

Project Title

Improving Communication Using Bangladesh and Chinese Translation Guide

Project Lead and Members

Project lead: Chona Lucenara

Project members: Nuratasha Nabilah, Nur Syafiqah, Sng Kim Eng, Nor Hidayah, Saraswathi, Tan Lilian, Kohinoor Begum, Nur Izzati Lynn Chen, Adeline Tan

Organisation(s) Involved

Ng Teng Fong General Hospital, Jurong Community Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Patient Service Centre

Project Period

Start date: Dec 2020

Completed date: May 2021

Aims

To provide a Chinese and Bangladeshi translation guide for PSA to ease communication between staff and patients and reduce miscommunication throughout their outpatient journey by May 2021.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

Effective translation helps to improve our patient experience, especially for Bangladesh workers. Thru improved communications, it decreased tension and reduces stress to our staff.

Conclusion

See poster appended / below

Project Category

Care & Process Redesign, Quality Improvement, Job Effectiveness

Keywords

Communication, Bangladesh, Chinese, Translation

Name and Email of Project Contact Person(s)

Name: Lynn Chen

Email: lynn_chen@nuhs.edu.sg

IMPROVING COMMUNICATION USING BANGLADESH AND CHINESE TRANSLATION GUIDE

MEMBERS: CHONA LUCENARA, NURATASHA NABILAH, NUR SYAFIQAH, SNG KIM ENG, NOR HIDAYAH, SARASWATHI, TAN LILIAN, KOHINOOR BEGUM, NUR IZZATI LYNN CHEN, ADELINE TAN

- ✓ SAFETY
- ✓ QUALITY
- ✓ PATIENT EXPERIENCE

- ✓ PRODUCTIVITY
- ☐ COST

Define Problem, Set Aim

Problem/Opportunity for Improvement

In SOC, 70% of our frontline staff (PSA) are non-Chinese speaking staff and all staff don't speak Bangladeshi. When serving this group of patients, PSA were unable to communicate effectively with the Chinese-speaking patients and our foreign workers, such as to:

- At counter: Explain registration and payment process
- Post consult: Direct patients to next location, explain next appointment and important factors such as fasting requirement, scan preparation, etc.

This resulted in misunderstandings between clinic staff and patients, delay in the queue. PSA were perceived to be rude by other patients & visitors when they repeated the same question multiple times.

Aim

To provide a Chinese and Bangladeshi translation guide for PSA to ease communication between staff and patients and reduce miscommunication throughout their outpatient journey by May 2021.

Establish Measures

Performance before interventions

1. **Explanation & interaction time per transaction**
 - 15 mins to 1 hour resulting in delay in waiting time for subsequent patients in the queue;
 - over-crowding & unhappiness from other patients
2. **Negative feedback** on staff due to miscommunication i.e. expression and tone of voice were misinterpreted when PSA repeated the same question multiple times i.e. request for LOG.
 - 4 to 5 per month;

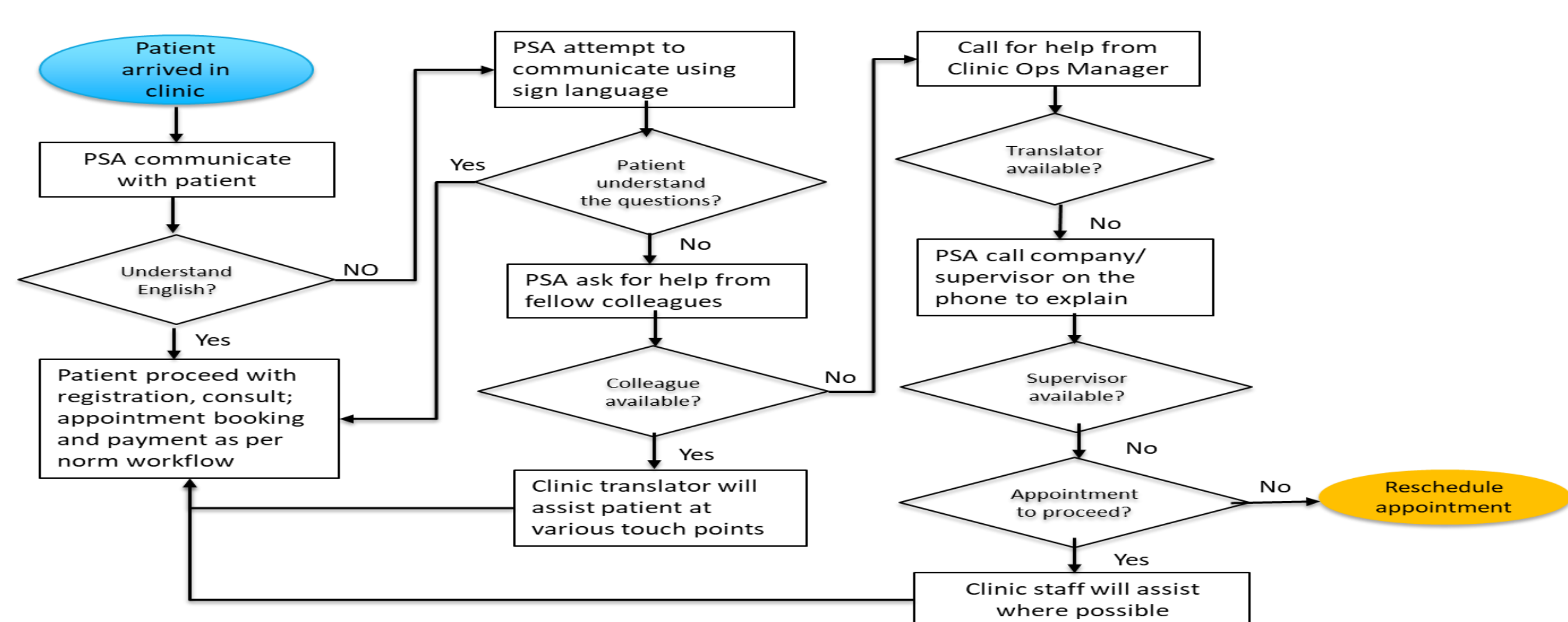
Others issues:

