

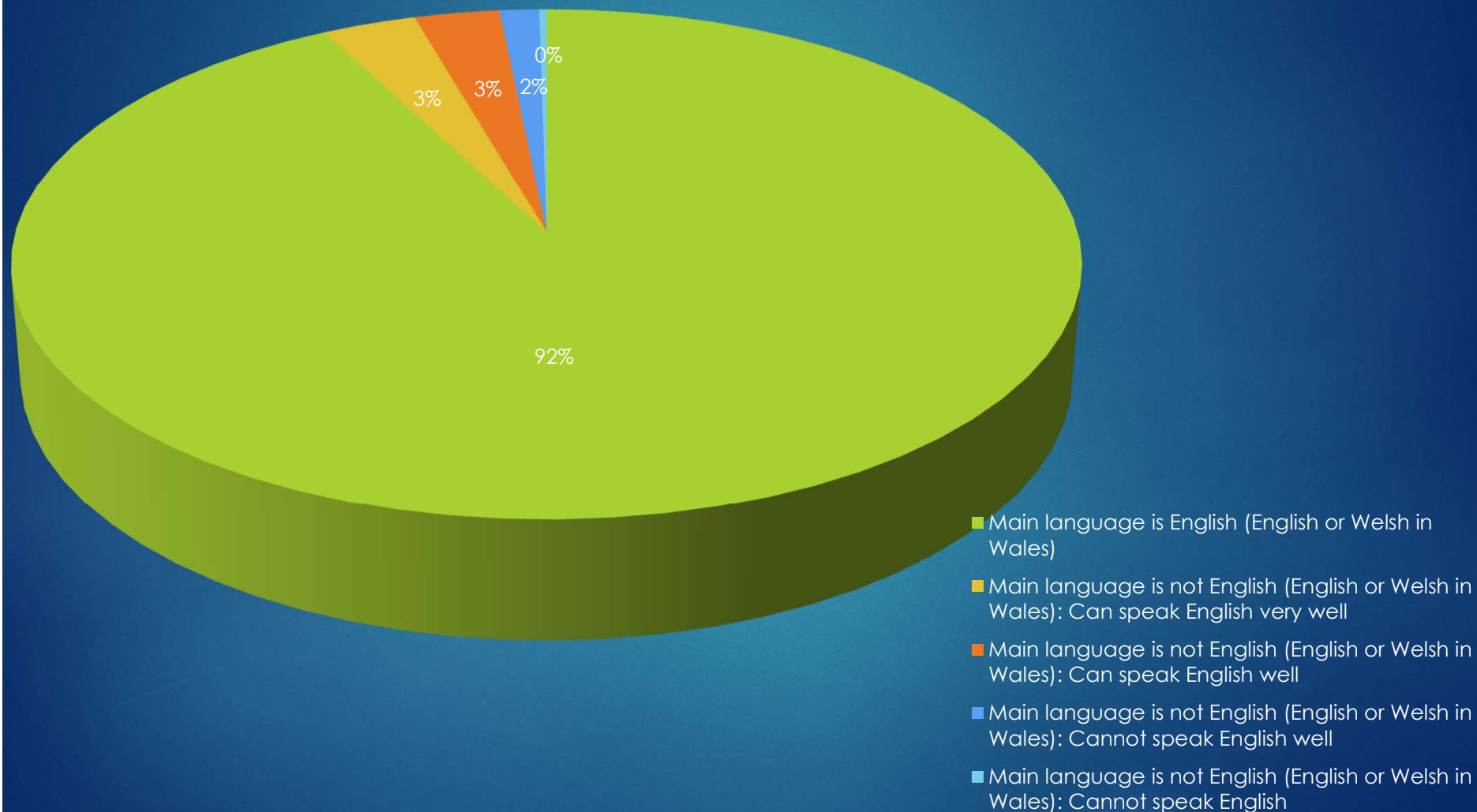
Improving Communication in Patients with Language Barrier

EUNICE CHAN

CAMBRIDGE UNIVERSITY HOSPITALS

PROFICIENCY IN ENGLISH IN ENGLAND AND WALES

(Office for National Statistics, 2011)



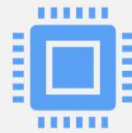
Main Strategies



Language Barrier in Safety Checks (van Rosse, et al., 2015)



