

# Silver Award Project Utility

Facility: Ozarks Dialysis Services--Primrose

Silver Award User: Mila Harris

Project Status: Active

## 1. Description of Project:

We obtained an IPAD for "visual interpreter" program that helped all disciplines improve communication with Non-English speaking patients on Peritoneal and Home Hemodialysis. This improved communication with patients which helped with their adjustment to dialysis, diet education, medication management, psychosocial issues, modality choices and transplant education. It was also used during clinic visits with physician and interdisciplinary team and when using visual educational materials, videos and forms. The IPAD was specifically requested and used for "visual" interpretation that allowed Peritoneal and Home Hemodialysis nurses to demonstrate medical steps during training with Non-English speaking home dialysis patients. We noted that when the IPAD "visual interpreter" was able to see the training and treatment process between patients and their training nurse it helped interpreter provide more accurate communication. The interpreters had better understanding of what and how to interpret for patient during home dialysis training. This also helped nurse instantly see and respond to patients reactions, questions, errors and to give immediate feedback to patients to help them with dialysis training.

## 2. Outcomes Measured:

We were able to help the Non-English speaking patients feel more comfortable when communicating with staff, especially with live interpreter in the room, which helped make home dialysis training easier to comprehend and process. We noted our patients were more readily asking questions and talking about any issues they were having while actively learning and completing their dialysis procedures and treatment. We also found that interpreters were able to interpret training process steps more accurately to patients when able to see the nurse's teaching steps as they better understood what they needed to interpret for patients. We also found that the interpreters knowledge and understanding improved because the patients had the same few interpreters each time. These interpreters became more familiar with our patients, staff and home dialysis training procedures which helped improve communication as well. We found the home dialysis nurse was better able to teach and ask questions during training while it was happening, which helped nurse identify patients understanding of each procedure and process with treatment. The physician, nurse, dietitian and social worker were also better able to provide education, assessments and give feedback on patient questions and issues/concerns that were important to patients in the moment. We found that the IPAD visual interpreter helped with our patients adjustment to dialysis as well as overall training experience because they felt more comfortable speaking with staff, better understood procedures, readily participated in their own care and goals made with IDT team and felt more confident doing home dialysis treatments safely in home. We found visual interpreters helped family members understand process better too allowing them to ask questions and help patients when needed regarding dialysis.

## 3. Summary of Outcomes/Results:

We improved communication, understanding and comprehension with home dialysis training, techniques and procedures, and found that each disciplines assessments and education were more accurate and effective in providing support to our Vietnamese and Spanish speaking patients in PD/Home Hemodialysis unit. The IPAD visual interpreter was much easier and accessible for patients and staff to use and also provided interpretation in most other languages as needed during training process for home dialysis. It allowed patients to work with same interpreters so patients felt more comfortable and interpreter also became more knowledgeable on dialysis training process. Patients felt having visual interpreter with them made them feel more comfortable when communicating with staff and more confident in completing home dialysis safely and on their own in home. We found much better communication between patients, physician and IDT team during monthly clinic visits which helped address care needs and goals and that treatment and medication changes were understood by patients

## 4. Impact on Patients:

We found that the visual interpreter provided more accurate communication for the physical training part of PD and Home Hemodialysis with our Non-English speaking patients. The patients felt more comfortable and were asking more questions while completing procedures during dialysis treatment and training. The nurse also instantly observed and better understood reactions from patients as interpreters able to address in the moment. The nurse was able to provide immediate feedback and better assess patients knowledge and comprehension of treatment procedures and process while patients completing them. We found that interpreters were better able to interpret during PD and Home Hemodialysis when "visually" able to see steps being explained during dialysis training rather than hearing it only. We found that patients were able to learn at their own level and pace with visual interpreter and that both patient and nurse felt patient had better comprehension and were able to complete treatment in home in safe manner.

## 5. Lessons Learned:

We found that the IPAD visual interpreter helped create better rapport and communication with our Non-English speaking patients, allowing them to learn home dialysis process, procedures and training in a comprehensive, safe and accurate manner. We found that nurse and patients having the same few interpreters each time helped interpreter become more knowledgeable on the PD/Home Hemodialysis process and that they were better able to interpret for patients. This provided familiarity for patient that helped them feel more comfortable with interpreter. Patients also felt that being able to see friendly faces of interpreters helped them feel less alone or misunderstood and more comfortable communicating with staff.

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Signature of Patient/Representative: Hung Nguyen

Printed Name: Hung T. Nguyen Date: 3-13-19 Time: 12:45pm

If Representative, Relationship to Patient: \_\_\_\_\_















