

甚麼是 LASI Study?



如果患者和醫生說不同的語言，他們之間的溝通會存在問題。

LASI Study 的目的：
是否可以用翻譯人員以視頻的方式來改進醫生和患者之間的溝通？



為何 LASI Study 是重要的?



在全美 5 個成年人中就有一個母語不是英語。

醫生和患者無法溝通會導致下列情況：

- 醫療的品質降低
- 錯過預防醫療服務
- 對藥品的不了解
- 無法參與討論治療方案

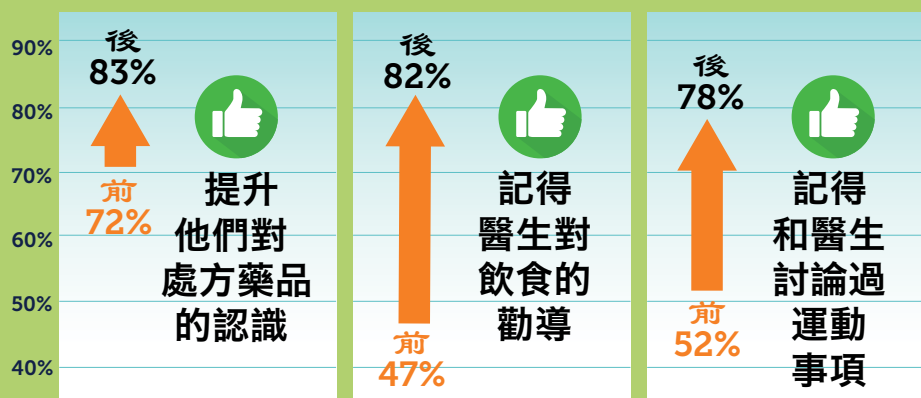
哪些人參與 LASI?

- 1300 包括說中語，西班牙語，英語的患者參加問卷調查
- 189 醫生和患者看診的錄音
- 31 患者參加焦點小組座談
- 16 醫生的訪談

LASI Study 研究的結果：

患者方面：

患者的母語不是英語：



- ✔ 更多的患者在 30 天內完成檢測
- ✔ 患者認為經由視頻的翻譯和面對面在診所的翻譯是一樣好，也比電話的翻譯要更好



“視頻翻譯員非常專業，就如同在診所現場的翻譯員一樣，能讓我清楚的看見。翻譯員甚至可以透過攝影機看到我的喉嚨。我們不但可以看見也能瞭解彼此。” — UCSF 患者



LASI 未來的方向

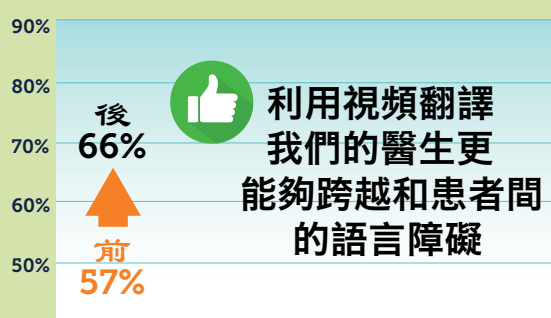
UCSF:

- ✔ 讓需要翻譯的患者延長看診時間
- ✔ 如何更有效的使用翻譯員幫助前台工作人員和醫療助理
- ✔ 設計清晰和多種語言的標示牌
- ✔ 在醫生看診需要視頻或電話翻譯人員時能確實提供

患者:

- ✔ 假如醫生，工作人員或醫療助理不會說你的語言，事先要求視頻或電話翻譯員
- ✔ 要與你的醫生討論有關影響你身體健康的因素例如：情緒改變，家庭壓力，飲食和運動習慣

醫生方面：



✔ 醫生也喜歡視頻翻譯。



“現在有了視頻翻譯實在太好了，又很方便。可以立刻找到視頻或語音翻譯人員，患者也很高興有這項服務。”

— UCSF 醫生



仍需加強和改進

患者的母語不是英語：

- ☹ 比較少和醫生溝通他們個人的經歷和生活方式
- ☹ 比英語流利的患者較少討論有關健康的問題
- ☹ 診所幾乎沒有提供翻譯員給前台的工作人員和醫療助理

What was the LASI Study about?



