Improved Surgical Service Delivery for Non-English Patients

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**Problem/Impact Statement**
Inadequate patient understanding of preparation and process of surgical procedures in non-English language group. Result: High no-show rate; inadequate preparation.

**Workflow**

1. **English Language Documents**
   - Prioritize/create/update/reconcile
   - CM, SM, MPR, CD

2. **Edits for Patient Comprehension**
   - MaineHealth Education/Training
   - KS, CD

3. **Reconcile Edits with Surgeons**
   - KS, CM, CD

4. **Language Translation**
   - Interpreter Services
   - MG, CD

5. **Paper Documents**
   - CD, staff

6. **Website Documents**
   - MaineHealth Brand/Marketing
   - DR, CM, CD

**Plan**

<table>
<thead>
<tr>
<th>By When &amp; Status*</th>
<th>Who</th>
<th>Deliverable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>End Q2</strong></td>
<td></td>
<td>Finalize solutions; begin to implement. Technical assistance meetings, eg website help. Patient education workflows.</td>
</tr>
<tr>
<td><strong>End Q3</strong></td>
<td></td>
<td>Implement hard copies Organize website</td>
</tr>
<tr>
<td><strong>End Q4</strong></td>
<td></td>
<td>• Upload documents • Feedback: patient • Inform primary care</td>
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**Scope**
Lower language barriers. Improve access for non-English patient groups. Also, improve access for all patients by reducing wasted time.

**Goal/Objective**

**Short-term goals** -
- Prepare documents for three procedures in two languages
  - Colonoscopy
  - Colectomy package
  - Basic anorectal surgery-pre/postop(2)

**Long-term goals** -
- Familiarize practice with language resources.
- Memorialize process for document review/standardization, submission for translation, and implementation-Hard copy/Website.

**Outcome**

**Procedures**
- Colonoscopy (7 languages)- translation complete; written documents in use
- Colectomy package (2 languages)- translation complete; written documents in use
- Anorectal surgery pre/post-op (2 languages)- awaiting translation

**Website**
- Staff engaged; waiting completion of translation
- Updating website

**Time**
- Patient comprehension documents-
  - 30 days/document-health literacy review, clinical content approval, design, clinical draft review, finalize document.
  - Exclusive of physician availability delay for reconciliation
- Language translation
  - 5 working days/document

**Cost**
- Translation costs
  - Colonoscopy(7 languages)- $3963
  - Colectomy package(2 languages)-$2623
- Labor
  - Direct in-house labor cost
  - Surgeon opportunity cost

**Process**
- Living documents that will change over time.
- Multiple versions of the same document
- Implications for space/storage, quality/quantity/timing of printing documents

**Observations**
- Receive final translation
- Upgrade website
- Upload documents to Website

**Deliverables**

| End Q2 | Finalize solutions; begin to implement. Technical assistance meetings, eg website help. Patient education workflows. |
| End Q3 | Implement hard copies Organize website |
| End Q4 | • Upload documents • Feedback: patient • Inform primary care |

**Next Steps**

- By When & Status*
- Develop long-term vision
- Generate problem/solution list/prioritize:
  - Develop non-English patient preparation documents for 3 procedures and 2 different languages
  - Protocols for future reference Work on end-product solutions.
- End Q2
- Finalize solutions; begin to implement. Technical assistance meetings, eg website help. Patient education workflows.
- End Q3
- Implement hard copies Organize website
- End Q4
- • Upload documents • Feedback: patient • Inform primary care

**Deliverables**

- **End Q1**
  - Assess current status/problems. Develop long-term vision. Generate problem/solution list/prioritize:
    - Develop non-English patient preparation documents for 3 procedures and 2 different languages
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- **End Q2**
  - Finalize solutions; begin to implement. Technical assistance meetings, eg website help. Patient education workflows.
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