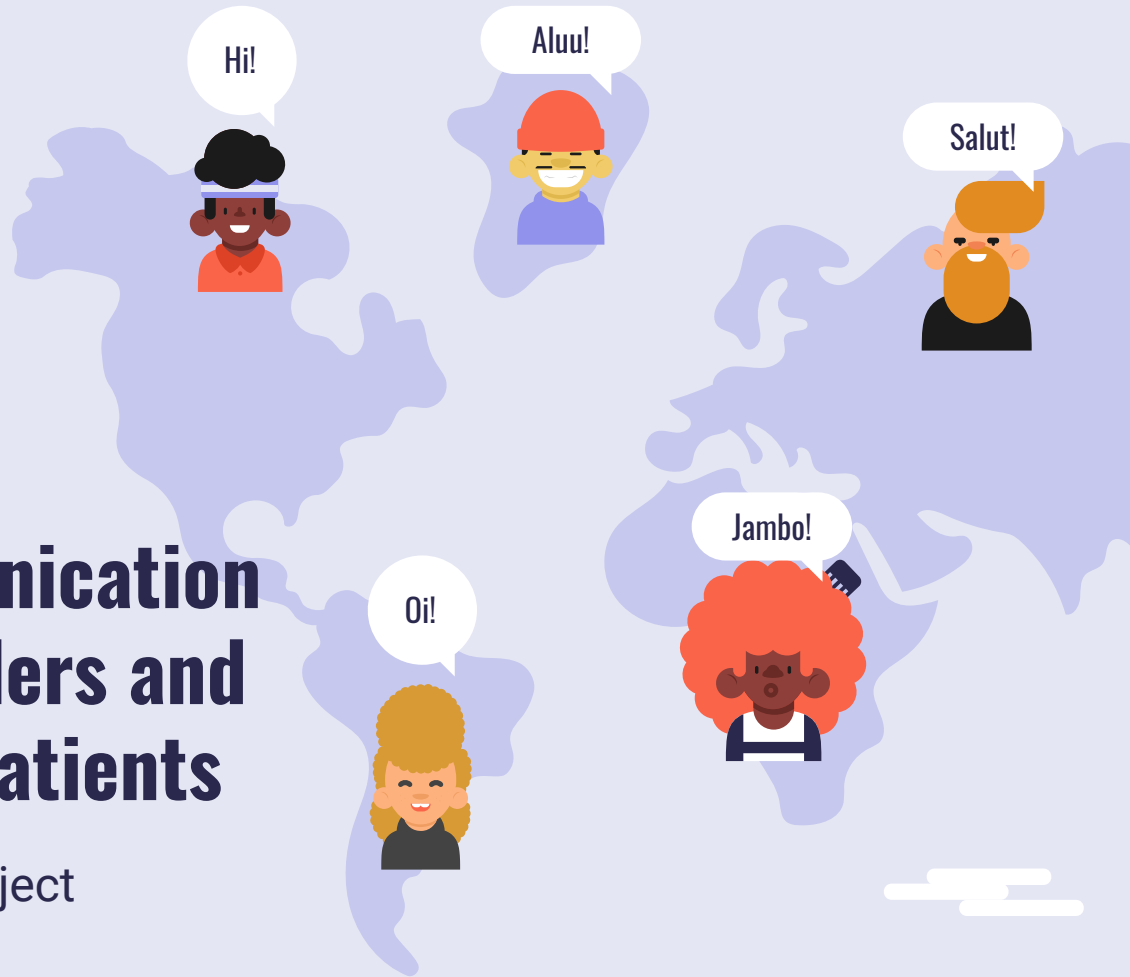


How to improve communication between medical providers and non-English speaking patients

Peer Leaders Research Project
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A cartoon illustration of a person with voluminous, curly orange hair, a smiling face with closed eyes, and a black turtleneck. A white speech bubble with the text 'Oi!' is positioned above their head. The background features a large, light purple abstract shape on the left and several horizontal white brushstroke-like lines scattered across the light blue background.

