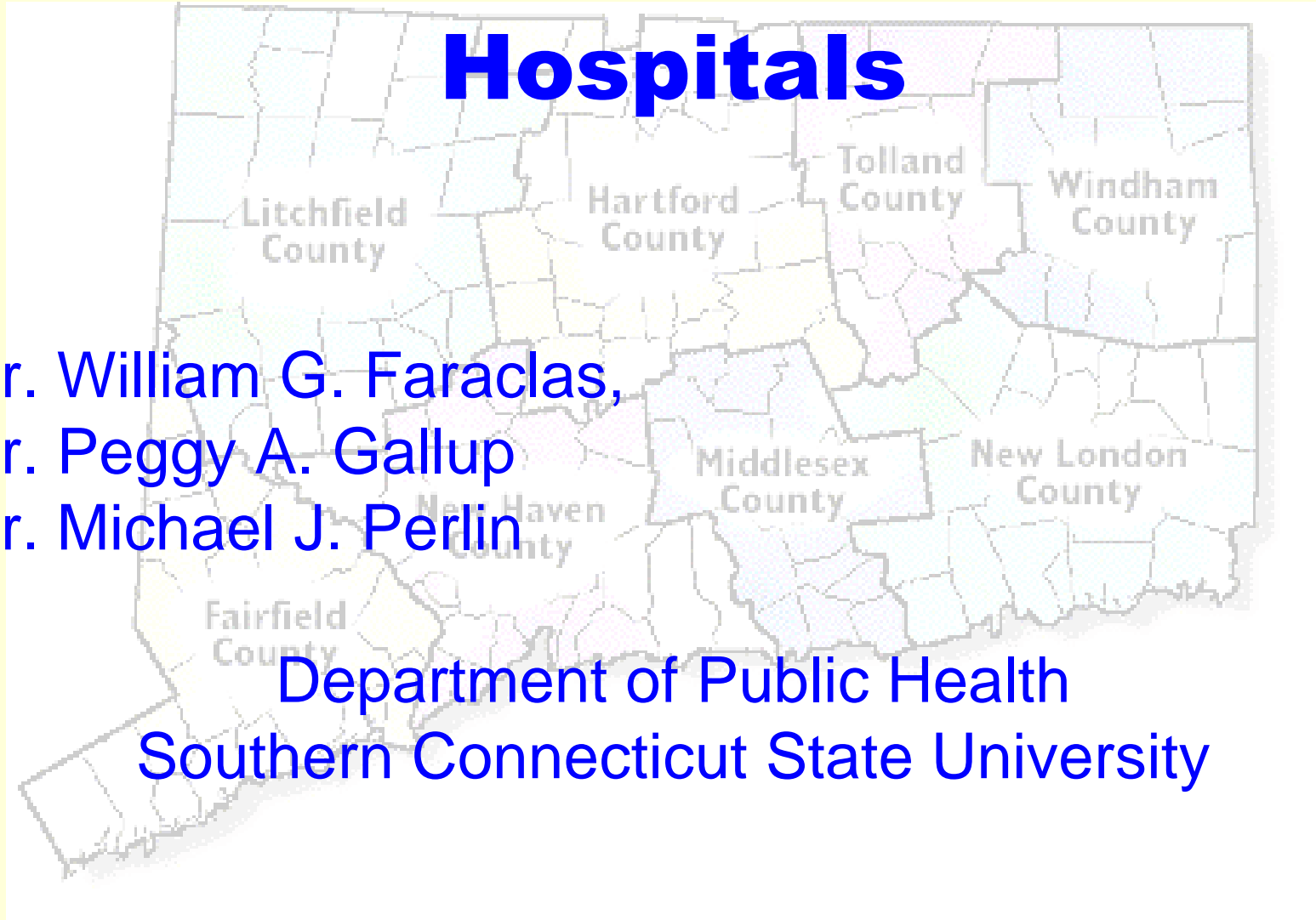


Medical Interpretation in Connecticut's Acute Care Hospitals

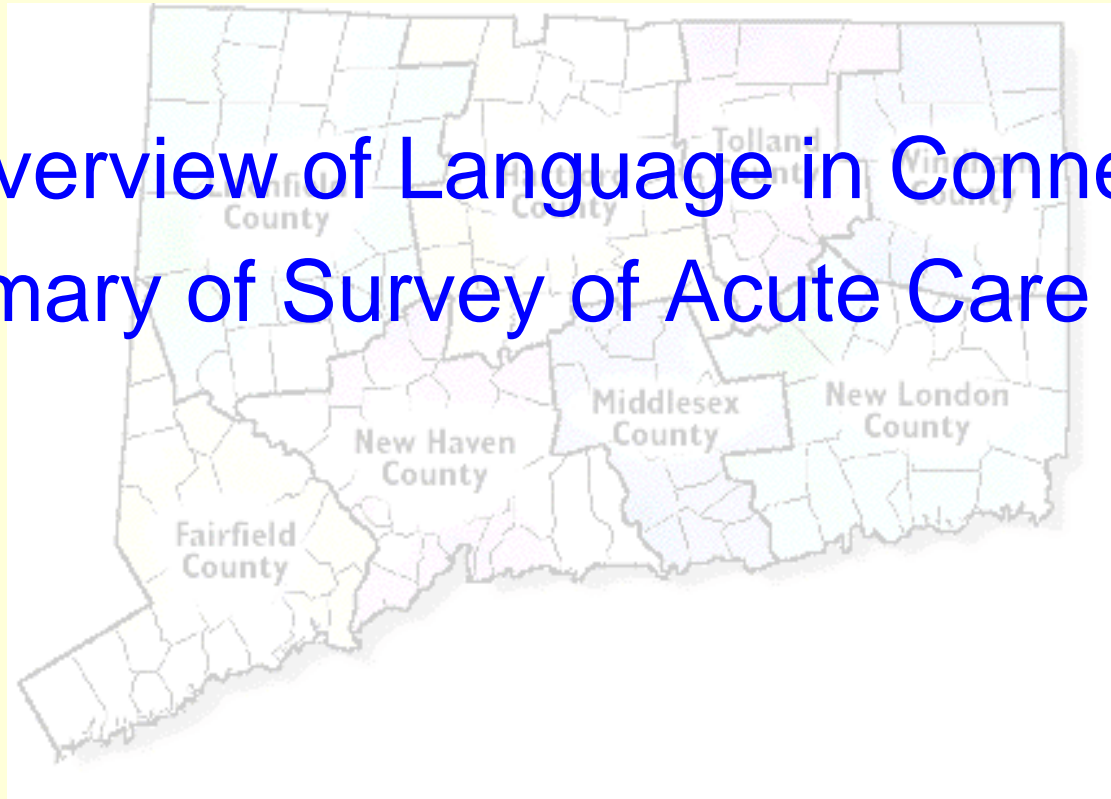
Dr. William G. Faraclas,
Dr. Peggy A. Gallup
Dr. Michael J. Perlin