Communication between doctors and patients can be a *problem* when they *don't speak the same language*.

The LASI Study asked: Can we *improve communication* by providing *professional interpreters using video*?



Why is the LASI Study important?



1 out of every 5 adults in the U.S. speaks a language other than English at home.

Poor communication between doctors and patients leads to:

- Worse health care quality
- Fewer preventive health services
- More misunderstandings about medicines
- Less participation in health decision-making

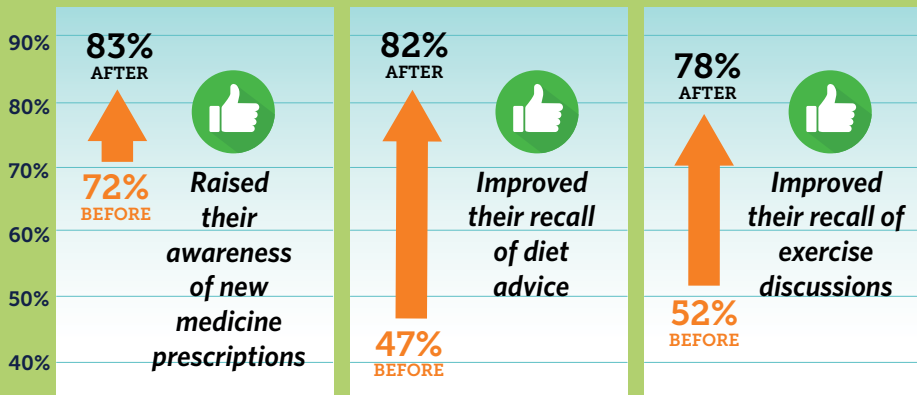
Who participated in the study?

- 1300 Chinese, Spanish and English speaking primary care patients answered surveys
- 189 patients and their doctors had a visit audio-taped
- 31 patients participated in focus groups
- 16 primary care doctors did in-depth interviews

What did our LASI Study find?

Among our patients (YOU!):

For patients whose main language is not English, the LASI Program:



- More patients **completed their lab tests** within 30 days
- Patients rated video interpreters as high as in-person interpreters, and better than telephone interpreters



"The video interpreter interprets quite well. He is similar to the on-site interpreter. I can see him clearly. He can even see my throat from the camera. Both of us can see each other and understand each other."

— UCSF Patient



What's next?

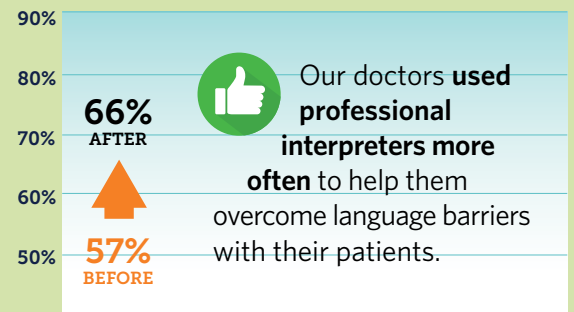
At UCSF, we are:

- Allowing more time for visits requiring professional interpreters
- Exploring how best to use professional interpreters with front desk staff and medical assistants
- Working on better signage in multiple languages
- Ensuring professional interpreters are present for video and telephone visits

And for YOU:

- If doctors, staff, or medical assistants don't speak your language, **ask for an interpreter** over the telephone or using the video interpreter
- Make sure you **discuss with your doctor** issues that can affect your health—like **emotional changes, family stresses, diet, and exercise!**

Among our UCSF physicians:



Doctors also liked having the video interpreters.



"[Now, I] assume I'm going to have a video interpreter. I think it's absolutely fantastic. It is so convenient...you can immediately get a video or an audio interpreter, and patients actually really like it."

— UCSF Physician



But we also found room for improvement:

Patients whose main language is not English:

- Talked less with their doctors about their personal experiences and lifestyles
- Discussed fewer health topics during their visits than English speakers
- Rarely used professional interpreters when talking to front desk staff and medical assistants