Oi!

6,000

is the approximate number of
languages in the world



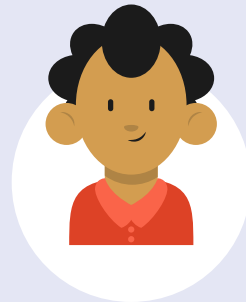
2,301

languages
in Asia



2,138

languages
in Africa



1,313

languages
in Oceania

What is it?

Language barriers in healthcare causes:

- Miscommunication between medical professional and patient
- Decreases quality of healthcare delivery and patient safety
- Reduces satisfaction of medical providers and patients

Health disparities:

Unequal treatment related to language barriers = unequal access to healthcare and unequal health outcomes

- Studies have shown that patients who don't speak the local language are disadvantaged in terms of access to healthcare services (culture/language differences, lower-economic status)
 - Patients who face language barriers have poorer health outcomes compared with patients who speak the local language (English)

Who the stakeholders are

01

Policymakers

Language barriers contribute to societal costs (morbidity, mortality, and lost productivity/wages)

02

Clinicians

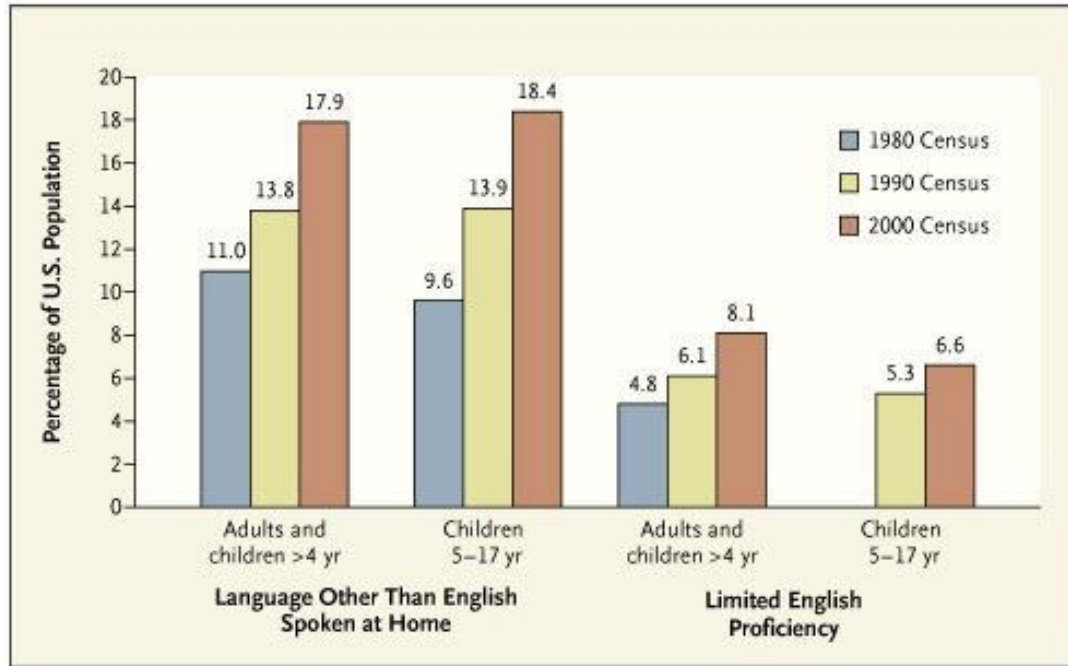
Risks that language barriers might lead to malpractice costs

03

Researchers

Direct and indirect costs of language barriers for limited English proficiency (LEP) patients and communities