3. **Miscommunication & confusion** due to language barrier i.e. patients do not understand what we are trying to tell them about LOG)
4. **Longer wait time** in clinic as need translator help and patient have to wait for translator to come to clinic.

Analyse Problem

Process before interventions

Workflow to communicate with foreign workers/ Chinese speaking patients



Probable root causes

5 Whys

Problem statement: Staff are unable to communicate effectively with Chinese-speaking patients and Bangladesh patients.

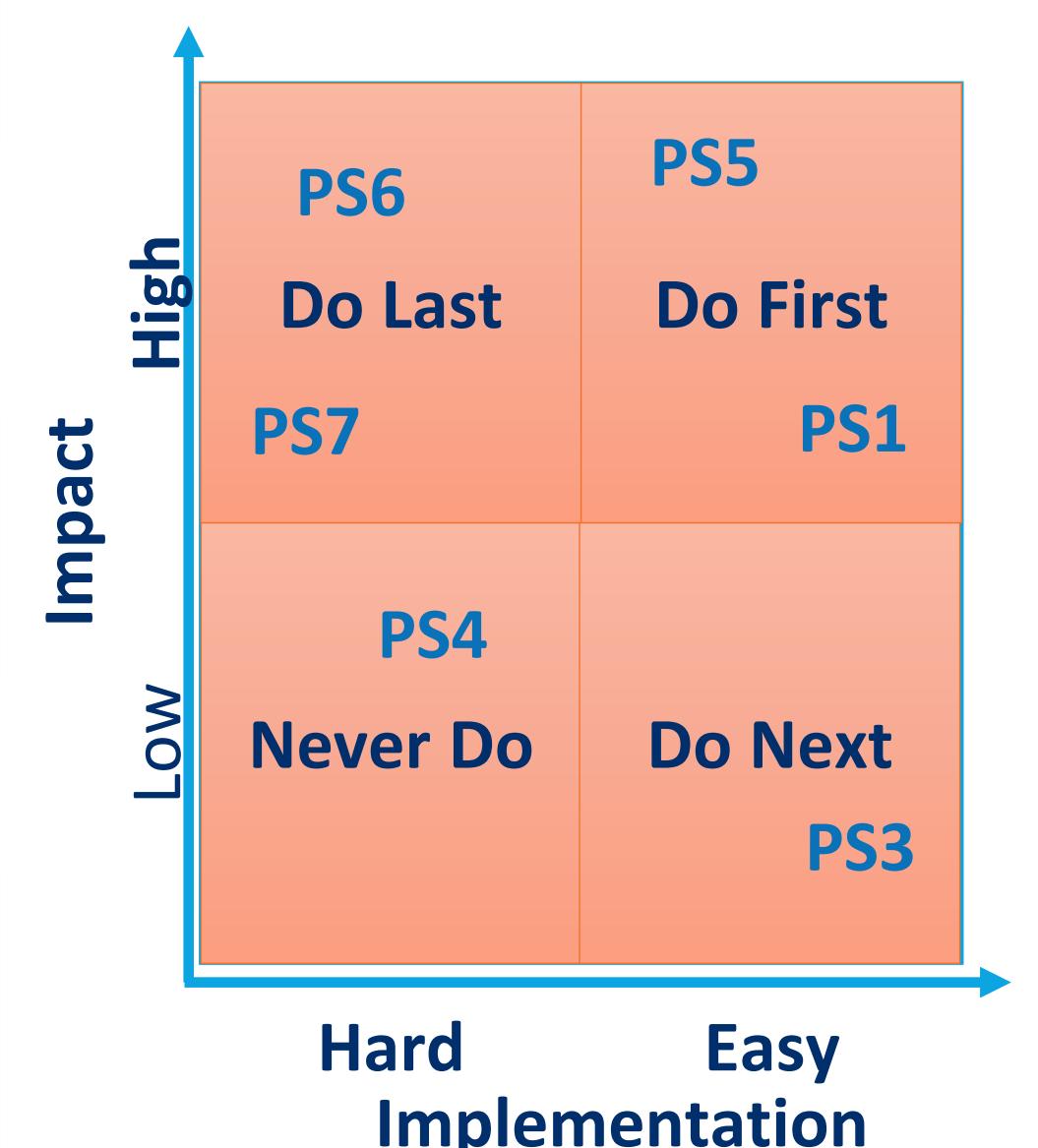
- Why? Many patients are non-English speaking, especially foreigner workers to Ortho & Medicine Clinic.
- Why? 70% of frontline staff are non-Chinese and cannot speak Bangladeshi.
- Why? Patient came alone without help for translation.
- Why? No translator available in clinic

