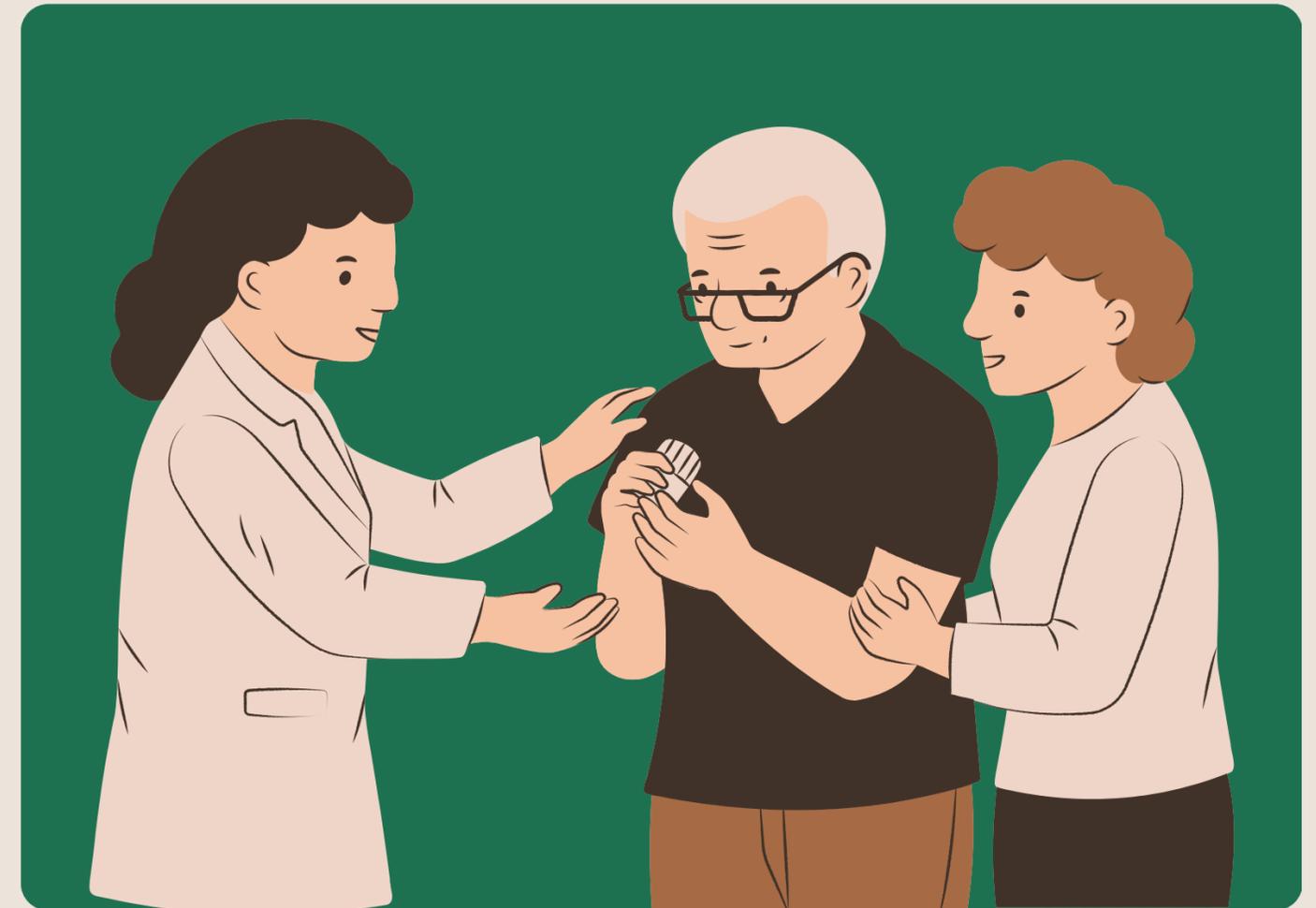


Effects of Interpreter Access on the Quality of Care Spanish-Speaking Patients with Hypertension Experience