Professional Interpreter (Clark, et al., 2014)



Modern Technology (Tate, et al., 2017)

Language Barrier Screening

The screenshot displays a clinical assessment tool with a sidebar on the left and a main data table. The sidebar lists various assessment categories such as 'Communication', 'Breathing & Circulation', and 'Hygiene & Dressing'. The main table has columns for dates and times (08:00, 20:00, 06:00, 06:00, 08:00, 08:00). A right-hand pane is open to the 'Language or speech difficulties' section, which includes a dropdown menu with 'No problems', 'Preferred language', and 'Dysphasia'. Below this is a 'Row Information' section with explanatory text. Red circles highlight the 'Preferred language' option and the 'Row Information' section.

Category	06/05/19	10/05/19	11/05/19	12/05/19	13/05/19	...
Advance Decisions (For Healthcare)						
Advance Decision to Refuse Treatment for Health Care						
Statement of wishes (including preferred place of care)						
Adult at Risk (Please click Row Info for these sections)						
Is this an Adult at Risk?						
Do you have a specific concern and wish to make a safeguarding referral?						
Req Doc Formula (view only)						
Communication						
Does the patient consider themselves disabled?						
Is the person known to have a learning disability?						
Cognitive Impairment						
Language or speech difficulties						
Patient's Vision Adequate to Safely Complete Daily Activities						
Registered Blind?						
Hearing problems?						
Breathing & Circulation						
Breathing						
Smoker?						
Smoking Amount						
Smoking cessation						
Hygiene & Dressing						
Bathing						
Same sex assistance preference						
Dressing						
Mobilising						

Language Barrier Screening

The screenshot shows the Epic Hyperspace interface for a patient in the ADD NEURO ICU - CUH Production unit. The 'Patient Alerts' window is open, displaying a table of alerts. Two alerts are visible: 'Impaired Vision or Blind' and 'Impaired Speech', both with a status of 'Active'. A red circle highlights the 'Impaired Speech' alert. The interface includes a navigation sidebar on the left with various clinical tools like Chart Review, Results Review, and Orders. The top navigation bar contains various system links and a patient ID field.

Date and Time	Contact	User	Type	Summary	Status
			Impaired Vision or Blind		Active
			Impaired Speech		Active

Language Barrier Screening

Patient Demographics

Pull Info

Patient Demographics

Name: [Redacted] NHS No.: 482 915 9782

Sex: [Redacted] Birth date: [Redacted] Aliases: 1 [Redacted]

Permanent Address | Temporary Address | Correspondence Address

Address: [Redacted]

Contact Information:	Number Type	Number
1	Home Phone	[Redacted]
2	Work Phone	[Redacted]
3	Mobile	[Redacted]

E-mail: [Redacted]

Comments:

Start Date: [Redacted]

+ Create New Address

General Information

Need interpreter?: [Redacted] ⚠

Interp. Comments: [Redacted]

Marital status: [Redacted] ⚠

Ethnicity: [Redacted] ⚠

Patient type(s): 1 [Redacted]

