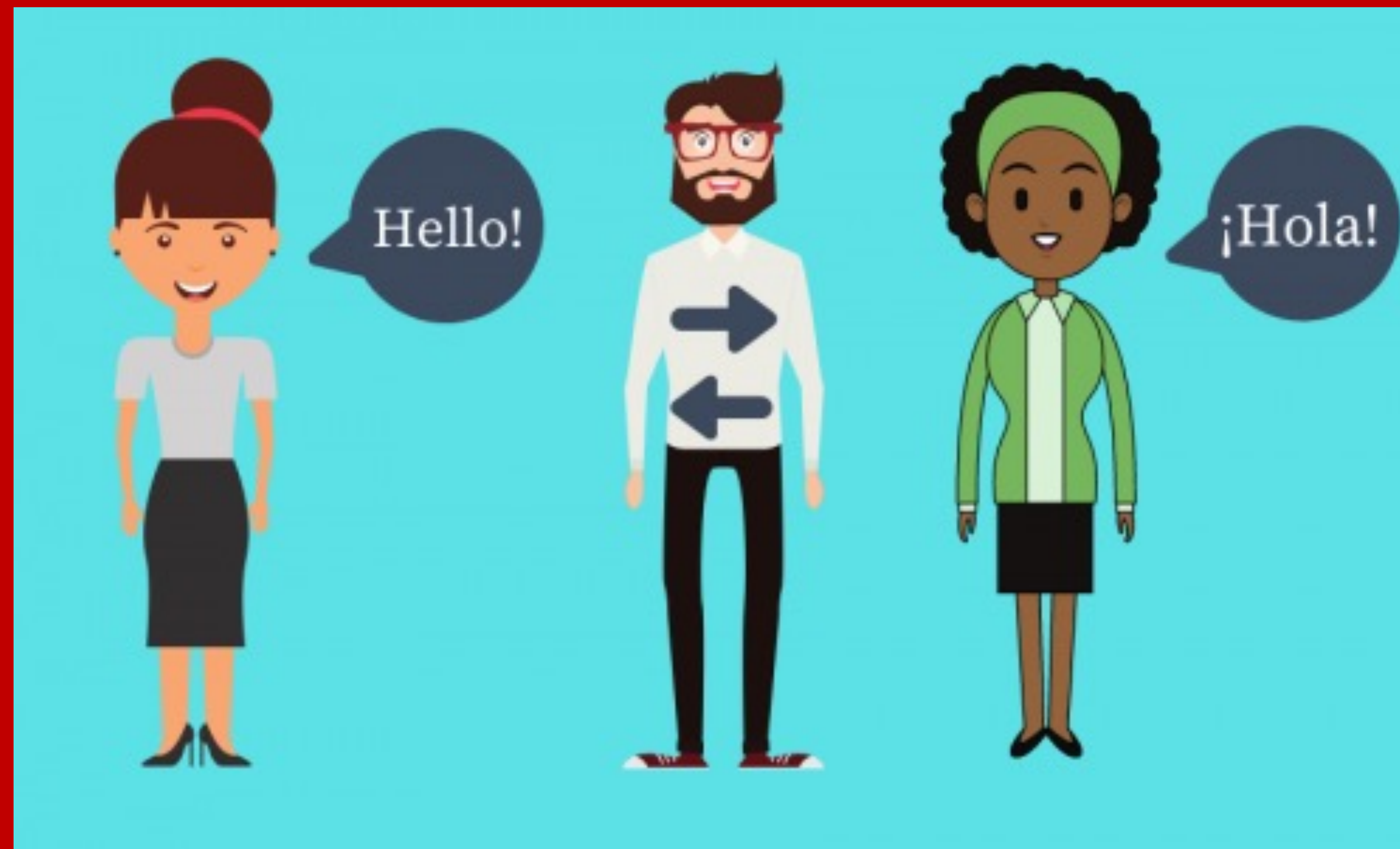
Intervention

- Signage in patient rooms
- Staff education

Analysis

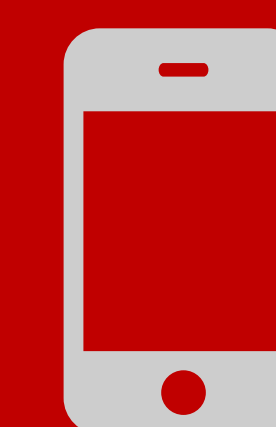
- Non-parametric Mann-Whitney U test
- Spearman's Rho correlation coefficient

The use of professional interpreters can impact satisfaction with care among Spanish-speaking caregivers in the Neuro ICU.

