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Reducing Safety Incidents in Elderly Care Wards by Improving International Nurses' Language Skills

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<p><i>Purpose and aims:</i> This quality improvement aimed to reduce the impact of language barriers on the delivery of safe nursing care in elderly care wards. The project focused on improving the language skills of international nurses through language training and the use of the Google Translate app. The objective is to reduce the number of safety incidents caused by language barriers in the elderly care ward of Helsinki city Kustaankartano senior care ward, thereby improving the safety and quality of care within six months.</p> <p><i>Methods:</i> The study will use the Model for Improvement, which involves two phases: setting aims, establishing what will be measured, and selecting interventions for change, and assessing the intervention using the Plan, Do, Study, Act (PDSA) cycle. Language training will be provided to nurses with limited Finnish language skills, and Google Translate will be used to assist with communication during nursing care. The effectiveness of the intervention will be measured through the HaiPro reporting tool, experiential focus groups consist of 8 registered nurses, and language check-up tests. Data will be collected and analyzed, and any necessary changes to the intervention will be implemented. The study will take place from August 2023 to February 2024, and ethical approval and informed consent were obtained.</p> <p><i>Results:</i> The results of the study will be analyzed using thematic analysis, with data gathered through interviews. Two themes will be identified from the analysis. The first theme will focus on Language barriers and safety incidents in elderly care wards. The second theme is about strategies for improving communication, such as the use of google translate application and Finnish language training. All data related to both themes will be carefully coded by the researchers. Overall, the study provides insights into the challenges and strategies for improving communication in elderly care settings with diverse language backgrounds.</p> <p><i>Conclusions:</i> The conclusion suggests that language barriers in nursing can pose a safety risk for both patients and nurses and need to be addressed through language training and the use of google translate application. By breaking down language barriers, nurses can provide better care for patients, improve healthcare outcomes, and reduce safety incidents in the elderly care ward.</p>	
Key Words	language barriers, language difficulties, communication, linguistic barrier, international nurses, foreign nurses, immigrant nurses, language training, interpreters, language courses, interventions, patient safety, safe nursing care, quality nursing care

Tekijä	Etunimi Sukunimi
Otsikko	työn otsikko
Sivumäärä	xx sivua + x liitettä
Aika	pv.kk.vvvv
Tutkinto	tutkinnon nimi
Tutkinto-ohjelma	tutkinto-ohjelman nimi
Ammatillinen pääaine	ammattillisen pääaineen nimi (rivi poistetaan mikäli pääainetta ei ole)
Ohjaajat	tehtävänimike Etunimi Sukunimi tehtävänimike Etunimi Sukunimi
Avainsanat	language barriers, language difficulties, communication, linguistic barrier, international nurses, foreign nurses, immigrant nurses, language training, interpreters, language courses, interventions, patient safety, safe nursing care, quality nursing care

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1 Problem Statement and Background

1.1 Problem statement

Nurses depend on effective communication to ensure patients' safety and provide accurate health information to other healthcare practitioners to maintain standard quality care among patients (The importance of communication in nursing 2021). Nursing is becoming international across the globe and often nurses speak different language than their patients and healthcare teams consist of nurses with various cultural and linguistic backgrounds. Therefore, there is a high chance of the occurrence of miscommunication due to language barriers among healthcare practitioners that could lead to patient safety risks (Meuter et al. 2015). Language barriers are viewed by hospital medical staff as a cause of job stress and a hindrance to providing safe and high-quality healthcare (Meyers 2021; Walsh 2020).

Language barriers affect various nursing tasks and impose safety risks on patients. Especially medication administration and patient transport are nursing tasks that have considerable consequences on patient safety (Rosse 2016). According to World Health Organization, about 1.3 million people injured, and at least one death daily in the United States alone due to medication errors. These errors may be linked to overworked healthcare providers, staff shortages, language differences, inadequate training of staff, and wrong information provided to patients.