Language: [Redacted] ⚠

Written Language: [Redacted] ⚠

Religion: [Redacted] ⚠

UK Armed Forces: [Redacted] ⚠

Accept Cancel

Modern Technology



Action words



Telephonic interpreters



Visual aids

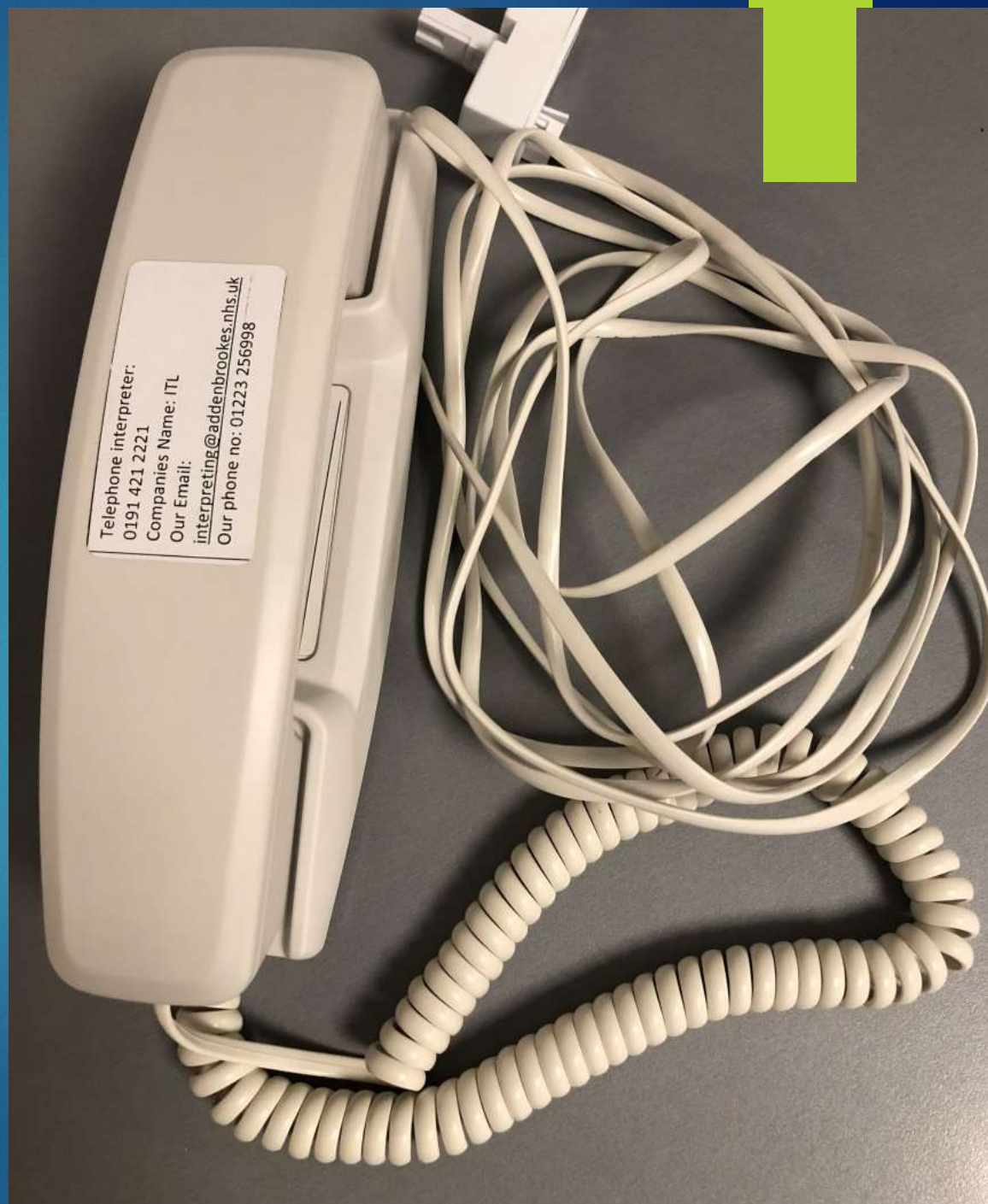


Patient education materials



Written translations through free web-based translation facilities (Gan, 2012)

Telephone Interpreting



Telephone Interpreting



IN EMERGENCY
SITUATIONS



SHORT APPOINTMENT



NOT ALL PARTIES ARE
AT THE SAME
LOCATION

Common
Phrase
Multilingual
Book



**A Communication Aid
for Patients in Hospital**



**A multilingual and illustrated guide,
for use by patients and staff**

Common Phrase Multilingual Book

Section 1 General Information for Patients

The translation of each phrase is in the following order

ENGLISH	
ARABIC	POLISH
BENGALI	PORTUGUESE
CHINESE	PUNJABI
CZECH	SOMALI
FARSI	SWAHILI
FRENCH	TURKISH
GUJARATI	URDU
HINDI	

Common Phrase Multilingual Book

CONTENTS

Section 1 – General information for patients

Hello	6
Welcome	6
Your name is?	7
Your address is?	7
When were you born?	7
Can you give us the name, telephone number and address of someone to be contacted?	8
Your language is?	8
What is your religion?	9
You are a patient	10
You are in hospital	10
I am your	11
Nurse	11
Doctor	12
Occupational Therapist	12
Physiotherapist	13