Department of Public Health
Southern Connecticut State University



Medical Interpretation in Connecticut's Acute Care Hospitals

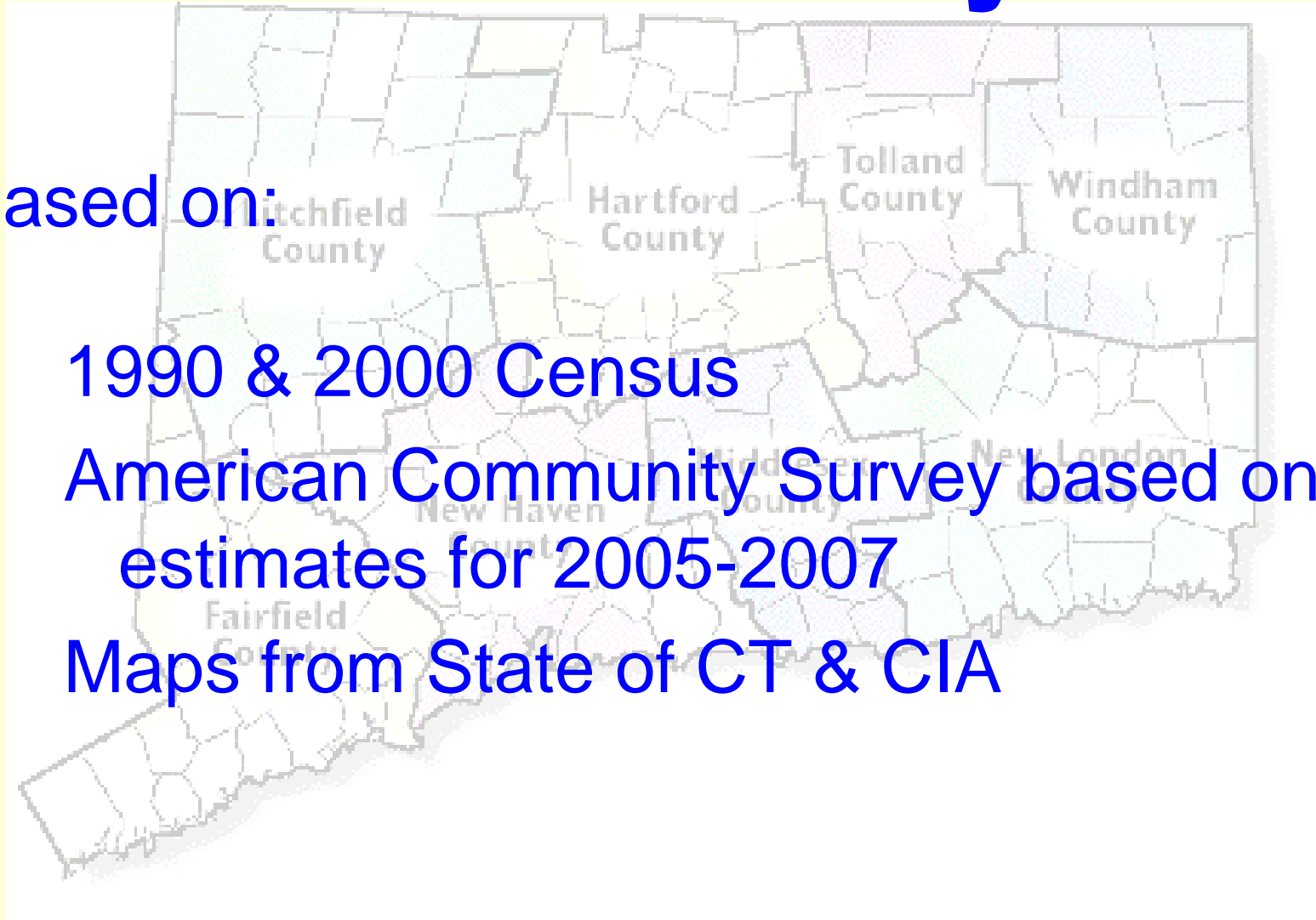
Overview of Language in Connecticut
Summary of Survey of Acute Care Hospitals



U.S. Census & American Community Survey

Based on:

