

**Question:**

In the adult ED patient population with LEP, how does the use of a remote interpreter compared to not using an interpreter improve patient quality care?

**Summary:**

The emergency department is the main entrance for patients. You have a diversity of patients that come through the Emergency room. Often you have patients who speak a language other than English, Spanish being the more common one. This language barrier can make treatment and communication with the patient difficult. Imagine going to the hospital to seek help but are unable to get your needs met due to a language barrier. This can cause anxiety for the patient not being able to communicate or understand what is going on. A solution to enhance this miscommunication is the use of a remote interpreter providing interpreting service via a tablet or over the phone thus decreasing the stress that occurs in a ER setting. Having an interpreter can help overcome challenges that may occur between the patient and healthcare providers. According to *Language interpreter utilization in the emergency department setting: a clinical review. Journal of health care for the poor and underserved.* “Compared with- English speaking patients, LEP patients report less satisfaction with medical encounters, have different rates of diagnostic testing, and receive less explanation and follow-up.” I feel as the nurse we should recognize this communication barrier and provide that interpretation for the patient increasing positive health outcomes. Providing the proper training to access remote interpreters is key. Often this tool is underutilized in the emergency setting due to lack of knowledge. These past few weeks I have witnessed this language barrier first-hand. The patient

with LEP is brought via ambulance, so no family at bedside, unable to understand the questions being asked. This can lead to misdiagnosing and unsatisfactory care for the patient. Most of the time the patient is confused and does not understand what they are being told by the doctors. In a hospital setting, mainly the Emergency department it can be a difficult task getting an on-site interpreter. Being open 24 hours, the schedule can be conflicting trying to get an on-site interpreter in the middle of the night. With remote interpreters you have access online 24 hours a day. According to research provided by *Journal of clinical nursing* "Communication was identified as the most important aspect as care provision and an essential component of a nurses professional role." Understanding there is a language barrier can help the nurse utilize the appropriate available tools to overcome these barriers. "Language barriers were identified as the biggest obstacles in providing adequate and timely care to the patients with English proficiency." "Eliminating language barriers is a crucial step in providing culturally competent and patient-centered care." Clear communication between the patient and health care worker is important to ensure the provision of culturally component care. When interpretation services are not offered, the miscommunication can lead to decreased patient satisfaction and poor understanding of diagnosis.

### **Conclusion:**

In conclusion, the use of medical professional interpreters increases the quality of patient care. The use of an interpreter helps the patient explain what is going as well as giving the physician a better understanding that will help in ordering the correct diagnostic testing for diagnosing. The patient will be able to communicate their feelings and concerns through the interpreter as well as understand any discharge information or medications that are needed for

treatment. These overall increases patient satisfaction. Proper training and use of interpretation play a hand in providing the best quality of care for the patient. Language barriers can negatively affect the understanding between the healthcare worker and the patient and use of medical interpreters are useful. Interpreters can have a positive impact providing safe effective patient care. “Nurses preferred VRI technology because of its positive effects on time expenditure and communication. VRI technology is likely to be adopted successfully and ensures increased use of professional language interpretation for patients with LEP.” Nurses' Perceptions of Technology Used in Language Interpretation for Patients with Limited English Proficiency.

#### **Work Cited:**

##### **Primary Article**

Jacobs, B., Ryan, A. M., Henrichs, K. S., & Weiss, B. D. (2018). Medical Interpreters in Outpatient Practice. *Annals of family medicine*, 16(1), 70–76.  
<https://doi.org/10.1370/afm.2154>

##### **Secondary Article**

Ali, P. A., & Watson, R. (2018). Language barriers and their impact on provision of care to patients with limited English proficiency: Nurses' perspectives. *Journal of clinical nursing*, 27(5-6), e1152–e1160. <https://doi.org/10.1111/jocn.14204>

##### **Tertiary Article**

Ali, P. A., & Johnson, S. (2017). Speaking my patient's language: bilingual nurses' perspective about provision of language concordant care to patients with limited English proficiency. *Journal of advanced nursing*, 73(2), 421–432.  
<https://doi.org/10.1111/jan.13143>

Ramirez, D., Engel, K. G., & Tang, T. S. (2008). Language interpreter utilization in the emergency department setting: a clinical review. *Journal of health care for the poor and underserved*, 19(2), 352–362. <https://doi.org/10.1353/hpu.0.0019>