Data behind it



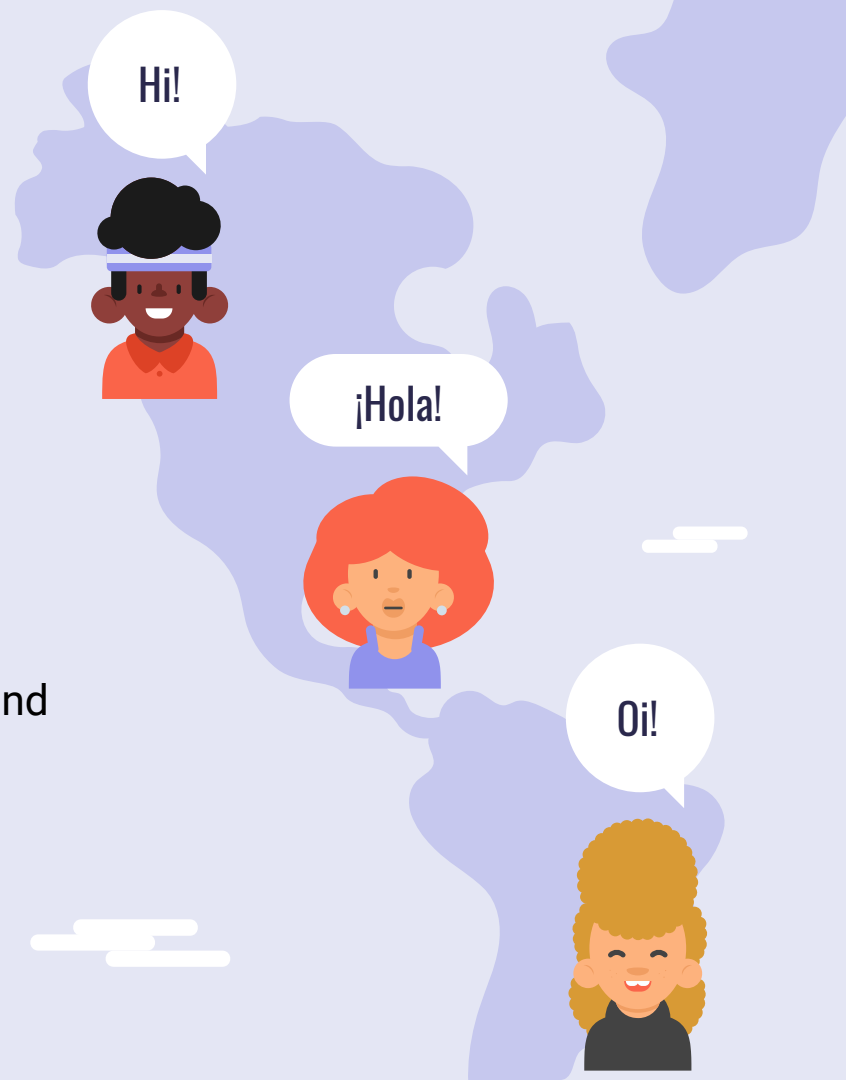
The U.S. Census Bureau reports that at least 350 distinct languages in the United States are spoken at home. According to the Brookings Institution, roughly 1 in 10 Americans do not speak fluent English.

The increasing population of migrant patients means it is crucial for healthcare facilities to stay up to date with communication services.

Testimonials

Thoughts of Community Members

Interview question: “Is it easy or difficult to understand what the medical professional is saying?”





¡Chào!

“I only understand some parts of what the doctor says and I have my daughter [me] to translate the rest.”

—My 40-year-old mom

**“It’s easy for me to
understand because I
understand English.”**

My friend’s 12-year-old brother—





Ni hao!

“It is easy to understand, since I speak both Cantonese and English. For my mom, she gets a translator if it is difficult to understand what the doctor is saying.”

—My 17-year-old friend

Action steps on how to resolve communication barriers between non-English speaking patients and medical providers

Request for an interpreter

Professional interpreter, friend, or family member

Use translating apps

Ex: Google Translate or MediBabble

Print information in different languages

Written medical information may be easier to understand than oral communication