Section 2 – Assessment

Have you had an accident? When?	16
Did you lose consciousness?	17
When did you become ill?	17
Have you any pain? Point where. When did it start?	18
How bad is the pain?	19
Is the pain getting better/worse/staying the same?	20
Have you had any bleeding? Point where.	21
Are you a diabetic?	21
Are you taking any medication?	22
Have you any allergies?	23
Are you allergic to any medication?	24
Are you epileptic?	25
Are you feeling sick?	25
Have you any difficulty seeing, hearing, swallowing, or walking?	26
Are you pregnant?	27

Section 3 – Clinical care

Please lie down so I can examine you	30
I need to take your blood pressure	31
I need to do an ECG (electrical trace of the heart)	32
I need to take your temperature	33
I need to take your pulse	34
I need to examine you internally	35
I need to give you an injection	35
I need to pass this tube	36
I need to take a sample of your blood	36
Please remove any jewellery	37
I need to take an X-ray	38
I need to give you some stitches	39
Please pass water into this container	40
Do not eat or drink anything	41
We would like you to stay in bed	42
Please do not sit up	43
You may get up now if you wish	44
You need to stay in hospital	45
Breathe out	46
Breathe in	46
Hold your breath	46
Stand up	47
Sit down	47
Lie down	48
Lie on your side/back/front	48

Common Phrase Multilingual Book

CONTENTS

Section 4 - General care issues	
Please try not to worry	50
I can't sleep	50
Use this if you need help	51
I have pain	52
I need the toilet	53
I need help to go to the toilet	53
I want food	54
I am a vegetarian	55
I eat halal meat	56
I do not eat beef	56
I do not eat pork	57
I want a drink	58
I want to sit up	59
I want to lie down	60
I want to get up	61
I want a wash	62
I want to clean my teeth	63
I want to pray	64
I want to shave	65
I want tampons/sanitary towels	66
I want a newspaper	67
I want to watch TV	68
I want to make a telephone call	69
I want some toys	70
I want a potty	71
Section 5 – Procedural issues	
Your procedure should be done this morning	74
Your procedure should be done this afternoon	75
I'm sorry your procedure has been postponed for the present	76
I will let you know when it is planned for as soon as I find out	76
Please put on this gown and pants	77
Are you wearing any dentures? Please remove them if they are loose	78
Section 6 – Discharge	
The Doctor says you can go home today	80
The Doctor says you can go home tomorrow	81
Have you anyone who can transport you home?	82
Do you have your Doctors letter?	82
Do you have your tablets?	83
Do you have your belongings?	84
I will arrange for the district nurse to visit you	85
I will arrange an appointment for you at the clinic	86
We would like to send you to the discharge lounge where you can comfortably wait to be picked up	87
Goodbye and take care	88
Section 7 – Maternity	
Is the baby coming?	90
How many weeks are you?	91
How regular are your contractions?	92
What number baby is this?	92
Have your waters broken?	93
What pain relief would you like?	93
Who is with you?	94
Section 8 - Extra phrases	97-123

Common Phrase Multilingual Book

Are you allergic to any medication?

هل تتناول دواء معين؟

আপনার কি কোন ঔষধে এলাজী আছে ?

你對什麼藥物過敏嗎？

Jste alergický/ká na nějaké léky?

آیا شما زردگی دارو حساسیت دارید؟

Est-ce que vous faites une allergie à certains médicaments?

तमने कोठे दवाथी आऽ असर(अवच्छेद) थाय छे?

क्या आप किसी दवा/औषधि से अलर्जिक(allergic) है?

Czy jesteś uczulony na jakiegokolwiek lekarstwa?

É alérgico a algum medicamento?

ਕੀ ਕੋਈ ਐਸੀ ਦਵਾਈ ਹੈ ਜੋ ਤੁਹਾਨੂੰ ਮਾਫਕ(ਐਲਰਜਿਕ) ਨਹੀਂ ਆਉਂਦੀ ?

Allarjiyo ma u leedahay daawooyinka daawo ka mid ah?

Je una mzio wa madawa yeyote?

Herhangi bir ilaca alerjiniz var mı?

