

Engaging Interpreters In Patient Care Conversations Within A Metropolitan Hospital's Emergency Department

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1. Background

- Language barriers between healthcare providers and patients are becoming more prevalent worldwide (1).
- Effective interpreter communication can ensure patients receive access to high-quality and equitable healthcare, particularly within an Emergency Department (ED) (2).



Figure 1. South Western Sydney Local Health District's Community Snapshot (3)



Figure 2. ED Presentations and Occasion of Services across a single 24-hour Period (3)

4. Conclusion

The research study possess a range of benefits for the metropolitan Hospital, these include:

- Improving communication practices between interpreters, clinicians and patients.
- Enhancing patient experience, care satisfaction and health outcomes
- Developing a tool to reduce communication errors (3).
- Identifying opportunities to enable equitable access to healthcare for culturally and linguistically diverse (CALD) communities (4).

2. Objectives

Knowledge Gap: Limited evidence on the quality, effectiveness, and direct conversation between patients-interpreters within an Australian metropolitan Hospital's ED

Research Question: What are the enablers and barriers to engaging interpreters in patient care conversations within a Metropolitan Hospital's ED?

3. Methods

A Parallel mixed methods approach:

Data Collection Tool	Participants	Analysis Approach
Semi-structured Focus Groups	Interpreters (n=6)	Thematic Analysis
Semi-structured Interviews	Clinicians and consumer representatives (n=5)	Thematic Analysis
Secondary data collection	Patient Experience Survey [Data records (n=30-50)] Metropolitan Hospital's ED Interpreter Data [Data records (n=1)]	Descriptive statistics

References

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If you have any questions, feedback or would like research updates, please scan the QR code.