- 1990 & 2000 Census
- American Community Survey based on estimates for 2005-2007
- Maps from State of CT & CIA



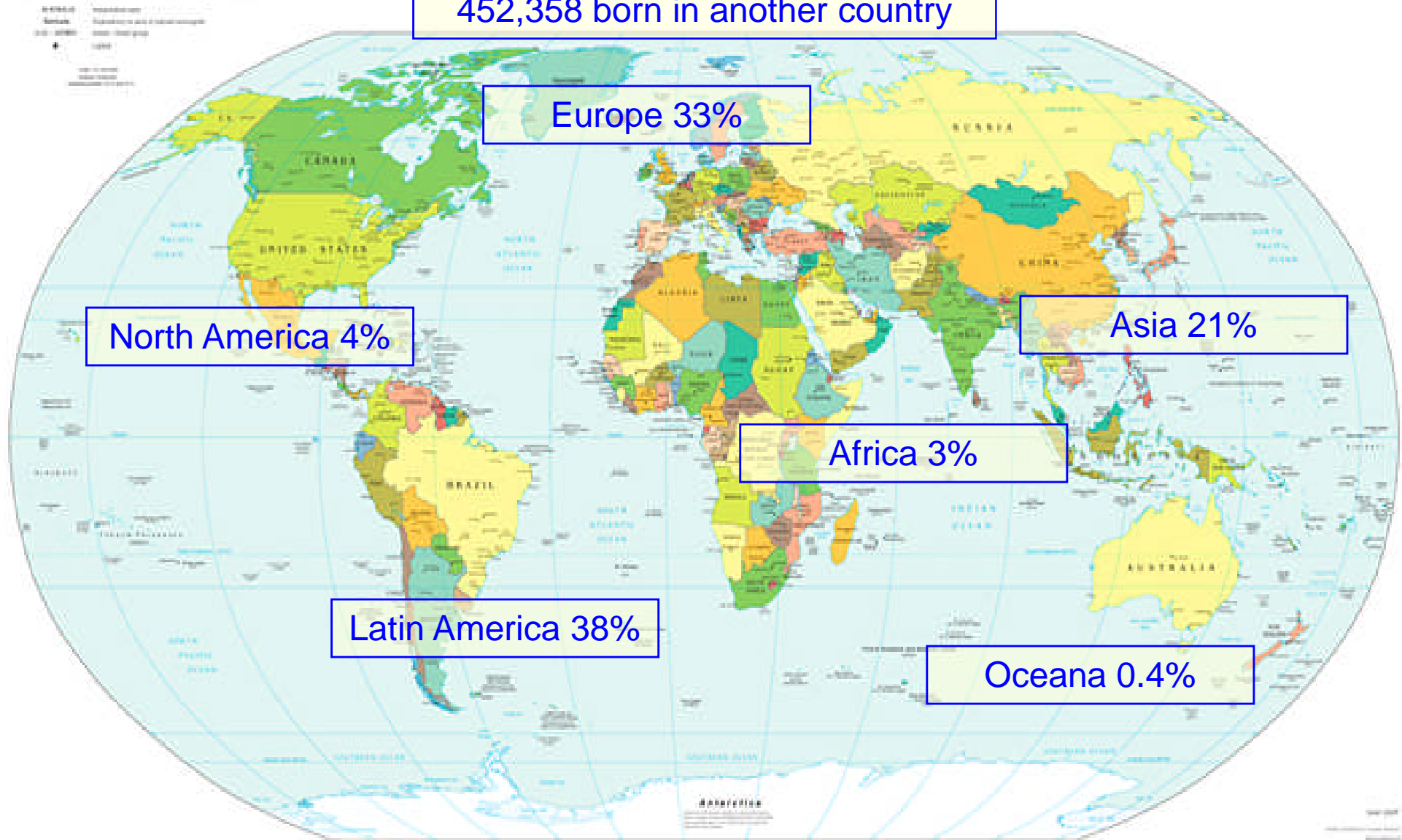
U.S. Census & American Community Survey

Language questions for those 5 and over

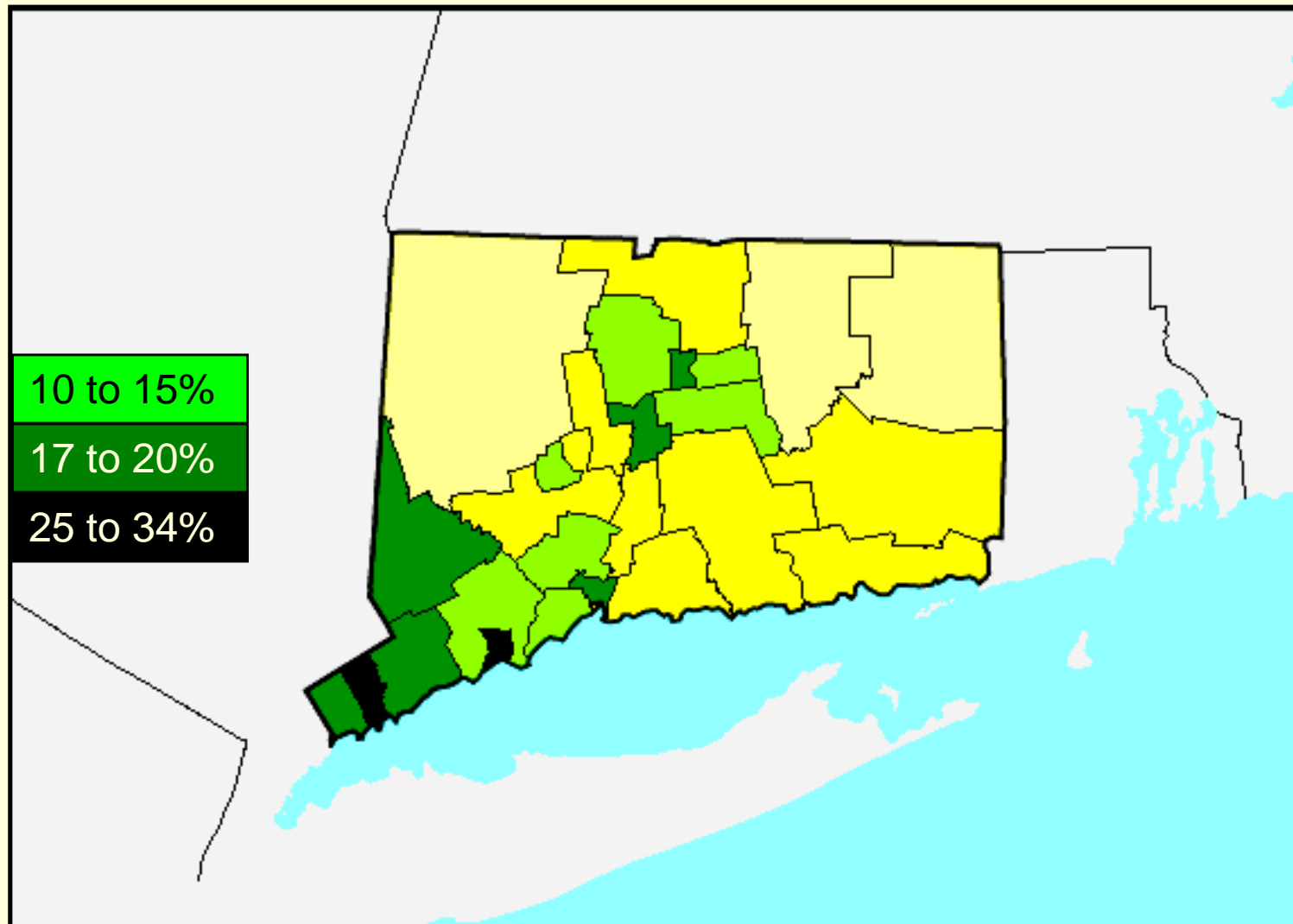
1. Does this person speak a language other than English at home?
(For those who speak another language)
2. What is this language?
3. How well does this person speak English? --
very well, well, not well, not at all.