Presenters: Claire Ali-Khan & Justin C
Faculty: Dr. John Billimek



Language Barriers

- Can occur when the patient and physician do not speak the same language
- Interpreters can help combat language barriers



**MORE THAN 25 million people
over the age of 5 in the United
States were considered Limited
English Proficient in 2013.**

*U.S. Census Bureau 2013

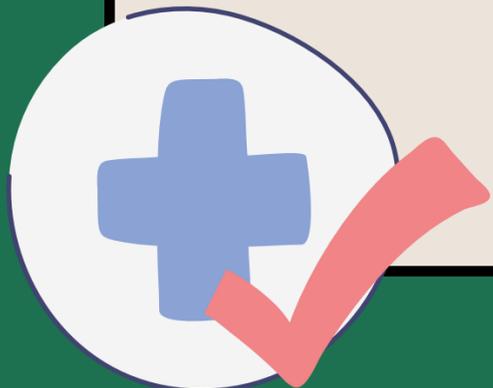
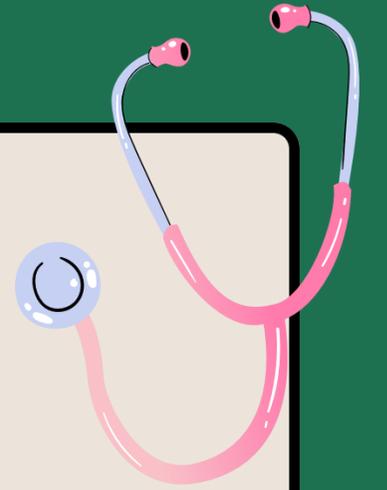
Problem

Interpreter access impacts the quality of care Spanish-speaking patients with hypertension experience



Research Question

How does interpreter access impact patient-doctor relationship (patient centered care) and interpersonal processes of care Spanish-speaking patients with hypertension experience



Methods

- Patient care questionnaire was given to 390 Spanish-speaking hypertensive patients from UCI's clinic in Santa Ana
- The questionnaire was part of Mi Propio Camino (My Own Path) baseline survey

