Project Title

Enhancing the Efficiency of Care Giver Training (CGT) to Burmese and Malay Speaking Helpers

Project Lead and Members

- Tan YN Cora
- Sim Wendy

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Allied Health

Specialty or Discipline (if applicable)

Rehabilitation, Speech Therapy

Aims

- To significantly reduce reliance on translators.
- To develop a standardised way of evaluating these helper's understanding.
- Pre-intervention, Burmese helpers who underwent traditional CGT obtained 69.6% accuracy on the post-CGT quiz. The aim is to increase the percentage accuracy of quiz post-CGT through use of videos in helpers' native language.
- Pre-intervention, Malay helpers who underwent traditional CGT obtained 66.1% accuracy on the post-CGT quiz. The aim is to increase the percentage accuracy of quiz post-CGT through use of videos in helpers' native language.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

- To obtain larger sample size. Marginal increment seen in post-intervention Burmese scores were possibly due to a small sample size which was further affected by a large drop in the score of 1 helper.

- To improve delivery method of post-CGT quiz to Burmese helpers as reading might not be efficient for those with lower literacy rate. Hence, the marginal increment post-intervention for Burmese helpers could be attributed to their poor understanding of the quiz rather than the intervention method.

- There are aims to extend this project into other languages.

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Communications Category)

Project Category

Care & Process Redesign, Quality Improvement, Safe Care

Keywords

Care Giver Training, Burmese Speaking Helpers, Malay Speaking Helpers, Dysphagia, Stroke Patients, Aspiration Pneumonia, Malnutrition, Language Barrier, Miscommunication

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Enhancing the Efficiency of Care Giver Training (CGT) to Burmese and Malay Speaking Helpers

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Singapore Healthcare Management 2021

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Rehabilitation, Speech Therapy

Ng Teng Fong General Hospital

INTRODUCTION

- Dysphagia is an independent predictor of mortality in stroke patients and is an important risk factor for aspiration pneumonia and malnutrition[1]
- Speech Therapists (ST) advise on compensatory swallowing manoeuvres and/or diet or fluid modification which helps to reduce aspiration risk[2]
- Non-compliance with recommendations is associated with adverse outcomes such as high mortality rates and aspiration pneumonia as a cause of death[3]
- Based on a pre-intervention questionnaire, 85.7% of ST in the Ng Teng Fong General Hospital often or sometimes require a translator i.e., nursing staff, when conducting caregiver training (CGT) to Burmese and Malay speaking helpers. Within the department, 42.9% of ST felt that the quality of our CGT to helpers with language barrier was poor and it was difficult to find a translator.

PROBLEM

- Nursing staff that can speak Burmese/Malay are not always available resulting in time lost looking for help
- Translators may not translate verbatim which might lead to miscommunication or loss of information
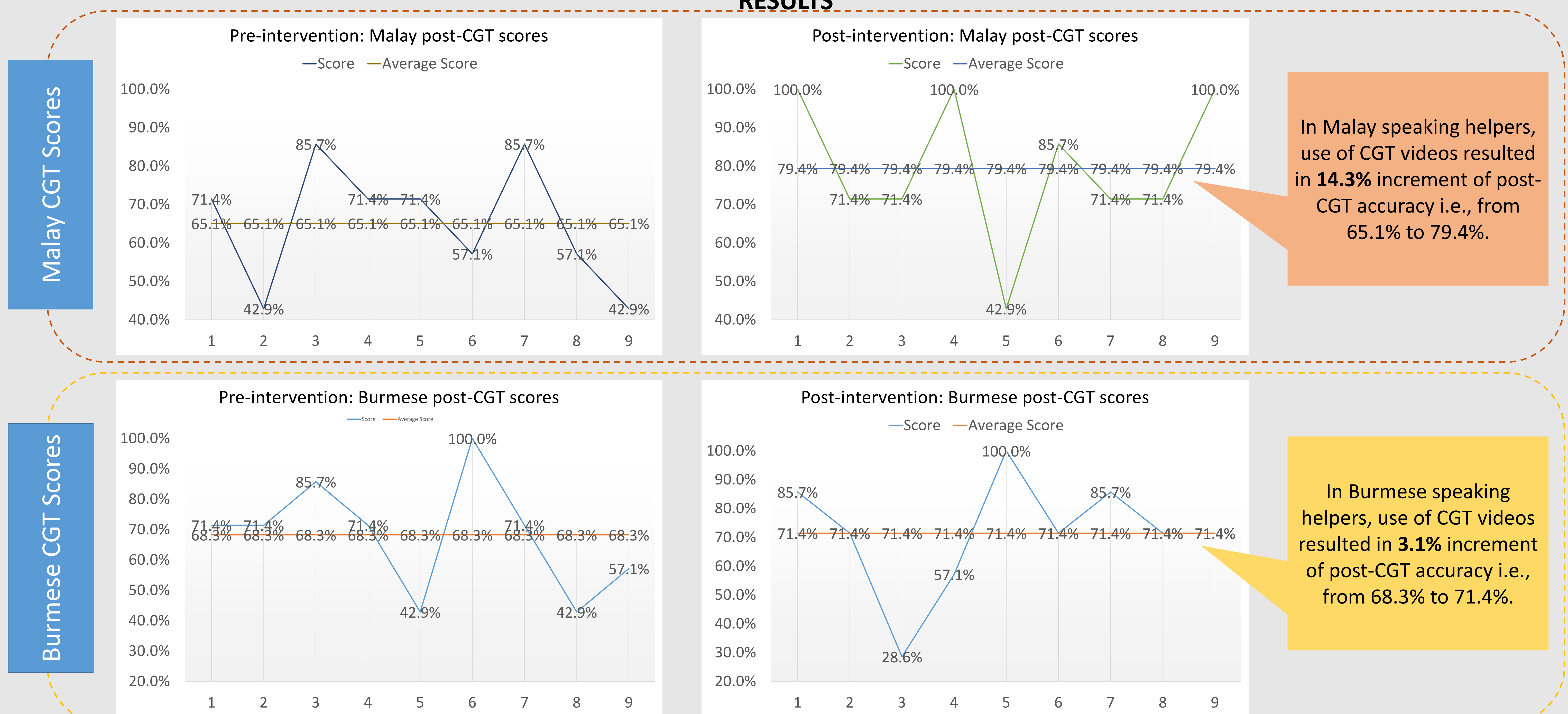- There is no standardised way of measuring these helpers' understanding post CGT

