

INTRODUCTION

- Salem Hospital is the North Shore's largest healthcare provider and one of its largest employers. They offer comprehensive care and a commitment to exceptional quality, safety and kindness. Salem Hospital is a Level III trauma center and a member of Mass General Brigham. Throughout the hospital there are a total of 358 staffed beds.
- They offer medical and surgical services that include an emergency room, a birthing center, and various specialties like cancer, heart and vascular, and imaging. The radiology department consists of CT scanning, MRI, Interventional Radiology, Mammograms, Nuclear Medicine, X-ray, Vascular Ultrasound and General Ultrasound. They also offer lung cancer screenings and bone density testing.
- Salem, Massachusetts reports a Hispanic/Latino population of 19%. That equates to approximately 8.47k people who likely have or will attend Salem Hospital and will require translator services at some point.



OBJECTIVES

To assess the needs and effectiveness of translation services of Spanish-speaking patients who are accessing care at the Salem Hospital Radiology Department.

RELATED LITERATURE

"The field of radiology has a unique opportunity to engage in efforts to improve quality, address disparities, and achieve equity. A call to action is necessary, with a focus on addressing social determinants of health; creating culturally, linguistically, and health literacy-appropriate outreach and services." (Hanneman et al., 2024, p. 44)

"Spanish-speakers with non-English language preference and complex medical needs suffer disparities in quality of care, safety, and health outcomes." (Nguyen et al., 2024)

"Use of in-person, professionally trained medical interpreters significantly increases Spanish-speaking limited English proficient patients' and their health providers' satisfaction with communication during ED visits." (Bagchi et al., 2011)


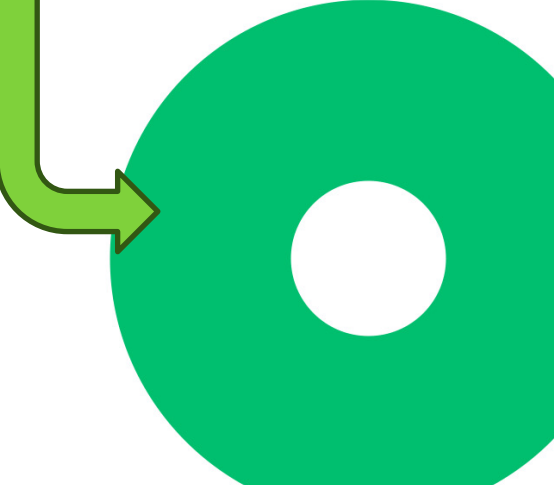


"After accounting for socioeconomic variables and comorbidities, non-English speaking Latino and Chinese patients have higher risk for readmission. Whether language barriers produce differences in readmission or are a marker for less access to post-hospital care remains unclear." (Karliner et al., 2010, p. 276)

MATERIALS & METHODS


- An online anonymous survey was created for Spanish-speaking patients about their experience in the Radiology Department at Salem Hospital.
- The survey was provided to outpatients through a link after their scans or procedure were finished
- Seven Spanish-speaking patients were given the link and five successfully completed the survey