کیا آپ کو کسی دوا سے الرجی ہو جاتی ہے؟



ICU Application



Ipad
Application



Available in
several
languages



Needs intact
motor functions

ICU Application

I SPEAK:

yo hablo español >

MY CAREGIVER SPEAKS:

English >

I speak English

yo hablo español

أنا أتحدث العربية

Mluvím česky

Ich spreche Deutsch

Je parle français

मैं हिंदी बोलता हूँ

Parlo italiano

私は日本語を話します

Aš kalbu lietuviškai

ik spreek Nederlands

Mówię po polsku

Eu falo português

Я говорю по-русски

Jag talar svenska

ben Türkçe konuşuyorum

Я розмовляю українською

我会说普通话

Comunicador

Diario

Recursos

Idioma

ICU Application

07:13 Sat 17 Aug

16%

Comunicador



No

Sí

GRACIAS

DETENER

CONTINUAR

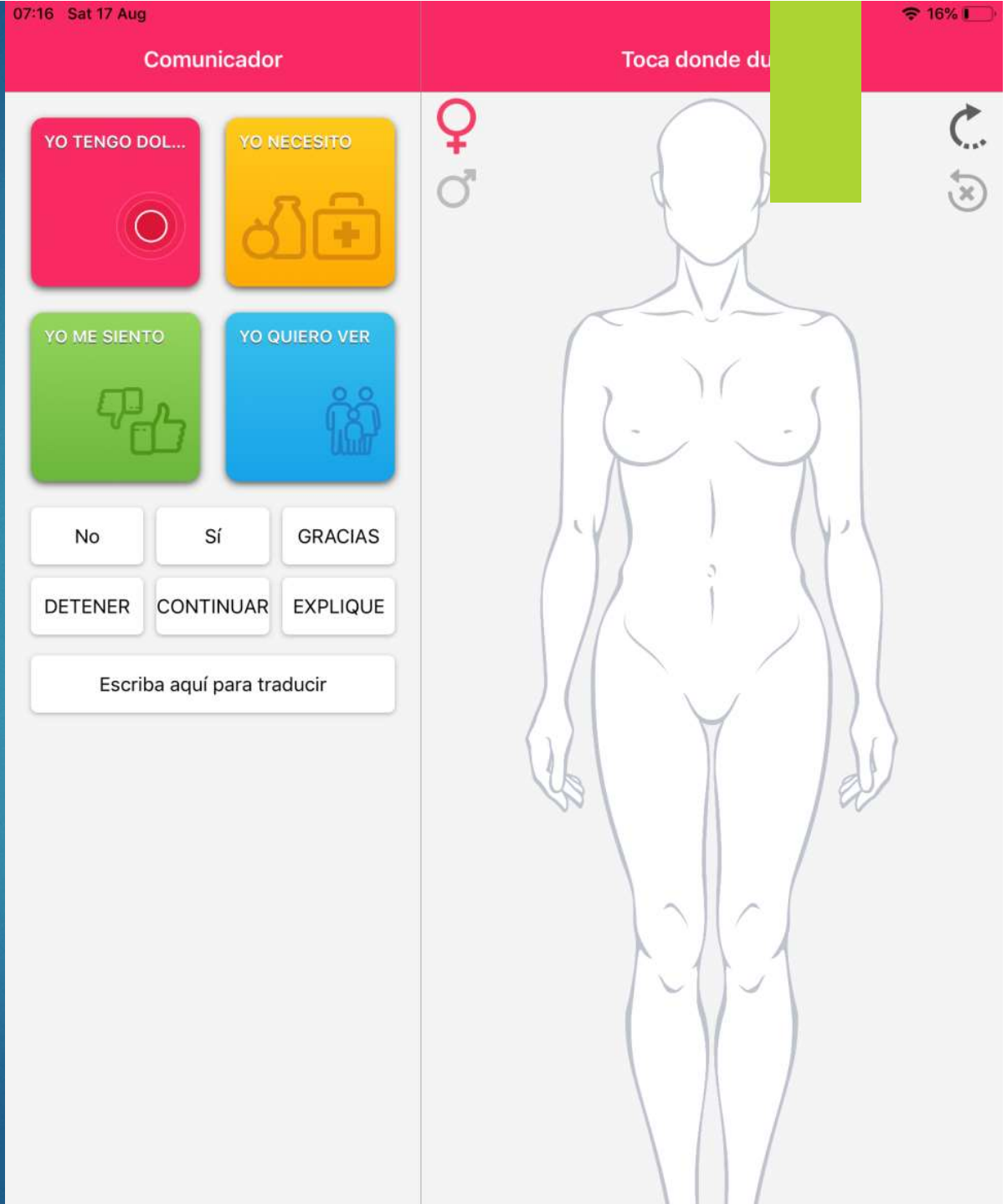
EXPLIQUE

Escriba aquí para traducir

Nada seleccionado

Selecciona el artículo a la izquierda

ICU Application



ICU Application

07:16 Sat 17 Aug

Comunicador

YO TENGO DOL... YO NECESITO

YO ME SIENTO YO QUIERO VER

No Sí GRACIAS

DETENER CONTINUAR EXPLIQUE

Escriba aquí para traducir

YO NECESITO

ESP	ENG
Agua	Water
Alimentos	Food
Medicamentos para el dolor	Pain Medications
Baño	Restroom
Tina	Bath
Doblar a la izquierda	Turn to the left
Doblar a la derecha	Turn to the right

16%

ICU Application

07:16 Sat 17 Aug

Comunicador

YO TENGO DOL... YO NECESITO

YO ME SIENTO YO QUIERO VER

No Sí GRACIAS

DETENER CONTINUAR EXPLIQUE

Escriba aquí para traducir

YO ME SIENTO

ESP ENG

Bien	Ok
Mejor	Better
Peor	Worse
Inseguro	Unsure
Con hambre	Hungry
Ansioso	Anxious
Frío	Cold
Caliente	Hot
Con náuseas	Nauseous


16%

ICU Application


07:16 Sat 17 Aug 16%

Comunicador


YO TENGO DOL...