Foreign Born Residents 2006

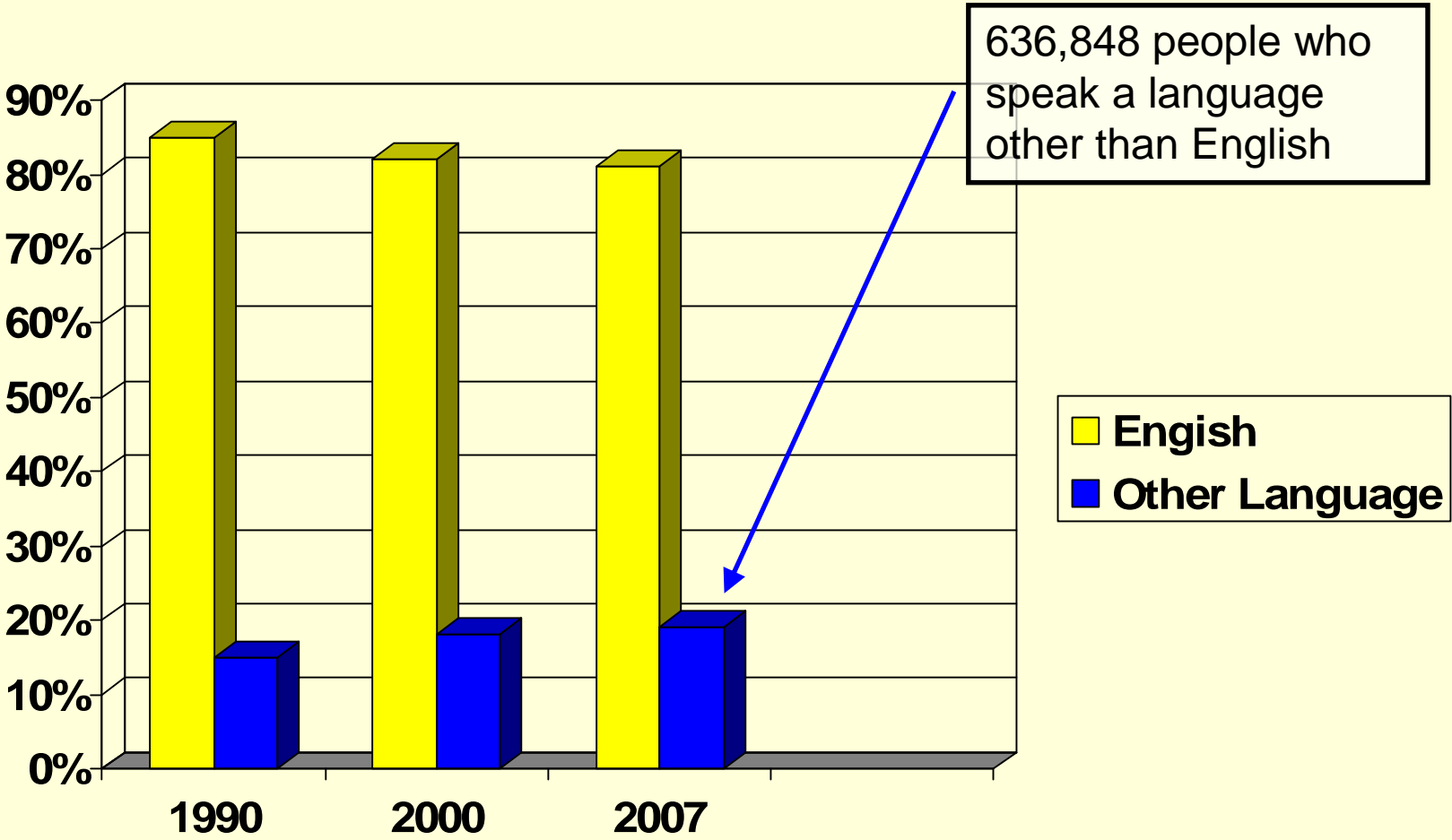
Political Map of the World, June 2009