AIM

- To significantly reduce reliance on translators.
- To develop a standardised way of evaluating these helper's understanding.
- Pre-intervention, Burmese helpers who underwent traditional CGT obtained 69.6% accuracy on the post-CGT quiz. The aim is to increase the percentage accuracy of quiz post-CGT through use of videos in helpers' native language.
- Pre-intervention, Malay helpers who underwent traditional CGT obtained 66.1% accuracy on the post-CGT quiz. The aim is to increase the percentage accuracy of quiz post-CGT through use of videos in helpers' native language.
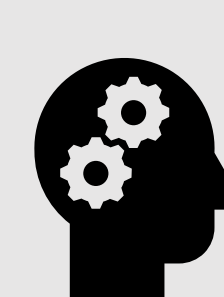
METHODOLOGY

Materials created in Burmese and Malay languages

CGT videos detailing:
- Signs of aspiration
- Diet preparation
- Fluid preparation
- Mode of feeding
- Safe feeding strategies

A written quiz consisting of 7 questions to evaluate helper's understanding post CGT

Phase 1: Pre-Intervention

Subjects	CGT method	Evaluation method
• 9 Burmese speaking helpers recruited • 9 Malay speaking helpers recruited	• Traditional method of CGT e.g., gesturing, translation via nursing staff, google translate etc.	• Written quiz of 7 questions in helper's native language

Phase 2: Post-Intervention

Subjects	CGT method	Evaluation method
• 9 Burmese speaking helpers recruited • 9 Malay speaking helpers recruited	• CGT videos in helper's native language	• Written quiz of 7 questions in helper's native language

RESULTS

Malay CGT Scores

Pre-intervention: Malay post-CGT scores

Post-intervention: Malay post-CGT scores

In Malay speaking helpers, use of CGT videos resulted in **14.3%** increment of post-CGT accuracy i.e., from 65.1% to 79.4%.

Burmese CGT Scores

Pre-intervention: Burmese post-CGT scores

Post-intervention: Burmese post-CGT scores

In Burmese speaking helpers, use of CGT videos resulted in **3.1%** increment of post-CGT accuracy i.e., from 68.3% to 71.4%.

On a post-intervention questionnaire, 50% of ST felt that there was no need to use a translator. This is a significant reduction as 85.7% of ST felt there was a need to use a translator pre-intervention.

Written CGT quiz created in Malay and Burmese served as a standardised method for evaluating these helper's understanding.

FUTURE WORKS

- To obtain larger sample size. Marginal increment seen in post-intervention Burmese scores were possibly due to a small sample size which was further affected by a large drop in the score of 1 helper.
- To improve delivery method of post-CGT quiz to Burmese helpers as reading might not be efficient for those with lower literacy rate. Hence, the marginal increment post-intervention for Burmese helpers could be attributed to their poor understanding of the quiz rather than the intervention method.
- There are aims to extend this project into other languages.

CONCLUSION

- The use of Burmese and Malay videos improved helpers' overall understanding of CGT, reduced reliance on translators and minimised miscommunication due to language barrier.

REFERENCES
1. Perry L, Love CP. Screening for dysphagia and aspiration in acute stroke: a systematic review. *Dysphagia* 2001; 16: 7–18.
2. Leslie P, Paul N, Carding PN, Wilson JA. Investigation and management of chronic dysphagia. *BMJ* 2003; 326: 433–6.
3. Low J, Wyles C, Wilkinson T, Sainsbury R. The effect of compliance on clinical outcomes for patients with dysphagia on videofluoroscopy. *Dysphagia* 2001; 16: 123–7.