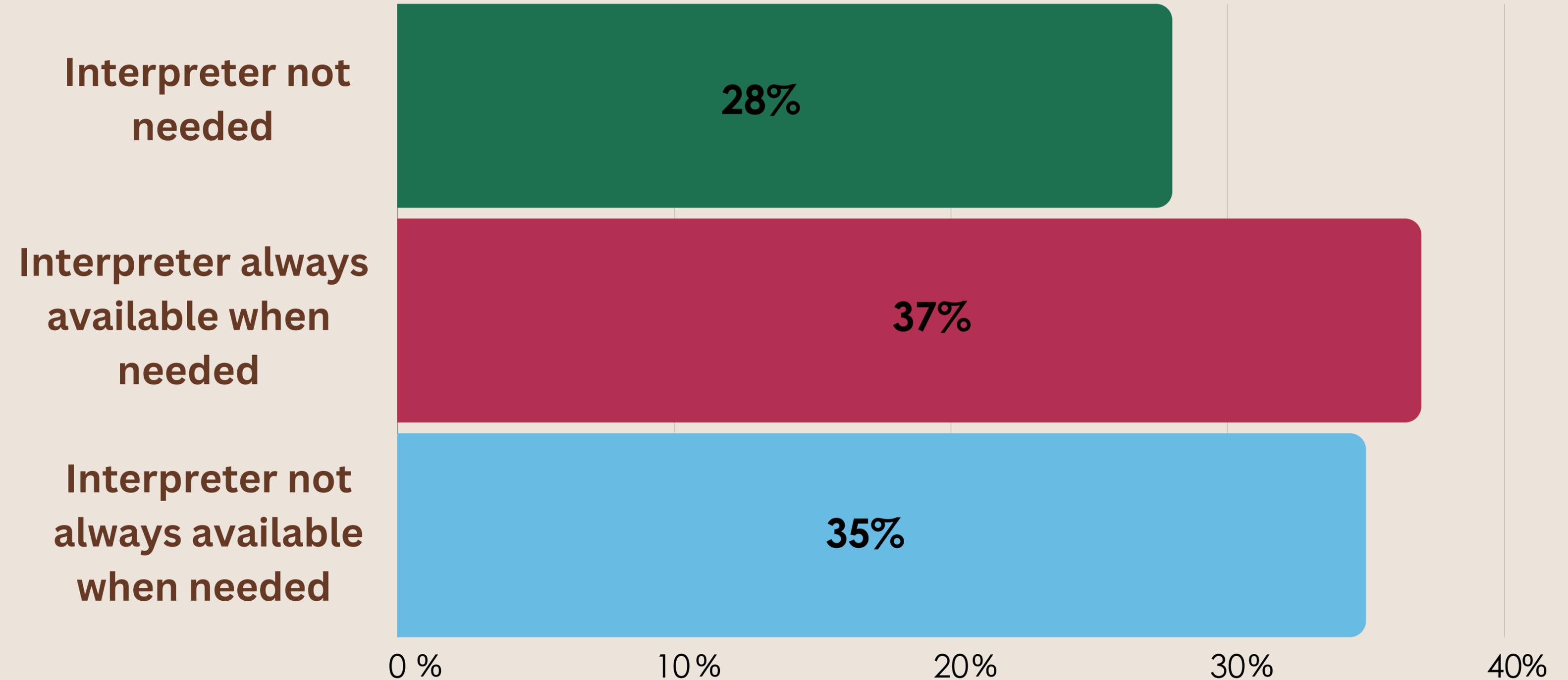


Methods Continued

- Comparison of patient care of patients who...
 - Interpreter was not needed
 - Interpreter always available when needed
 - Interpreter not always available when needed



