

Question: For patients with limited English proficiency, does video interpretation compared to using an in-person translator help to improve therapeutic communication?

Summary: Patient communication is important when in the hospital so that patients can be aware of their care plan and be a part of the process. That is why interpreters are so important when a patient does not speak or understand English. We have many people that migrate to the United States that do not speak English and it is the job of nurses to be advocates for these patients in the form of communication (Squires, 2018). There has been a growing amount of non-English speaking people which makes this issue even more important and not addressing it can cause serious consequences for both patient and health care team (Jacobs et al., 2018). Without utilizing resources like video interpreters, patients could end up not getting the right information on how to stay healthy after discharge which could lead to readmission (Squires, 2018).

One solution to this could be to change from in-person translators to video interpreters. In-person interpreters can cause barriers like limited availability of interpreters, issues with time, and lack of confidentiality. The use of video interpreters can help solve these barriers. Since the interpreter does not have to be physically in the room it allows for quicker access and more options for interpreters. It also allows for a broader number of languages that can be interpreted. Another benefit is that it allows for the patient to turn off the visual part of the interpretation so that the patient does not have to show their identity to the interpreter further allowing privacy. Professional interpreters are underused in the hospital which can change with the implementation of video interpretation because of the access it could give the patients (Feiring & Westdahl, 2020). Video interviews would make it easier to provide communication during important times

in inpatient care. These include when the patient is admitted, whenever there is patient teaching, and at discharge (Squires, 2018). In-person interpreters may not be available at the time of these events but using video interpreters ensures that patients understand all information given to them and that health professionals get all the information they need from patients.

Conclusion: Patient satisfaction and quality care can go down when there is a barrier in communication. Adequate ways to effectively communicate to patients with a language barrier are essential (Squires, 2018). The use of video interpretation could benefit many patients so that they get proper communication in the hospital. The way this can be started is by giving hospitals resources like the equipment needed to do the video and places that provide the online interpreting service. Then the video interpreters need to be used on a patient and the patients should be allowed to fill a survey to see if the video interpreter allowed for adequate communication (Feiring & Westdahl, 2020). Another important factor is that the hospital needs to ensure that all interpreters used for the video communication are qualified and that they adhere to the guidelines to ensure proper communication to the patient (Jacobs et al., 2018). Video interpreters can be implemented for patients and taught to the nurses that would use them so that proper therapeutic communication can be achieved

Work Cited:

Primary Article:

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