YO NECESITO



YO ME SIENTO



YO QUIERO VER



No Sí GRACIAS

DETENER CONTINUAR EXPLIQUE

Escriba aquí para traducir

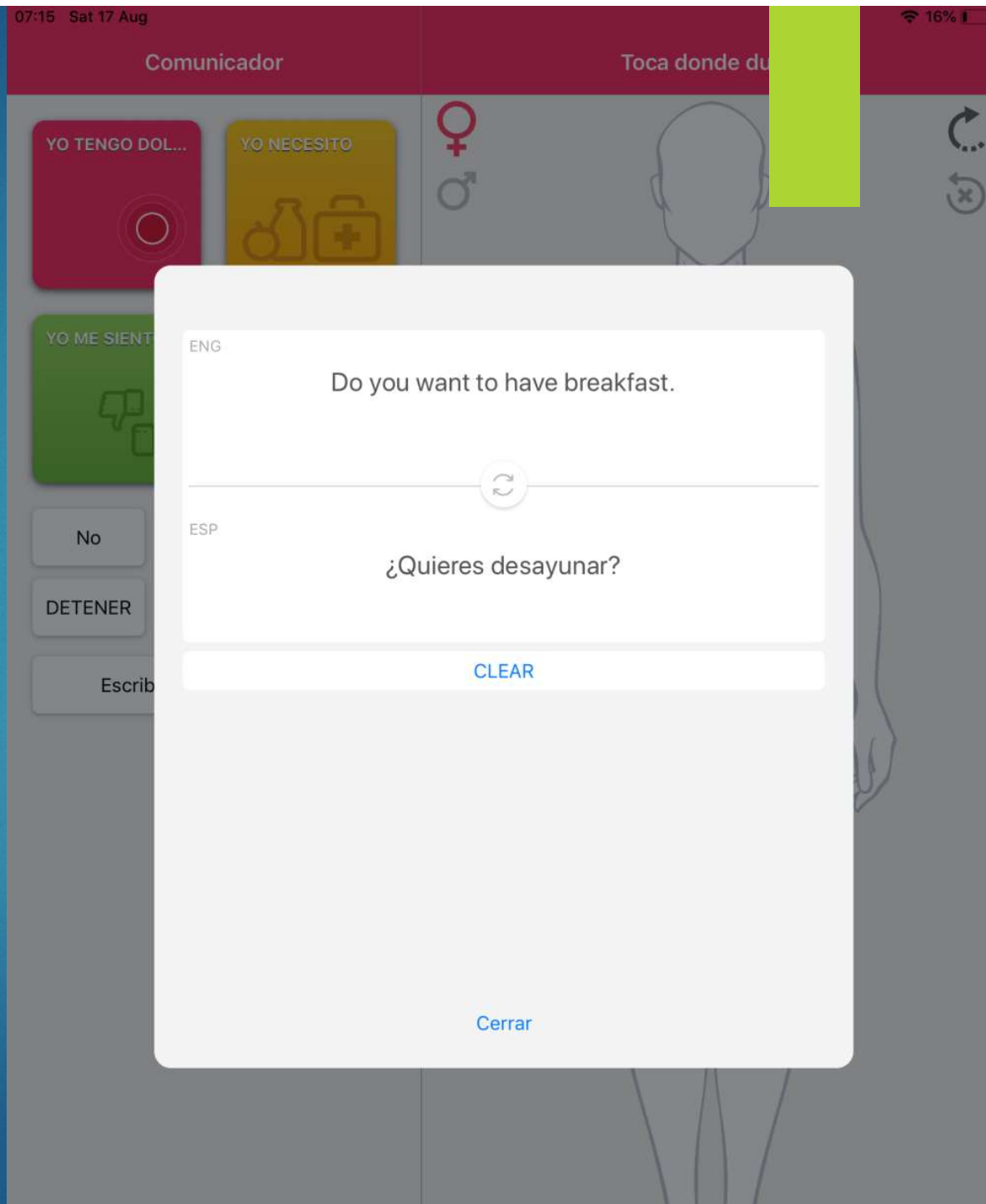
YO QUIERO VER

ESP	ENG
Mi familia	My Fa
Médico	Doctor
Enfermera	Nurse
Capellán	Chaplain
Fisioterapeuta	Physical Therapist

ICU Application



ICU Application



MyICUvoice



IPAD
APPLICATION



ENGLISH AND
PORTUGUESE

MyICUvoice

Choose the location displayed on the orientation screen

You are currently in Intensive Care Unit.

Intensive Care Unit

Update

Change language

Change language

Cloud storage information

Cloud storage information

Change password

Change password

version 1.0.35

MyICUvoice

Categories



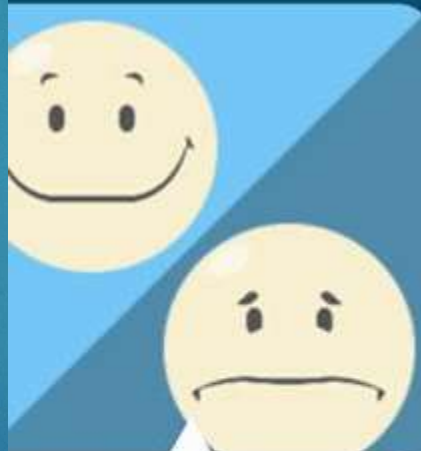
I need something...



How I'm feeling:
(physically)...



I have a c



How I'm feeling:
(emotionally)...



My breathing...



MyICUvoice

Foot/calf pump

Point your toes downwards, then, back up towards the ceiling.

Repeat the exercise 1 times.