Patient Interpreter Access vs Patient Percentage



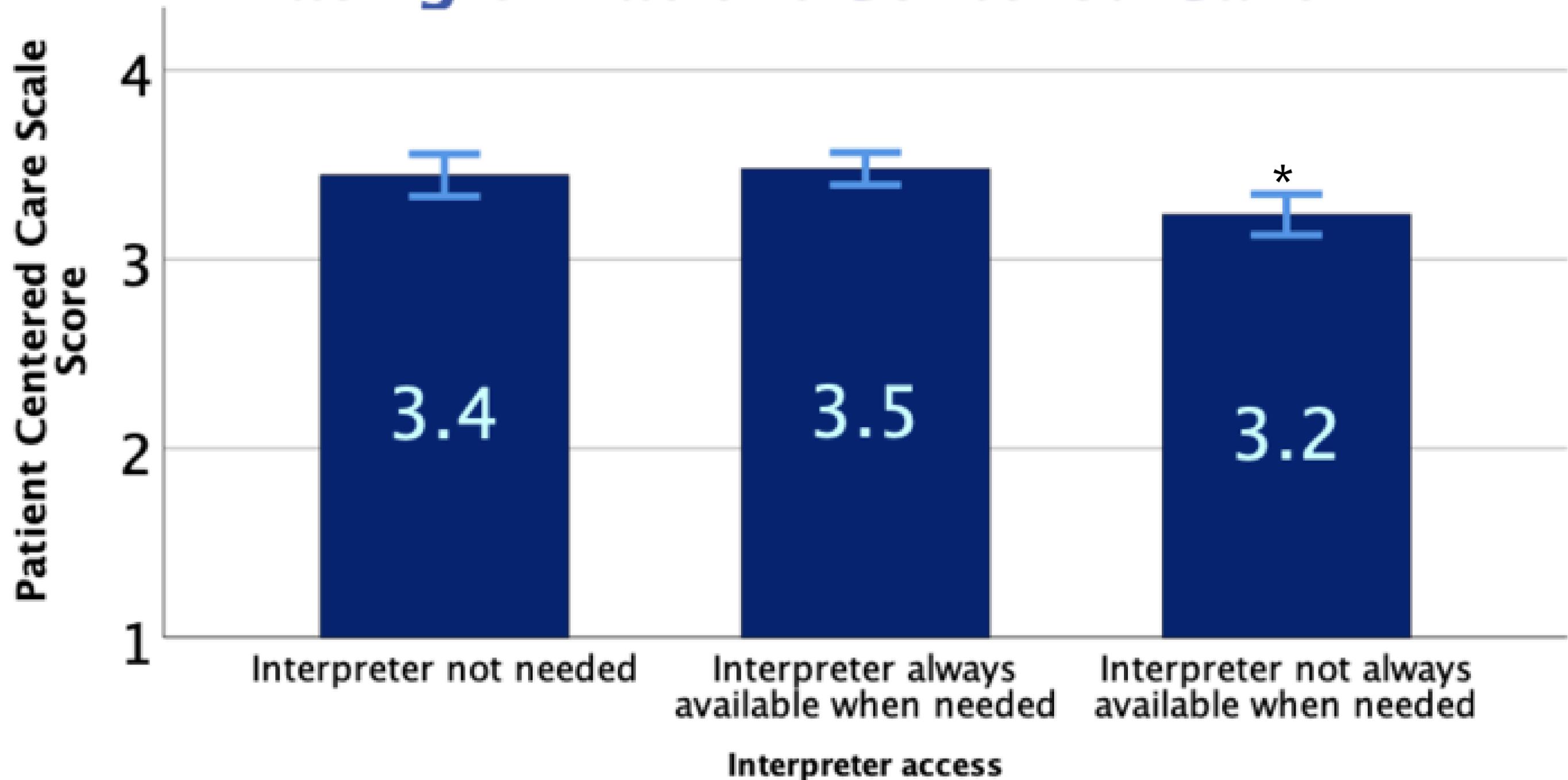
Participant Characteristics

	Interpreter Not Needed	Interpreter Always Available When Needed	Interpreter Not Always Available When Needed
Age, Mean(SD)	54 (12)	58 (9)	54 (10)
% Female	62.7%	64.8%	67.2%
% High School Education or Beyond	70%	53.4%	54.5%
% Born in the US	18.2%	1.4%	3.0%
% Annual Income Greater Than \$20,000	31%	19.2%	25.4%

Patient Center Care

- 1) My practice makes it easy for me to get care.
- 2) My practice is able to provide me most of my care.
- 3) In caring for me, my doctor considers all the factors that affect my health
- 4) My practice coordinates the care I get from multiple places.
- 5) My doctor or practice knows me as a person.
- 6) My doctor and I have been through a lot together
- 7) My doctor or practice stands up for me.
- 8) The care I get takes into account knowledge of my family.
- 9) The care I get in this practice is informed by knowledge of my community.
- 10) Over time, my practice helps me stay healthy.
- 11) Over time, my practice helps me meet my goals.

