Primary Care Provider Knowledge and Interest in Medical Interpretation Training for Bilingual Spanish-Speaking Staff
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Background and Information
U.S. cultural diversity and Limited English Proficiency (LEP) is growing at a staggering rate. Today, there are 37 million Hispanics, soon to be 30% of the U.S. population.
- Many are Spanish-speaking only
  - 17% don’t speak English “well”
  - 9% don’t speak any English
  - 11 million undocumented citizens—60% from Mexico
- Healthcare providers’ cultural diversity cannot keep up!

Why Does LEP Matter?
Professional interpreters are recognized as effective and are officially recommended by governing bodies. However, there are many barriers to their use which affects primary-care more.

Financial——Availability——Preferences——Time
Ultimately bilingual staff/patient’s family members are most commonly used and even preferred. This leads to a huge quality issue!

Possible Solution: Train qualified bilingual staff members in medical interpretation. Local hospital has a 4-day medical interpretation training (MIT) that they have used to expand their linguistic services for their patients.

Question: Could MIT be a feasible solution to reduce language barriers in the clinic setting?

Methods
Electronic survey opened for 3 weeks, created with Qualtrics, and distributed through the Coalition of Arizona Nurses in Advanced Practice (CAZNAP) listserve to explore:
1. AZ NPs’ knowledge and experience with interpretation methods
2. NPs’ knowledge of MIT and its perceived applicability
3. Explore providers’ perceived benefits of MIT in their clinic

Results
- 29 AZ NPs completed the survey.
- 7 considered themselves fluent Spanish-speakers and did not need interpretation services.
- 83% of NPs have access to bilingual interpreters.

Conclusion and Discussion
- 55% knew about MIT.
- 90% believed MIT would improve interpretation skills of bilingual staff.
- 83% participated in MIT would make staff “comparable” to professional interpreters.
- 62% believed their organization would benefit from MIT.
- Only 38% believed their organization should invest the time and money necessary for MIT.
- 93% believed MIT for staff members could improve LEP patient-provider communication.
- Which could possibly lead to: Improved patient health outcomes, increased patient compliance, encouragement of follow-up visits, increased patient understanding of medical treatment.

Available Methods of Interpretation
How Often Professional Interpreters are Used to Provide Care to LEP Patient

Barriers to Using Professional Interpreters

Methods of Interpretations Used

References