Exercise 1 of 2



Exit exercise session



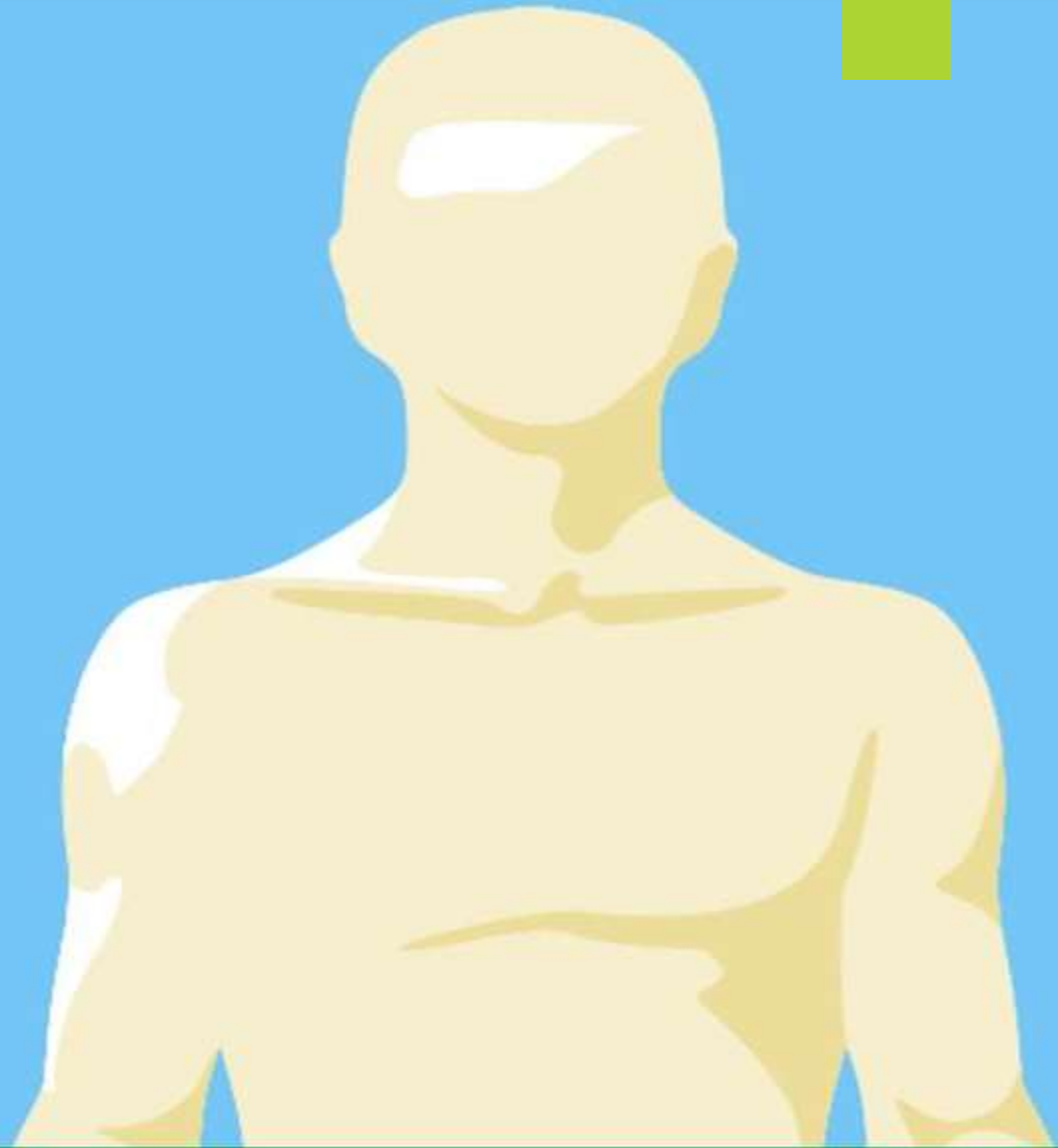
MyICUvoice



You have completed 0 out of 1
exercise sessions.
Would you like to start an exercise session now?

Where is your pain?

MyICUvoice



View other side

We offer professional language services.

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Albanian	Chhattisgarhi	Hebrew	Lombard	Piemontese	Tegalog
Amharic	Chiga	Hindi	Lomwe	Pilipino	Taiwanese
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Bembe	Fijian	Kannada	Marwari	Sgaw	Ukrainian
Bengali	Finnish	Kanuri	Mazandarani	Shona	Urdu
Bhili	French	Karon	Mbundu	Sicilian	Uzbek
Bicolano	Fulacunda	Khmer	Miao	Sidamo	Vietnamese
Bisayan	Fulani Ffulude	Kikuyu	Mien Mien	Sindhi	Viasyan
Bosnian	Fullah	Kirghiz	Minangkabau	Singhalese	Wari-Wari
Bouyai	Ga Ga	Kirundi	Minnan	Sinhala	Welsh
Brahui	Gaelic	Kituba	Mixteco	Siraiki	Wolof
Braj Bhasha	Galician	Konkani	Mongolian	Slovak	Wu
Brevese	Gan	Korean	Moore	Slovenian	Xhosa
Breton	Ganda	Kurmanji Kurdish	Munukutuba	Soga	Xiang
Bugis	Garhwali	Kurux	Ndobofo	Somali	Yao
Bulgarian	Georgian	Lampung	Nepalese	Sorani (Kurdish)	Yiddish
Bundeli	German	Laotian	Norwegian	Sotho	Yoruba
Burmese	Gikuyu	Latin	Nung	Spanish	Yue
Byelorussian	Gondi	Latvian	Nupe	Sukuma	Zande
Cajun	Gorani (Kurdish)	Letzebuergesch	Occitan	Sunda	Zarma
Cambodian	Greek		Oriya	Susu	Zhuang
Cantonese				Swahili	Zulu
Catalan				Swati	

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Professional
 Interpreter

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