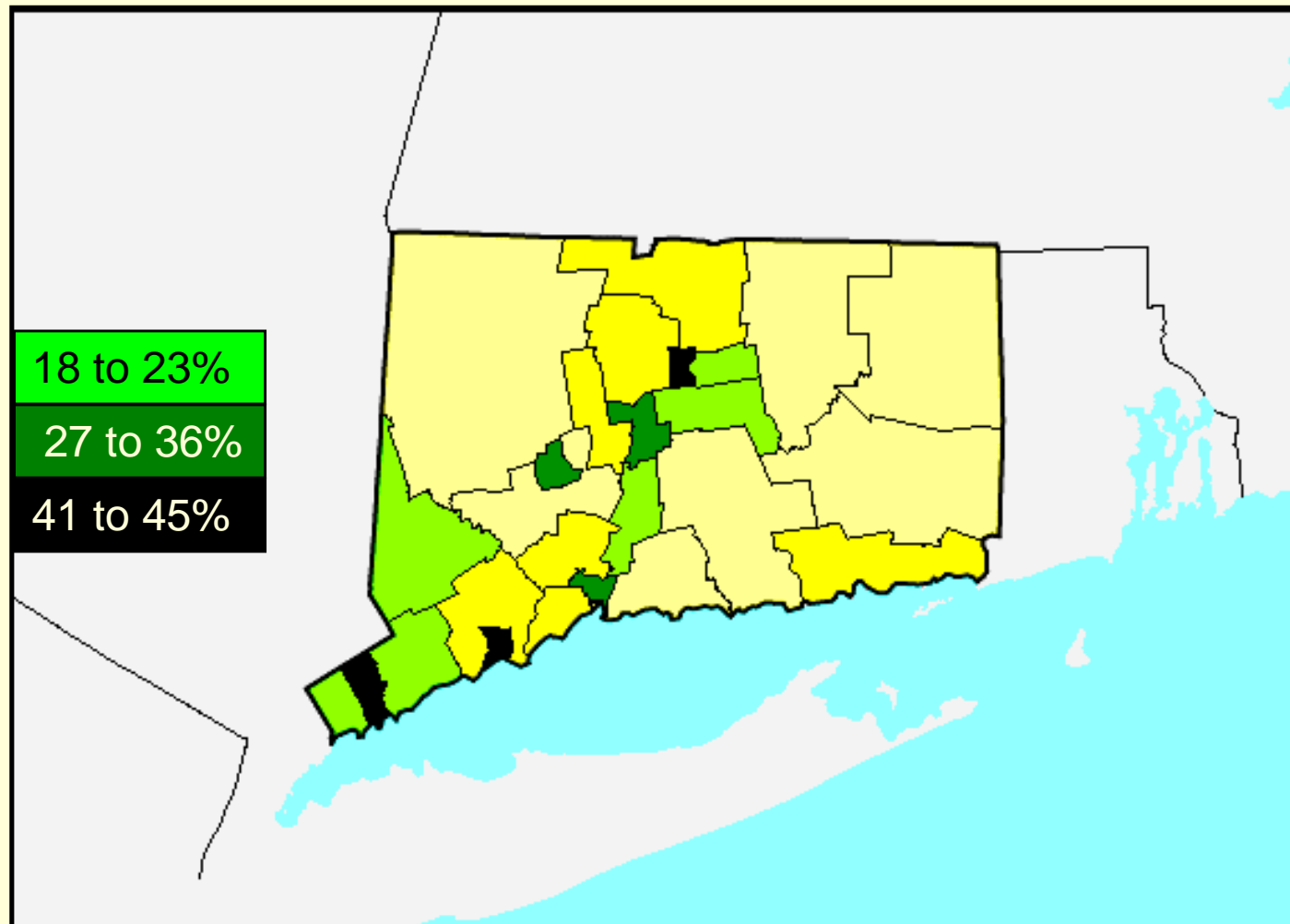
Foreign Born Population 2007



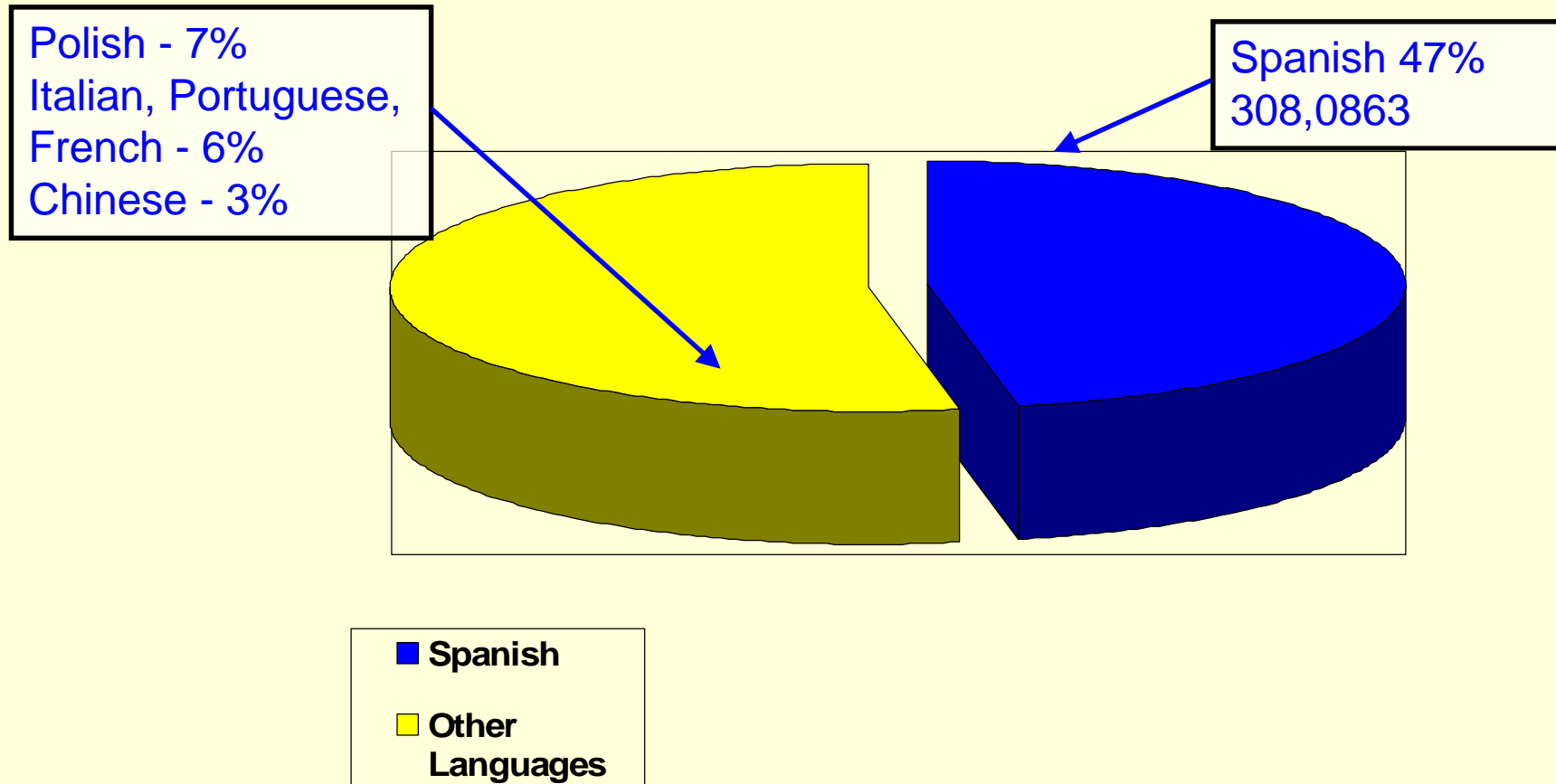
