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### Improved Surgical Service Delivery for Non-English Patients

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# 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.

## 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)

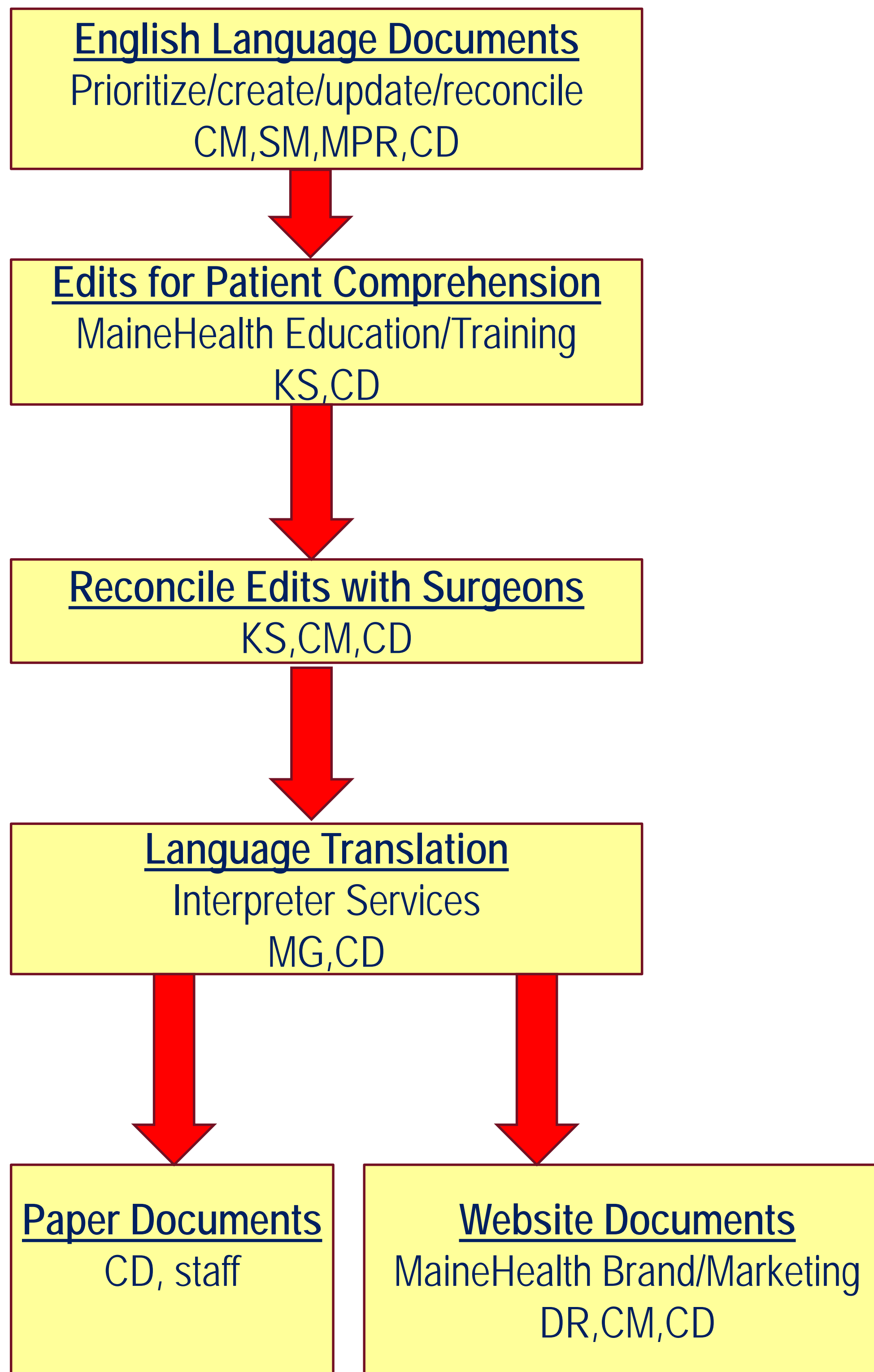
### Long-term goals-

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

## Deliverables

By When & Status*	Who	Deliverable
End Q1		Assess current status/problems. Develop long-term vision Generate problem/solution list/prioritize: <ul style="list-style-type: none"> <li>• Develop non-English patient preparation documents for 3 procedures and 2 different languages</li> <li>• Protocols for future reference</li> </ul> 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		<ul style="list-style-type: none"> <li>• Upload documents</li> <li>• Feedback: patient</li> <li>• Inform primary care</li> </ul>

## Workflow



## 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

## Observations

### 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

## Next Steps

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

Do

Study

Act

Plan