

## **A COMPARISON OF LANGUAGE SERVICE MODALITIES AND ITS IMPACT ON PATIENT SATISFACTION AND CARE**

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**Background:** Professional interpretation allows for better communication between patients and providers in those with limited English proficiency (LEP). The quality of different interpretation modalities has predominantly been studied from the provider and interpreter perspective, with little known about the patient perspective on quality of encounter. The purpose of this study was to compare patient guardian experience while utilizing in-person and remote video interpretation services. We hypothesize satisfaction and comprehension would be greater with in-person interpretation services compared to video interpretation.

**Materials/Methods:** This is an ongoing non-randomized prospective cohort study in which Spanish-speaking patient guardians were administered a survey at the conclusion of their child's office visit. Preliminary data was collected between August 2021 and February 2022 within the outpatient surgical sub-specialty clinics at Texas Children's Hospital. Data was analyzed using Stata software.

**Results:** This study is still in its infancy and to date 36 participants have been enrolled. Preliminary results show there is no significant difference in satisfaction with translation type, understanding of diagnosis and care plan, and overall quality of the visit between in-person and video interpretation services. However, we did identify patients with high school level of education or higher had a better understanding compared to those with less education ( $p= 0.003$ ).

**Conclusions:** Although in-person professional interpretation is often considered the "gold standard" due to demonstrated ability to improve satisfaction and outcomes of care, our preliminary results show no differences in guardian satisfaction and comprehension amongst in-person or remote video interpretation services in an outpatient setting. While this study is ongoing, we expect future results to maintain a similar trend, indicating in-person and video interpretation are both adequate modalities for patients in the outpatient setting.

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