Language Spoken at Home



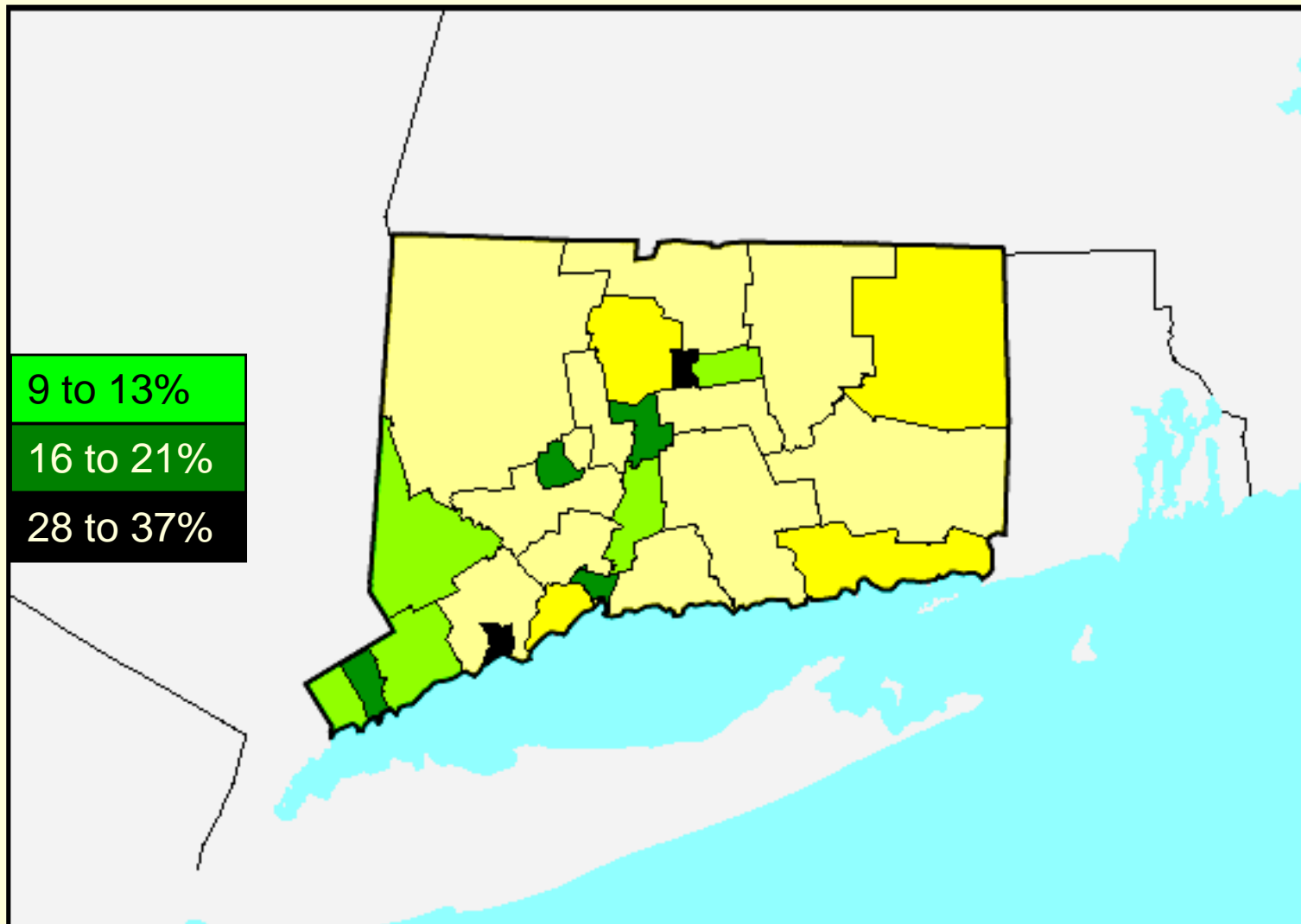
Speak a Language other than English at Home -2007



