

Project Title

Reference Guide to Overcome Language Barrier

Project Lead and Members

Project lead: Siti Jaslina Binte Mohamed Sadhi

Project members: Zaiton Bintemohd Salleh, Nur Amalina Binte Haifi, Lim Chwee Har,
Anna Chee Cheo Tee, Kalimuthu Veerasenan, Kasthuri

Organisation(s) Involved

Jurong Community Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Patient Service Associate, Patient Greeter

Project Period

Start date: Aug-2017

Aims

To improve communication between visitors and staff on duty. As such, waiting time can be shorten, resulting in increased visitor satisfaction.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

Use of visual diagrams and universal language such as numbers and pictures can help improve communication.

Conclusion

See poster appended / below

Project Category

Care & Process Redesign, Quality Improvement, Job Effectiveness, Access To Care, Waiting Time, Value Based Care, Patient Satisfaction

Keywords

Language Barrier, Visitor Registration, Communication, Translated Reference Guide

Name and Email of Project Contact Person(s)

Name: Gwendolyn Shepherdson

Email: Gwendolyn_jill_shepherdson@nuhs.edu.sg

REFERENCE GUIDE TO OVERCOME LANGUAGE BARRIER

SITI JASLINA BINTE MOHAMED SADHI, ZAITON BINTEMOHD SALLEH, NUR AMALINA BINTE HAIFI, LIM CHWEE HAR, ANNA CHEE CHEO TEE, KALIMUTHU VEERASENAN, KASTHURI

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

Define Problem, Set Aim

Opportunity for Improvement

- Some of the elderly visitors and foreigners are unable to communicate in English.
- Staff on duty (Patient Greeter / JCH PSA) may not speak the same mother tongue as these visitors therefore a communication breakdown occurs.
- These have resulted in longer waiting time for visitors who are in the queue.



The main objective of the project is to improve communication between visitors and staff on duty. As such, waiting time can be shorted, resulting in increased visitor satisfaction.

Select Changes

What are the probable solutions?

- To address the root cause of staff of different language capability on duty, a solution was implemented - To create a **translated ward/ bed number reference guide** in three different languages (English, Mandarin & Malay).
- The translated ward/bed numbers reference guide (1st implementation) was introduced on 2 August 2017.

1st

Implementation

WARD LIST		
ENGLISH	中文 (Hua Wen)	BAHASA MELAYU
WARDS / LEVEL	病房 / 楼层	WARD / TINGKAT
ISOLATION (LEVEL 1)	隔离病房 (Level 1)	WAD PENKADIBSARAN (BUTU)
AMBULATORY UNIT (LEVEL 3)	日间手术部 (Level 3)	UNIT AMBULATORI (TIGA)
ENDOSCOPY (LEVEL 3)	内视镜室 (Level 3)	ENDOSKOPI (TIGA)
ICU/HD (LEVEL 4)	加护病房 (Level 4)	PENAGANTUNGAN RAPU / PERGANTUNGAN TINGGI (EMPAT)

BED NUMBER		
ENGLISH	中文 (Hua Wen)	BAHASA MELAYU
BED NUMBER	床位 / 床号	KATIL
1	1	SATU
2	2	DUA
3	3	TIGA
4	4	EMPAT
5	5	LIMA
6	6	ENAM
7	7	TELUH
8	8	LAPAN
9	9	SEMBILAN
10	10	SEPULUH
11	11	SEBELAS
12	12	DUA BELAS
13	13	TIGA BELAS
14	14	EMPAT BELAS
15	15	LIMA BELAS
16	16	DUA BELAS ENAM
17	17	TULUH BELAS
18	18	LAPAN BELAS
19	19	SEMBILAN BELAS
20	20	DUA PULUH
21	21	DUA PULUH SATU
22	22	DUA PULUH DUA
23	23	DUA PULUH TIGA

Establish Measures

Registration time per visitor

Approx **10 minutes** to complete registering visitors if there is a delay due to communication problem and language barrier

Staff service competency

Only **2 out of 10 staff** on duty (PG / JCH PSA) are able to speak either Chinese or Malay without a translated reference guide.