Health disparities, such as unequal treatment due to language barriers, are linked to unequal access to healthcare and health outcomes (Mari 2019). Previous research, for example, shows that patients who do not speak the local language face barriers to accessing healthcare services. Similarly, multiple studies have found that patients who suffer language obstacles have worse health outcomes than those who speak the local language (Singleton 2019; Korhonen 2022; Watson 2018; Excie 2019). Language barriers have an indirect impact on the quality of treatment that patients get, according to growing data (Titler 2016).

Effective healthcare relies on effective communication between patients and medical practitioners (Alhamami 2020). Several studies found that among patients who received care from nurses who did not speak the local language, some had trouble understanding medical instructions, others expressed concerns about the accuracy of information, and

many believed that the language barrier contributed to medical errors (Cassidy 2018; Jackson 2022; Larbi 2016).

In Finland, there is a shortage of nurses, and the government is planning to recruit about 30,000 international qualified nurses by the year 2030 to address the demand of its ageing population (YLE news 2021). Nowadays, there are international nurses already working in various Finnish healthcare settings such as homecare, community, and hospitals. However, some international nurses are facing challenges in communicating with their colleagues and patients using the Finnish language. In addition, most of the nursing tasks in the Finnish healthcare field require a sufficient language skill to ensure patient safety.

This quality improvement proposal will focus on impacts of language barriers affecting delivery of safe nursing care and different interventions to improve international nurses' language skills. This study aims to improve patient's safety in elderly care by improving language skills of international nurses.

1.2 Background

The present literature on language barriers frequently focuses on appropriateness and continuity of treatment, patient-centered services, and safety between those who are skilled in the dominant language, typically English, and those who are not (Alhamami 2020). Language barriers between patients and healthcare professionals, particularly nurses, is critical for successful communication in order to provide correct patient evaluation, suitable examinations, ancillary testing, diagnosis, and prescribed therapy (Scamman 2020). Language barriers also have an impact on the management of chronic diseases such as asthma and diabetes, as well as end-of-life care and pain management (Pandey 2021). When language barriers exist, there is an increased risk of failing to gain informed consent and protecting patient privacy and confidentiality (Bohlin 2021). As a result, language barriers have a significant impact on the quality of care provided throughout the health-care continuum (Walsh 2020).

Patient safety is defined as the reduction and mitigation of harmful acts, as well as the increasing utilization of best practices that result in optimal patient outcomes (Labaf 2019; Flores 2016; Rivera 2017; Banks 2022). Medication errors, readmissions for the same health problem, and prolonged hospital length of stay are common out-of-hospital safety risks cited by nurses with limited English proficiency (LEP) (Shamsi, 2020). The

primary cause of 59% of significant adverse events reported to the US Joint Commission's Sentinel Event Database has been identified as communication specifically caused by language barriers (Slade 2022). Evidence suggests that low-English proficient nurses are more likely than English-speaking nurses to have safety occurrences as a result of communication problems (Espinoza 2021).

It may be difficult to overcome language barriers in health-care encounters (Jungner 2019). The use of a second language by either the patient or the practitioner is widespread in nations with culturally and linguistically varied populations (Alshamshi 2020). Language barriers can have a negative impact on nurses' capacity to communicate effectively with their patients, as well as on the provision of appropriate, timely, safe, and effective care to fulfill patient needs in any nation or situation (Beshah 2021).

A nursing staff member may be required to assess a patient's health or recovery if they have low English proficiency in various instances (lafor 2018). The nurse can design a strategy to overcome linguistic barriers by identifying them (Cision 2022). Miscommunication between patients and healthcare personnel is detrimental to the quality of patient care due to language problems (Gold 2019). Language difficulties can be challenging to overcome for both patients and healthcare staff. Hospitals should then employ a competent interpreter throughout admission, discharge, and patient education (Terui 2022). When studying a facility census of non-English-speaking patients, nurses can establish which languages are spoken by the most patients (Beshah 2021).