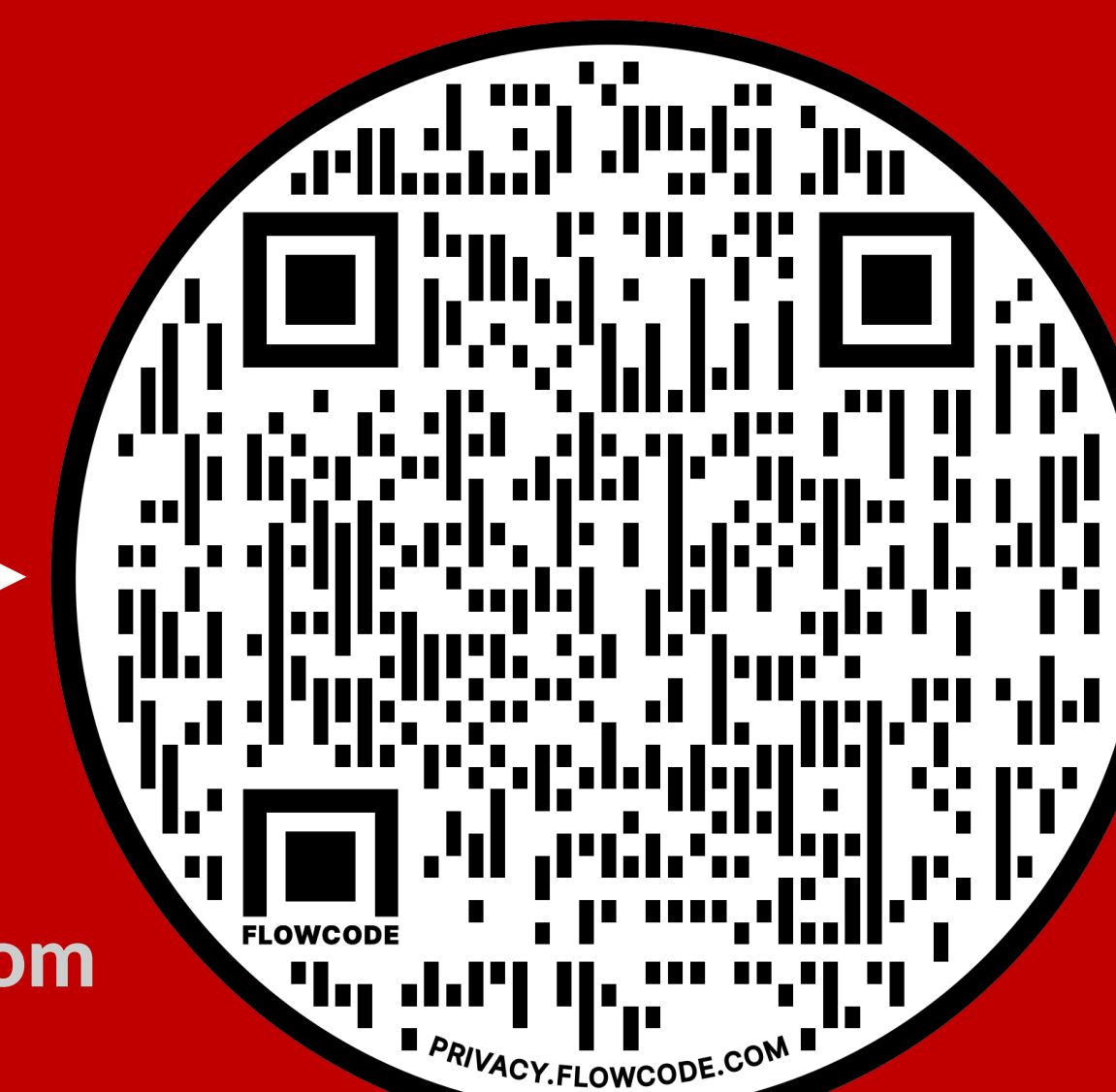


<https://www.colorincolorado.org/article/equity-through-language-access-best-practices-collaborating-interpreters>

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Take a picture to download list of references, room signage, and questionnaire



RESULTS:

Caregivers' Satisfaction and Use of Interpreters Pre- and Post-Intervention (Mann-Whitney U Test)

	Caregiver Satisfaction	Interpreter Use
N of participants	23	23
Level of significance	$p < 0.05$	$p < 0.05$
Critical value of U at $p < 0.05$	37	37
U -value	71	68.5
Interpretation	No statistically significant difference in satisfaction scores	No statistically significant difference in reported interpreter use

Correlation Between Satisfaction Scores and Reported Interpreter Use (Spearman's Rho Test)

	Pre-intervention	Post-intervention
N of participants	12	11
R_s statistic	0.052	-0.026
P (2-tailed)	0.872	0.935
Interpretation	There is no statistically significant association between the two variables	There is no statistically significant association between the two variables
*correlation is significant at $p < 0.05$		

DISCUSSION

- No statistically significant difference in satisfaction or interpreter use pre- and post-intervention
- Non-significant positive association between satisfaction and interpreter-use in the pre-intervention group
- Implications:
 - Clinical practice → improve provider-patient relationship; use of technology to get real-time patient feedback
 - Patient care → improved comprehension and adherence to medical plan increases quality and safety
 - Health policy → linking policy and practice
 - Education → incorporate this information in institutions of higher education
 - Economy → improved patient outcomes and satisfaction lead to reduced healthcare costs