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Question: In Nurses' insight of technology used in language interpretation for patients with limited English proficiency, how does existing telephone-based remote interpretation compared to video remote interpretation affect communication and care for such patients?

Summary: In today's population, the ethnic diversity and culture of individuals living in the United States is ever growing. "Approximately 8.6% of the total US population is considered limited English proficient. In the hospital setting, registered nurses provide the most direct contact with patients and their families." (Coleman, 2016) Effective and precise communication is essential when caring for patients, especially with those with barriers such as English proficiency because information or care can be misinterpreted. "Individuals with limited English proficiency (LEP) face barriers to safe and high-quality health care. 'Patient-experience' is increasingly viewed as an important component of health care quality." (Yehekel, 2018)

A project including 47 nurses was preformed to compare existing telephone-based remote interpretation versus video remote interpretation. This project involved "Instruments included a structured questionnaire to collect nurses' demographic and other characteristics and to measure their perceptions of the technology used in language interpretation; open-ended questions were added on how technology affected nursing care and nurses' rapport and communication with patients." (Marcus, 2020)

Conclusion: Once the project was completed video remote interpretation favored over telephone-based remote interpretation. "Findings indicated that VRI technology improved communication and was less time consuming for nurses" (Marcus, 2020) and it also had "positive effects on time expenditure and communication"(Marcus, 2020). With such success of video remote interpretation, it is hoped this method will be utilized in all health care facilities to reduce the barriers between caregivers and patients.

Work Cited:

Primary:

Marcus, J., Clark, P. C., Ketchie, M., & MacMillan, D. (2020, September). *Nurses' perceptions of technology used in language interpretation for patients with limited English proficiency*. The American journal of nursing. Retrieved November 3, 2021, from <https://pubmed.ncbi.nlm.nih.gov/32858699/>.

Secondary:

Coleman, J.-S., & Angosta, A. D. (2016, August 29). *The lived experiences of acute-care bedside registered nurses caring for patients and their families with limited English proficiency: A silent shift*. Journal of clinical nursing. Retrieved November 3, 2021, from <https://pubmed.ncbi.nlm.nih.gov/27571582/>.

Tertiary:

Yeheskel, A., & Rawal, S. (2018, September 10). *Exploring the 'patient experience' of individuals with limited English proficiency: A scoping review*. Journal of immigrant and minority health. Retrieved November 3, 2021, from <https://pubmed.ncbi.nlm.nih.gov/30203377/>.