There has been little research into the impacts of language barriers on healthcare, especially among and between international nurses and patients. Language differences could lead to worse health outcomes and higher healthcare expenses. They can also cause communication issues between patients and healthcare providers, making access to healthcare services more difficult. Cultural and linguistic differences might make providing healthcare services difficult. When patients and nurses are unable to communicate effectively, it can lead to misdiagnoses, medication and treatment errors, and an overall decline in care quality. Furthermore, cultural differences can make it difficult to deliver culturally responsive care. To address these gaps, this study aims to explore various findings and interventions related to the impacts of language barriers between nurses and patients in delivering safe quality nursing care.

2 Review of the literature

The purpose of this review of the literature was to describe the impacts of the language barrier in nursing and what different interventions are used to overcome the language barrier in elderly care wards. The aim was to produce information that could be used as background for the development of interventions to improve international nurses' language skills and hence the quality of nursing care.

The researchers seek to answer the following review questions:

- 1) What are the impacts of language barrier in nursing?
- 2) What kind of different interventions are used to overcome language barriers in nursing?

2.1 Search strategy

Database searches were conducted after identifying the key terms that focus on a qualitative research question. Key terms were identified by utilizing FACET and PEO (Population, Exposure, Outcome) analysis. PEO framework was used for this research question.

P – international Nurses

E – different interventions

O –patient safety

Facet analysis, as shown in table 1 indicates the keywords that were utilized to search relevant articles in the database. Keywords utilized were language barriers, language difficulties, communication, linguistic barrier, international nurses, foreign nurses, immigrant nurses, language training, interpreters, language courses, interventions, patient safety, safe nursing care, quality nursing care.

Table 1 Facet Analysis

Population	AND	Exposure	AND	Outcome
international nurses OR foreign nurses OR immigrant nurses		interventions OR interpreters OR language training OR language courses		patient safety OR safe nursing care OR quality nursing care

The researchers were guided by the principle of inclusion and exclusion criteria. The articles were taken from the excellent quality database such as CINAHL which focuses on nurses and nursing interventions. For the inclusion criteria, the following were used: a) relevance of the literature as guided by the year bracket of 2015-2022 b) studies that focus on nurses' perspectives of language barriers c) articles that has various interventions in overcoming language barriers. For the exclusion criteria, the following were considered: a) studies that focus on the same linguistic backgrounds of nurses and patients. b) articles that are more than ten years from publication date c) journals with no connection the topics.