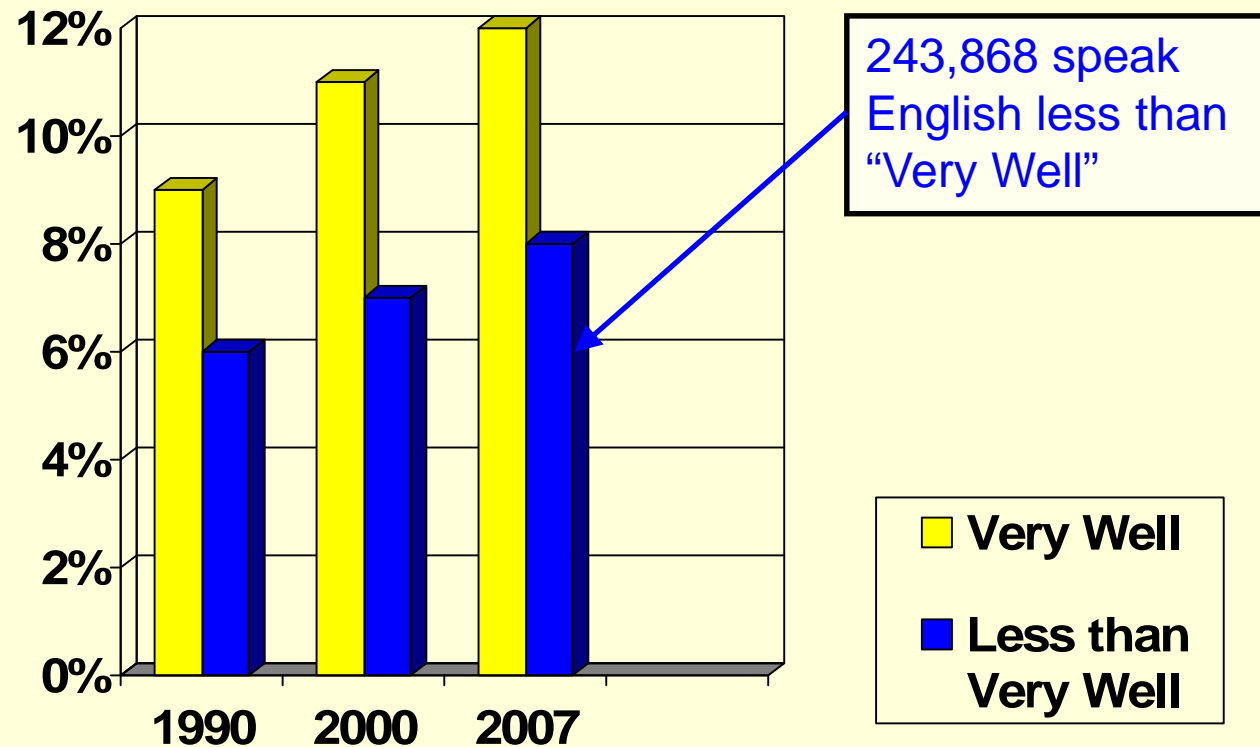
Languages other than English



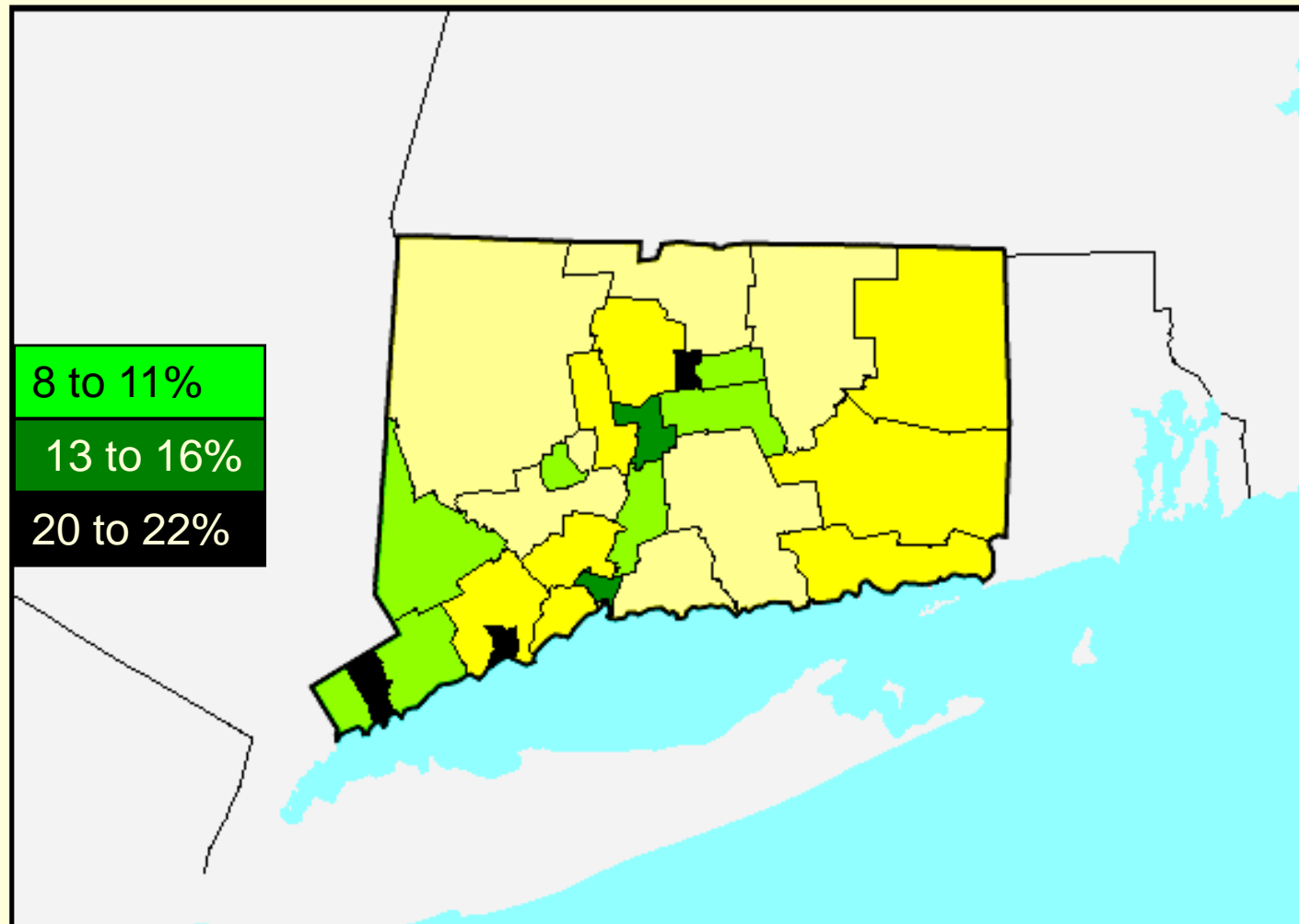
Speak Spanish at Home 2007



Speak English less than “Very Well”



Speak English less than “very well” 2007



Acute Care Hospital Survey

- Assess the demand for limited English proficiency (LEP) services in hospitals, describe services that are in place, and to identify the challenges to providing those services.
- Survey of Connecticut's acute care hospitals in Connecticut.
 - Conducted via Survey Monkey
 - Approved by University IRB
 - Surveys anonymous, with no descriptive information on hospitals
- Seventeen (17) hospitals of 29 hospitals (59% of the total) responded.

Languages Encountered

- Persons with LEP make up between 1 to 20% of their patient populations.
- Spanish is the most common language.
 - Every hospital serves Spanish-speaking patients, with 88% doing so frequently.
- About one quarter of hospitals see Portuguese speaking & Polish speaking patients frequently, as well.
- Italian(12%), Vietnamese (12%) and Russian (6%) are the other languages identified as frequently encountered.

Sources of Information on Assessing Language Services Need (Ranked)

1. Patient information data
2. Connecticut Hospital Association
3. Local community organizations
4. State governmental agencies
5. US Census