Test & Implement Changes

Translated ward/bed number reference guide with picture and header

After 1st implementation, a few feedback were received on the picture used and no translation for the headers. Therefore a 2nd implementation was introduced.

2nd Implementation

几楼？ Ji lou? Mahu ke Tingkat berapa?		
ENGLISH	中文 (Hua Wen)	BAHASA MELAYU
WARD B5 (LEVEL 5)	B 座五楼	WAD B5 (LIMA)
WARD B6 (LEVEL 6)	B 座六楼	WAD B6 (ENAM)
WARD B7 (LEVEL 7)	B 座七楼	WAD B7 (TUJUH)
WARD B8 (LEVEL 8)	B 座八楼	WAD B8 (LAPAN)
WARD B9 (LEVEL 9)	B 座九楼	WAD B9 (SEMBILAN)
WARD B10 (LEVEL 10)	B 座十楼	WAD B10 (SEPULUH)
WARD B11 (LEVEL 11)	B 座十一楼	WAD B11 (SEBELAS)
WARD B12 (LEVEL 12)	B 座十二楼	WAD B12 (DUA BELAS)
WARD B13 (LEVEL 13)	B 座十三楼	WAD B13 (TIGA BELAS)
WARD B14 (LEVEL 14)	B 座十四楼	WAD B14 (EMPAT BELAS)
WARD B15 (LEVEL 15)	B 座十五楼	WAD B15 (LIMA BELAS)
WARD B16 (LEVEL 16)	B 座十六楼	WAD B16 (ENAM BELAS)

床位几号？ Chuángwèi Jǐ hào? Katil nomor berapa?		
ENGLISH	中文 (Hua Wen)	BAHASA MELAYU
BED NUMBER	床位 / 床号	KATIL
16	Shí liù	ENAM BELAS
17	Shí qī	TULUH BELAS
18	Shí bā	LAPAN BELAS
19	Shí jiǔ	SEMBILAN BELAS
20	Èr shí	DUA PULUH
21	Èr shí yī	DUA PULUH SATU
22	Èr shí èr	DUA PULUH DUA
23	Èr shí sān	DUA PULUH TIGA
24	Èr shí sì	DUA PULUH EMPAT
25	Èr shí wǔ	DUA PULUH LIMA
26	Èr shí liù	DUA PULUH ENAM
27	Èr shí qī	DUA PULUH TUJUH
28	Èr shí bā	DUA PULUH LAPAN
29	Èr shí jiǔ	DUA PULUH SEMBILAN
30	Sān shí	TIGA PULUH

Post Implementation Issues

- Ward/ Bed number reference guide was useful however patient greeters continued to face communication breakdown
- Hence, patient greeters worked together with JCH PSAs on a translated guide of commonly used questions during visitor registration.

Translated Flash picture cards on common questions asked by visitors

- Translation of common questions which staff on duty will ask visitors upon registration
- Pictures are included in the flash cards for visitors



Improved performance after implementation

- Both the translated ward/bed number reference guide and flash picture cards has helped improved communication between staff and visitors.
- Shorter and more seamless registration time - Approx **5 minutes** to complete registration by referring to the guide
- Staff on duty are able to promptly assist visitors and improvement in service standards - **7 out of 10 staff** on duty are able to register successfully on their own referring to the guide

Analyse Problem

Determining the Root Cause (5 WHYS)

Unhappiness among visitors at the visitor registration counter

WHY?

Dissatisfied with long waiting time

WHY?

Unable to communicate effectively with staff

WHY?

Language barrier between visitors and staff

WHY?

Limited language capabilities of staff

WHY?

Due to operational requirements and rostering, may not have staff of different language capabilities on duty

Spread Changes, Learning Points

Spread change

The translated reference guide is used in both Lobby Management areas and JCH outpatient.

Key learnings

- Use of visual diagrams as tool can help improve communication
- Universal language such as numbers and pictures is useful in communication