

INTRODUCTION

Previous patient satisfaction surveys (i.e. HCAHPS) evaluated factors such as nurse-doctor-patient communication, staff responsiveness, pain management, quality of explanations, cleanliness, noise level, and overall experience in assessing patients' perception of quality of health care received. This study examines the relationship between language-discordant care and patient satisfaction ratings.

METHODS

Retrospective review of de-identified pediatric plastic surgery patient experience survey responses from August 2021- July 2022 was performed with permission from Lurie Children's Hospital's Patient Family Experience Team. Descriptive analysis, ordinal regression, Mann-Whitney U and Kruskal-Wallis tests were performed via IBM® SPSS Statistics to assess for significant differences in patient satisfaction scores based on language concordance and interpreter services used.

RESULTS

| Question | Provider/Patient Language Concordance | | | | Results | | |
|--|---------------------------------------|--------|-------------|--------|------------|---------------|---------|
| | No (n=87) | % | Yes (n=356) | % | Odds Ratio | CI | p-value |
| 1) Did this provider treat you with courtesy and respect? | | | | | 0.2 | 0.092 - 0.432 | <0.001 |
| Yes, definitely | 72 | 82.76% | 342 | 96.07% | | | |
| Yes, mostly | 8 | 9.20% | 6 | 1.69% | | | |
| Yes, somewhat | 6 | 6.90% | 7 | 1.97% | | | |
| No | 1 | 1.15% | 1 | 0.28% | | | |
| 2) Did this provider listen carefully to you? | | | | | 0.202 | 0.095 - 0.428 | <0.001 |
| Yes, definitely | 70 | 80.46% | 337 | 94.66% | | | |
| Yes, mostly | 12 | 13.79% | 8 | 2.25% | | | |
| Yes, somewhat | 3 | 3.45% | 4 | 1.12% | | | |
| No | 1 | 1.15% | 3 | 0.84% | | | |
| Non-Response | 1 | 1.15% | 4 | 1.12% | | | |
| 3) Did this provider give you enough information about your child's health and treatment? | | | | | 0.639 | 0.322 - 1.267 | 0.2 |
| Yes, definitely | 71 | 81.61% | 311 | 87.36% | | | |
| Yes, mostly | 10 | 11.49% | 26 | 7.30% | | | |
| Yes, somewhat | 3 | 3.45% | 9 | 2.53% | | | |
| No | 0 | 0.00% | 1 | 0.28% | | | |
| 4) Did you know what to do if you had more questions after your visit? | | | | | 0.435 | 0.253 - 0.749 | 0.003 |
| Yes, definitely | 57 | 65.52% | 291 | 81.74% | | | |
| Yes, mostly | 20 | 22.99% | 38 | 10.67% | | | |
| Yes, somewhat | 4 | 4.60% | 8 | 2.25% | | | |
| No | 2 | 2.30% | 9 | 2.53% | | | |
| 5) Using a number from 0 to 10, what number would you use to rate this provider? (10 = best provider possible) | | | | | 0.697 | 0.401 - 1.212 | 0.201 |
| 10 = Best provider possible | 59 | 67.82% | 267 | 75.00% | | | |
| 9 | 15 | 17.24% | 44 | 12.36% | | | |
| 8 | 5 | 5.75% | 14 | 3.93% | | | |
| 7 | 0 | 0.00% | 3 | 0.84% | | | |
| 6 | 0 | 0.00% | 4 | 1.12% | | | |
| 5 | 0 | 0.00% | 2 | 0.56% | | | |
| 4 | 2 | 2.30% | 0 | 0.00% | | | |
| 3 - 1 | 0 | 0.00% | 0 | 0.00% | | | |
| 0 = Worst provider possible | 0 | 0.00% | 1 | 0.28% | | | |

Table 1: The language-discordant group was less likely to give highest ranking to "provider courtesy and respect", "provider listened carefully", and "knowing what to do with subsequent questions following visit". No differences in patient satisfaction scores existed between patient/provider language-concordant vs. discordant groups for: "enough information provided" (p=0.2), overall provider rating (p=0.201).