Take action!!

Select Changes

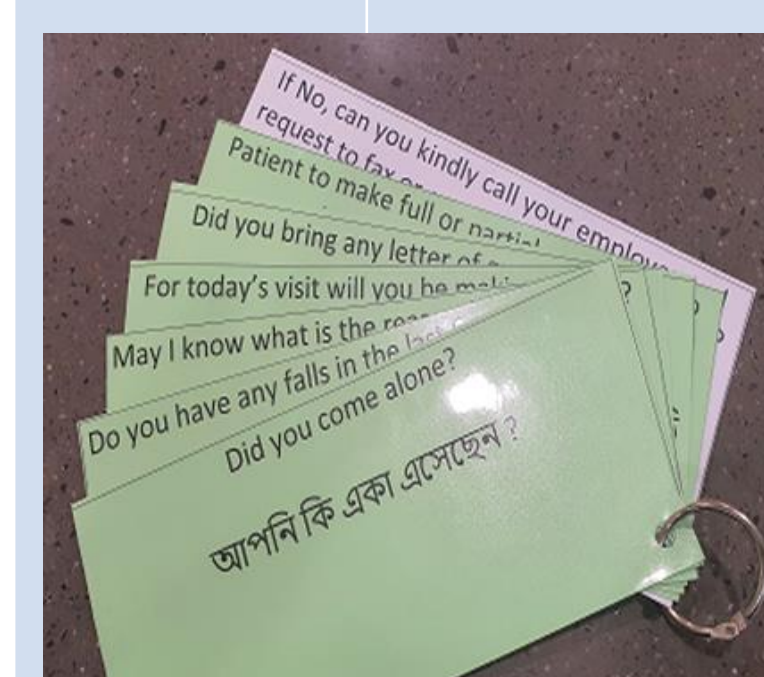
Probable solutions

Root Cause	Potential Solutions
High number of frontline staff are non-Chinese speaking	1 To create cue cards with 2 languages - English & Chinese <ul style="list-style-type: none"> • List the common questions asked during transaction. • The translation cards are designed for both rooms and counters • Versed in 2 types of Chinese Translation (Both for or older / younger patients)
	2 Get help from other colleagues in the clinic i.e. Nurses, Allied Health, Specialty Ops, etc
	3 Ask patient to bring someone who speak Chinese to accompany for follow-up appointments.
	4 Engage a Chinese translator in the clinic.
High number of foreign workers seen in the Ortho Clinic	5 To create visual cue cards with 2 languages - English & Bangladeshi <ul style="list-style-type: none"> • List down frequent questions asked during transaction with patients • Translate the questions by our translator - Kohinoor (ED)
	6 Call our Bangladeshi translator at ED to the clinic to assist in translation.
	7 Reschedule appointment and call embassy to arrange for translator at next visit.



Test & Implement Changes

CYCLE	PLAN	DO	STUDY	ACT
1 (Dec'20 to Jan'21)	To create cue cards with 2 languages	To create cue cards with 2 languages - English & Chinese and English - Bangladeshi <ul style="list-style-type: none"> • List the common questions asked during transaction. • The translation cards are designed for both rooms and counters • Versed in 2 types of Chinese Translation (Both for or older / younger patients) • Get Khinoor to help translate the questions (for Bangladesh cards) 	<ol style="list-style-type: none"> 1. Improved communication and effectiveness i.e. request such as LOG. 2. Saved time on translation and zero referral to translator for payment matters. 3. No negative feedback received on staff being rude and reduces stress for staff. 	Adopt



Feedback Received

The script helps staff gain confidence. It also makes patients more comfortable speaking Chinese. It is very helpful for both staff and patients!

Louise, visitor

A very good initiative, helps me to converse to Chinese patients (for the simpler sentences). Patients could understand better, but could be improve on!

Ziyarana, Room PSA

Spread Changes, Learning Points

Key learnings

Effective translation helps to improve our patient experience, especially for Bangladesh workers. Thru improved communications, it decreased tension and reduces stress to our staff.