



Introduction

- In Detroit's urban setting of Wayne County, Michigan, the most commonly spoken languages after English are Arabic, Spanish and Bangla.¹
- Medical students at a large urban Midwest medical school who run the Student Clinics in the community frequently encounter patients with limited English proficiency (LEP) who experience language barriers which may lead to suboptimal care provided.
- Many of these clinics are non-profits and/or free clinics that do not have the financial or operational capacity to hire interpreters.
- The goal of the project is to determine the feasibility of using a student interpreter service for student run free clinics at Wayne State University School of Medicine.

Methods

- A sign-up form was distributed to the medical school student body to join the School of Medicine Student Interpreter Network (SIN).
- Student name, contact information, language(s) spoken, and language proficiency via self report using the Interagency Language Round-table (ILR) scale was collected.
- Student-run clinics opted in to receive SIN list access.
- Student leaders who run the clinic visits will complete a survey to assess student comfort serving patients, clinic workflow, and patient care when utilizing a student interpreter.

Methods

- Pre-, interim, and post-survey will be distributed to clinics

Please answer the following questions using this scale to respond:

1= strongly disagree
2= disagree
3=neutral
4= agree
5= strongly agree

I think that the clinic I am involved with would be able to serve more patients with access to student interpreters?

Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

I think the clinic I am involved with would benefit from access to interpreter services for patient care?

Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

I think students interpreters from the School of Medicine could provide effective interpreter services to the clinic I am involved with.

Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

I think the clinic workflow went smoothly while utilizing student interpreters for patient appointments

Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

I think students interpreters from the School of Medicine are providing effective interpreter services to the clinic I am involved with.

Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

I think that the clinic I am involved with has benefited from access to interpreter services for patient care?

Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

I think that the clinic I am involved with has been able to serve more patients with access to student interpreters?

Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

- At the end of the patient's visit, they will rate how helpful they found the interpreter services utilizing the smiley face Likert scale.

Please circle one of the following:
How helpful did you find the use of interpreter services for your healthcare visit today?

Awful Not very good Good Really good Brilliant

- Data collected through the various surveys includes general clinic information, languages spoken by patients, language barriers, need for interpreter services, potential patient care benefit, and potential for effective interpreter services by medical students.

Analysis Plan

- Pre-, interim, and post-intervention survey data will be analyzed to determine if student interpreters decrease language barriers and improve patient satisfaction.
- Patient's responses from the smiley face Likert scale will be analyzed to assess for patient satisfaction.
- Student leader surveys will also be analyzed to determine workflow efficacy, student comfort utilizing interpreter services, and quality of patient care.
- Analysis of qualitative feedback from the student-run free clinics and statistical analysis of survey data will provide information to improve future iterations of this project to meet the needs of students, clinics, and patients.

Conclusion

- Student-run clinics often encounter patients who would benefit from interpreter services.
- Continued expansion in the number of involved clinics will provide student run clinics with increased access to interpreter services.
- Students will have increased involvement in patient care with the hope that more patients in Detroit can receive healthcare.

References

Michigan Department of State. (2020). *Languages access task force: Municipality languages spoken*. https://www.michigan.gov/-/media/Project/Websites/sos/32lawens/Languages_Spoken_in_MI_Sept__2020.pdf?rev=cca2bf18e1d64fcca8013aa26f9f3afe