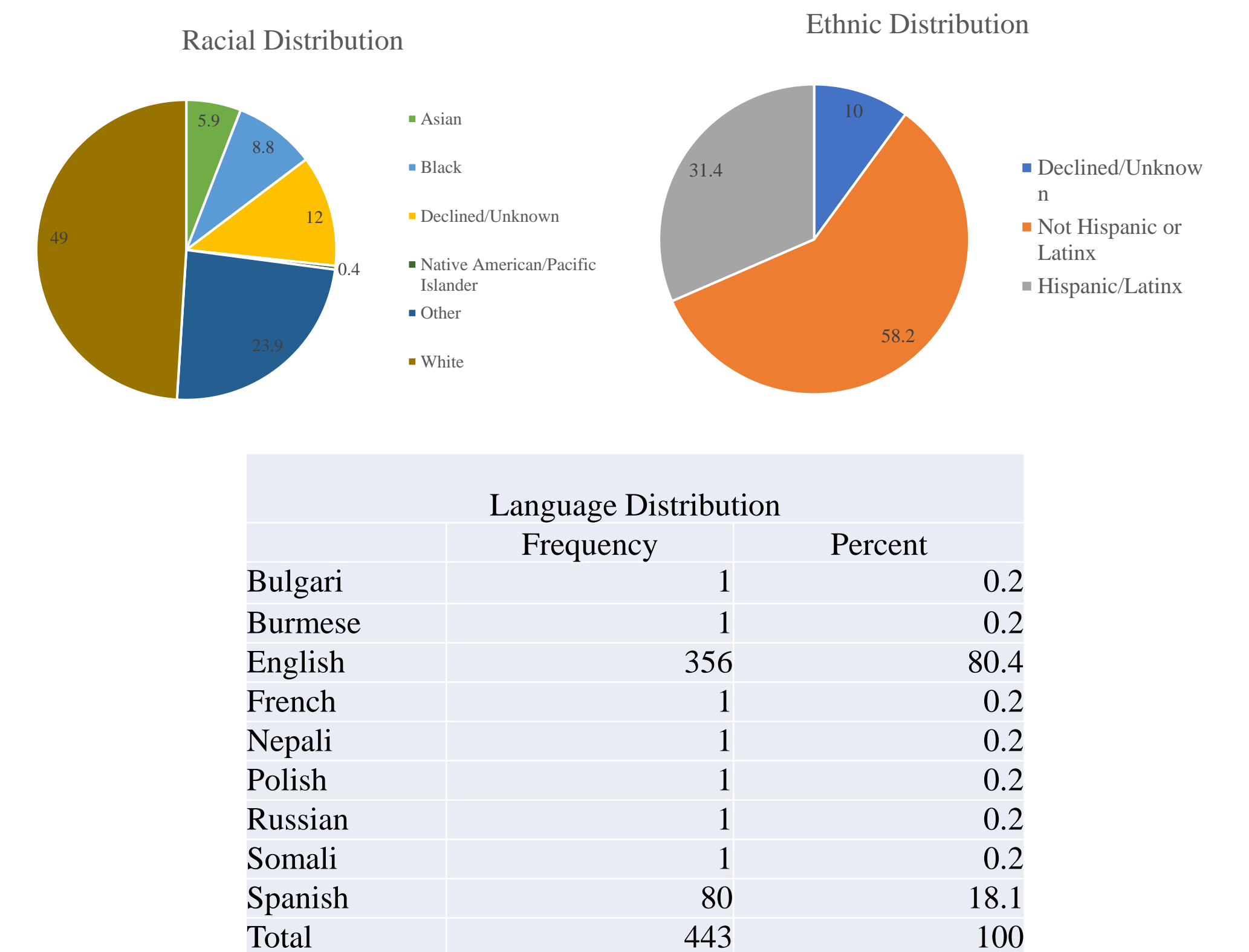


Figure 1-3: A total of 433 pediatric plastic surgery patient families were included in the study with the racial, ethnic, and language distribution as shown

CONCLUSIONS

Patient/provider language discordance negatively affected patient experience ratings in areas involving patient teaching and perception of provider's respect, courtesy, and careful listening. Language discordance did not affect overall provider and facility ratings.