Addressing Health Disparity by Increasing In-person Interpreter Participation during Family-Centered Morning Rounds

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BACKGROUND

• 30% of the patients at Boston Medical Center (BMC) have limited English proficiency (LEP)

• There previously existed no system to ensure presence of in-person interpreters (IPIs) for family-centered rounds (FCR) on the BMC Inpatient Pediatric Ward

• Without IPIs, benefits of FCR do not reach patients with LEP; this represents a clear disparity in care for these patients

AIM

• To increase the number of FCR encounters with LEP families that include IPIs to 75% on the BMC Inpatient Pediatric ward by January 2016

ACTIONS TAKEN

• Established a process that anticipates the need for IPIs

• Designed interpreter scheduling forms to be used daily during FCR

• Communicated weekly with inpatient team to field questions, obtain feedback, and share current data

• Measured patient and family satisfaction with a de novo survey instrument

CONCLUSIONS & LESSONS LEARNED

• FCR with pediatric patients and families with LEP is possible when the need for IPIs is anticipated and there is a system in place to have them present during FCR

• Meaningful partnership between interpreter services, the medical team, and ward staff is critical for achieving success

• Ensuring IPIs on FCR may represent a way to improve disparities in care in inpatient settings for LEP families

Run Chart: Percentage of Family-Centered Rounding Encounters during which an Interpreter was Included to Communicate the Care Plan to Patients and Families with Limited English Proficiency

<table>
<thead>
<tr>
<th>Percentage of Encounters with Interpreter (%)</th>
<th>% Encounters</th>
<th>Mean (50)</th>
<th>Goal (75)</th>
<th>N (Cumulative Encounters)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Intervention</td>
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<td></td>
<td></td>
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<tr>
<td>Post-Intervention</td>
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</tbody>
</table>

PDSA Cycles

PDSA 1: Process map of interpreter contact
PDSA 2: Preliminary resident orientation
PDSA 3: Refining team orientation, communication processes with interpreters
PDSA 4: Simplification of data collection forms
PDSA 5: Go-live as part of curriculum for students
PDSA 6: Balancing timing of encounters with interpreters

4E ROUNDING FORM: List of Non-English Speaking Patients

Communication Satisfaction Survey: Comparing LEP and EP families

"Name one thing you liked about rounds this morning"

- LEP (n=50)
- EP (n=83)

<table>
<thead>
<tr>
<th>Communication Satisfaction Survey</th>
<th>Percentage of Encounters (LEP)</th>
<th>Percentage of Encounters (EP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Attitudes/approaches of doctors</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Checking in/updating</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Care/Medical care</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Explanations/Information</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>10%</td>
<td>10%</td>
</tr>
</tbody>
</table>

*General Comments / Management Change Details:

Student Completing Form:

Resident name: ________________________
Page: __________

Note: % responses