Medical Interpretation in Connecticut’s Acute Care Hospitals

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

Department of Public Health
Southern Connecticut State University
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Overview of Language in Connecticut
Summary of Survey of Acute Care Hospitals
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

452,358 born in another country

Europe 33%

Asia 21%

Africa 3%

Latin America 38%

North America 4%

Oceana 0.4%
Foreign Born Population 2007

- 10 to 15%
- 17 to 20%
- 25 to 34%
Language Spoken at Home

636,848 people who speak a language other than English
Speak a Language other than English at Home - 2007

- 18 to 23%
- 27 to 36%
- 41 to 45%
Languages other than English

- Spanish: 47%, 308,086
- Polish: 7%
- Italian, Portuguese, French: 6%
- Chinese: 3%

Other Languages
Speak Spanish at Home 2007

9 to 13%
16 to 21%
28 to 37%
Speak English less than “Very Well”

243,868 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

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<thead>
<tr>
<th>Technology interpretation</th>
<th>Video 35%</th>
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<td>Telephone 100%</td>
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## In person interpretation

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<th>Clinical staff 71%</th>
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<td>Staff Interpreters 53%</td>
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<td>Volunteer 6%</td>
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## Other services

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Qualifications for Interpreters (n=9)

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<tr>
<th>Qualification</th>
<th>Success Rate</th>
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<tr>
<td>Language proficiency</td>
<td>100%</td>
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<td>Pass exam</td>
<td>67%</td>
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<tr>
<td>Complete course</td>
<td>56%</td>
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## Sources of Payment

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<th>Source</th>
<th>Percentage</th>
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<td>Hospital general budget</td>
<td>100%</td>
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<td>Philanthropy</td>
<td>12%</td>
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<td>Medicare</td>
<td>0%</td>
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<td>Medicaid</td>
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<td>Other government</td>
<td>0%</td>
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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?

σας ευχαριστούμε
ありがとう
gracias
謝谢
obrigado
merci