

Project Title: Identifying Barriers to Utilization of Professional Interpretation Services

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Project description:

Patients with limited English proficiency receive lower quality care when admitted to hospital, have increased rates of adverse events and lower satisfaction with their care. The use of professional interpretation services has been shown to reduce these disparities and improve patients' care experiences. While most hospitals have access to on-demand professional interpretation services (via telephone, video, or in-person interpreters), these services are significantly underutilized. We seek to co-design, implement and evaluate a multifaceted intervention to increase utilization of professional interpretation services on the 70-bed General Internal Medicine (GIM) ward at St. Michael's Hospital. The intervention will be iteratively developed and evaluated with input from patients, clinicians, nursing and allied health professionals. This project will provide a roadmap for how other wards and hospitals can apply the principles of interprofessional collaboration and continuous Quality Improvement to improve care for patients with limited English proficiency.

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