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| <p>1. ¿Cómo calificaría su experiencia general en el Hospital de Salem? / How would you rate your overall experience at Salem Hospital?</p> <p><input type="radio"/> Muy Buena / Very Good</p> <p><input type="radio"/> Buena / Good</p> <p><input type="radio"/> Regular / Average</p> <p><input type="radio"/> Mala / Poor</p> <p><input type="radio"/> Muy Mala / Very Poor</p> | <p>2. ¿Qué tan satisfecho estuvo con los servicios de interpretación proporcionados? / How satisfied were you with the interpreter services provided?</p> <p><input type="radio"/> Muy Satisfecho / Very Satisfied</p> <p><input type="radio"/> Satisfecho / Satisfied</p> <p><input type="radio"/> Neutral / Neutral</p> <p><input type="radio"/> Insatisfecho / Dissatisfied</p> <p><input type="radio"/> Muy Insatisfecho / Very Dissatisfied</p> <p><input type="radio"/> No recibí servicios de interpretación / I did not receive interpretation services</p> | <p>3. ¿Se sintió cómodo comunicándose con el personal médico a través del intérprete? / Did you feel comfortable communicating with the medical staff through the interpreter?</p> <p><input type="radio"/> Siempre / Always</p> <p><input type="radio"/> La mayor parte del tiempo / Most of the time</p> <p><input type="radio"/> A veces / Sometimes</p> <p><input type="radio"/> Raramente / Rarely</p> <p><input type="radio"/> Nunca / Never</p> <p><input type="radio"/> No recibí servicios de interpretación / I did not receive interpretation services</p> |
| <p>4. ¿Sintió que sus preocupaciones y preguntas fueron abordadas adecuadamente? / Did you feel that your concerns and questions were adequately addressed?</p> <p><input type="radio"/> Siempre / Always</p> <p><input type="radio"/> La mayor parte del tiempo / Most of the time</p> <p><input type="radio"/> A veces / Sometimes</p> <p><input type="radio"/> Raramente / Rarely</p> <p><input type="radio"/> Nunca / Never</p> | <p>5. ¿Qué fue lo que más le gustó de su experiencia en el Hospital de Salem? / What did you like most about your experience at Salem Hospital?</p> <p><input type="text"/></p> | <p>7. ¿Recomendaría el Hospital de Salem a sus amigos y familiares? / Would you recommend Salem Hospital to your friends and family?</p> <p><input type="radio"/> Definitivamente / Definitely</p> <p><input type="radio"/> Probablemente / Probably</p> <p><input type="radio"/> No estoy seguro / Not Sure</p> <p><input type="radio"/> Probablemente no / Probably Not</p> <p><input type="radio"/> Definitivamente no / Definitely Not</p> |
| | <p>6. ¿Qué podríamos mejorar para hacer su experiencia mejor? / What could we improve to make your experience better?</p> <p><input type="text"/></p> | |

RESULTS

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| <p>#1</p>  <p>Skipped: 0 Answered: 5</p> <p>Muy Buena / Very Good 100% 5</p> <p>For question number one, 5/5 participants recorded their overall experience at Salem Hospital as "Very good."</p> | <p>#2</p>  <p>Skipped: 0 Answered: 5</p> <p>Muy Satisfecho / Very Satisfied 100% 5</p> <p>For question number two, 5/5 participants reported they were "Very satisfied" with the interpreter services provided.</p> | <p>#3</p>  <p>Skipped: 0 Answered: 5</p> <p>Siempre / Always 100%</p> <p>For questions three and four, 5/5 participants chose "Always" when asked if they felt comfortable communicating through the interpreter and if their questions/concerns were addressed.</p> | <p>#4</p>  <p>Skipped: 0 Answered: 5</p> <p>Siempre / Always 100%</p> |
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RESULTS Cont'd

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| <p>#5</p> <p>muy lindo 4/2/25, 3:33 AM</p> <p>ellas fueron muy agradables 4/2/25, 3:20 AM</p> <p>Heaven she was amazing !!! 3/24/25, 8:07 AM</p> <p>Tudo 3/24/25, 6:02 AM</p> <p>mrs bromby 3/24/25, 5:46 AM</p> <p>For question number five, when asked what they liked most, two respondents replied with my name, two responded with our staff being very nice and pretty, and one respondent replied with "everything."</p> | <p>#6</p> <p>nada 4/2/25, 3:33 AM</p> <p>todo estuvo bien 4/2/25, 3:20 AM</p> <p>Nothing 3/24/25, 8:07 AM</p> <p>nothing 3/24/25, 5:46 AM</p> | <p>#7</p>  <p>Skipped: 0 Answered: 5</p> <p>Definitivamente / Definitely 100%</p> <p>For question number seven, 5/5 participants reported that they would definitely recommend Salem Hospital to their friends and family.</p> |
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CONCLUSIONS

This survey provided important insight into how Spanish-speaking patients feel during and after a procedure or exam in the Radiology Department at Salem Hospital. Based on these results, it can be concluded that Salem Hospital is doing a good job making Spanish-speaking patients feel safe and comfortable throughout their time here. The survey results also suggest that the interpretation services are successful with regard to the patient being able to confidently and correctly communicate through the interpreter and to the technologist. It can be assumed that interpreter services are up to standard with their expectations and meet or surpass other interpreter services they may have previously used. Participants reported the best possible scores of 100% throughout the seven questions.

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ACKNOWLEDGMENTS

Site Supervisor- Marybeth Pingley

Faculty Advisor- Amy Everitt