Rating of Patient Centered Care



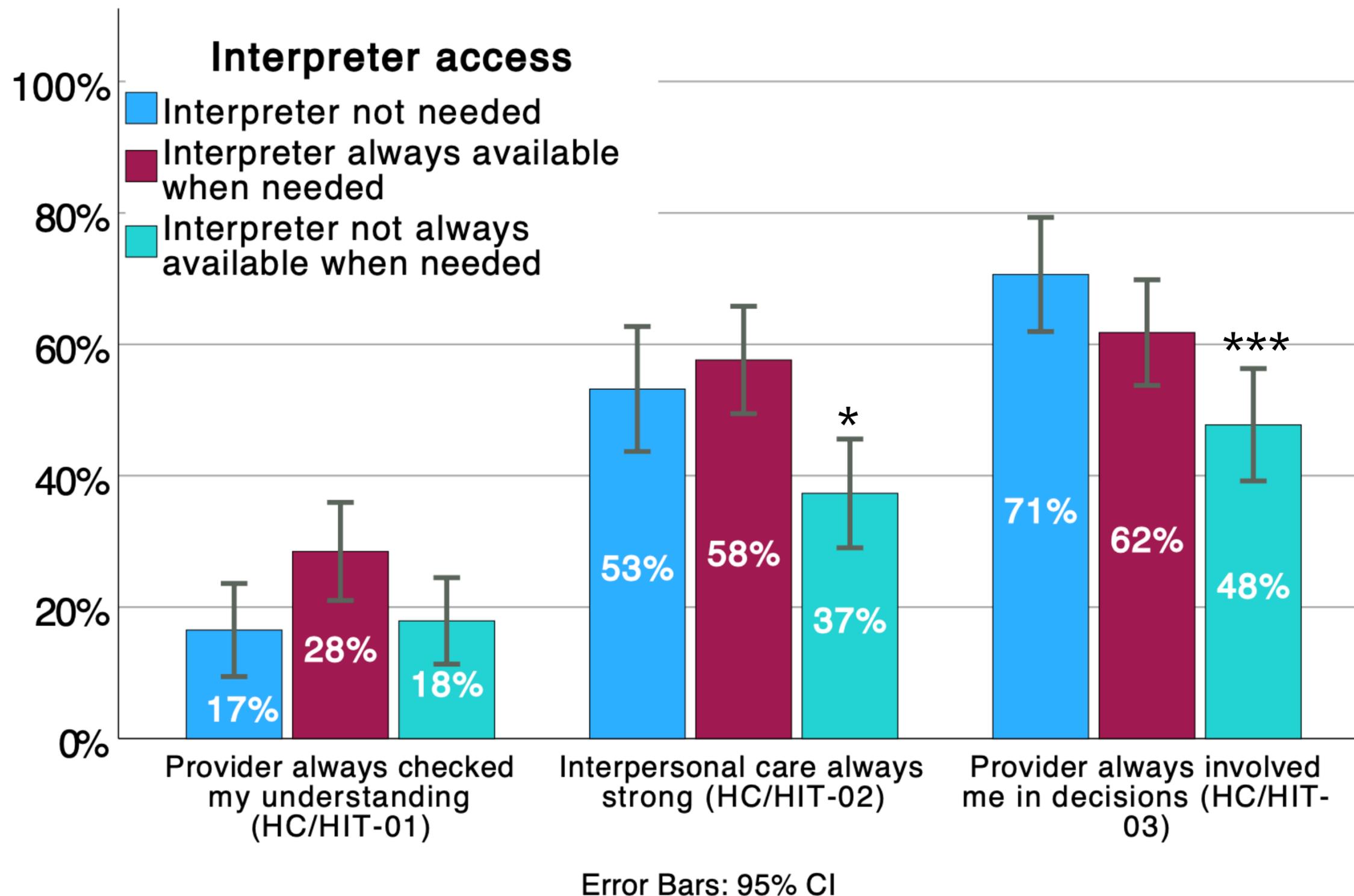
Error Bars: 95% CI

Interpersonal Processes of Care

- If the provider always checked the patients understanding
- If patients always had strong interpersonal care with their provider
- If the provider always involved the patient in decisions



Ratings of Interpersonal Processes of Care





When patients do not always have access to an interpreter when needed, it can significantly diminish the overall quality of care patients receive.



Implications and Conclusions

Gaining a deeper understanding of how interpreter access influences patient care can significantly enhance healthcare delivery, particularly for Spanish-speaking hypertensive patients.





Thank you !

A special thank you to the HELIOS Lab, Dr. Billimek, and William Hernandez.