6. Community needs assessment
conducted by hospital

Services for Spanish Speaking Patients

Technology interpretation	
Telephone 100%	Video 35%
In person interpretation	
Clinical staff 71%	Other staff 71%
Staff Interpreters 53%	Agencies 41%
Freelance 29%	Volunteer 6%
Other services	
Signage 71%	Comm. Boards 29%
Educational Programs 53%	

Services for Other Language Speaking Patients

Technology interpretation	
Telephone 100%	Video 52%
In person interpretation	
Clinical staff 28%	Other staff 28%
Staff Interpreters 6%	Agencies 41%
Freelance 18%	Volunteer 12%
Other services	
Signage 29%	Comm. Boards 12%
Educational Programs 35%	

Qualifications for Interpreters (n=9)

Language proficiency	100%
Pass exam	67%
Complete course	56%

Sources of Payment

Hospital general budget	100%
Philanthropy	12%
Medicare	0%
Medicaid	0%
Other government	0%
Private payers	0%

Most Common Obstacles to Providing Service

- Cost of providing services
- Unavailability of translated written materials in a variety of languages
- Insufficient data from external sources to develop a community language profile
- Need for services around the clock
- Variety of languages spoken by patients
- Limited availability of interpreters for some languages
- Patients' reluctance to use technology

Thank you – questions?

Political Map of the World, June 2009