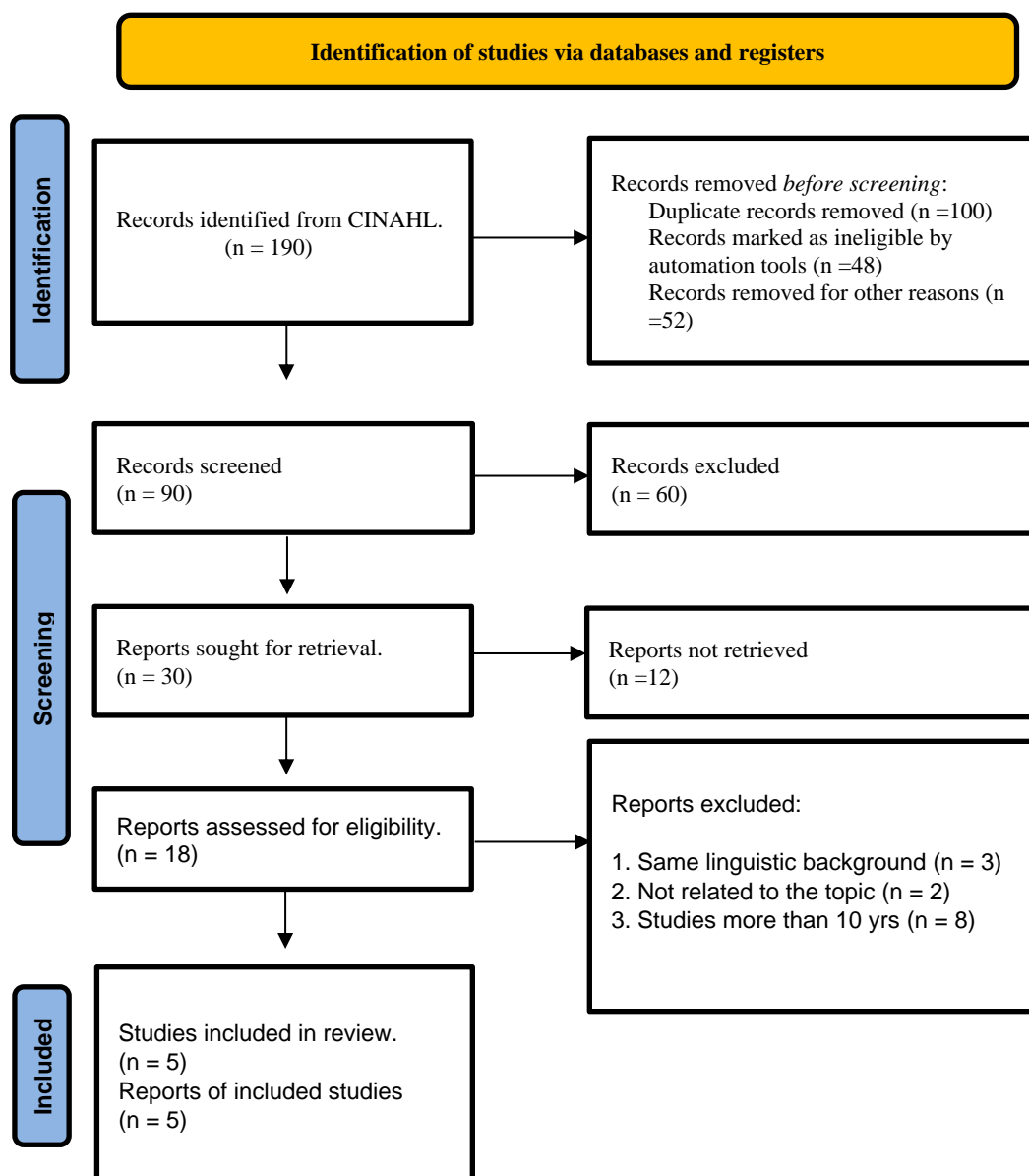
Based on the database searches, a total of five research articles were selected. Four of them were qualitative studies and one mixed method that focuses on the impact of language barrier in healthcare and their interventions. The articles were taken from countries like USA, Canada, Australia, and Europe dated 2015 to 2021. The participants from all the related literature were registered nurses who experienced communication difficulties in delivering safe quality care to patients.

Table 2 Inclusion and exclusion criteria

Inclusion	Exclusion	Rationale
Studies that focus on nurses' perspectives of language barriers and their impacts during the delivering of care from diverse linguistic backgrounds.	Studies that focus on same linguistic backgrounds of nurses and patients	The study aims to identify the impacts of language barriers in the delivery of nursing care to patients in a diverse linguistic background

Studies related to language barriers in the healthcare setting conducted from 2015 to 2021	Studies related to language barriers in the health care settings that are 10 years and older	This aims to collect up to date relevant articles that focus on language barriers in the healthcare setting.
Studies that focus on the various interventions to overcome language barriers in delivering safe nursing care to patients.	Studies that do not use any interventions related to language barriers during nursing care	The study aims to reduce safety incidents caused by language barriers by utilizing google translate app and language training

Below is the PRISMA flowchart that demonstrates the selection process of the studies included in this review.



2.2 Summary of the results of selected articles

The negative impacts of language barriers between nurses and patients are frustrations of nurses especially when patient speak broken English or has no English language skills (Galinto et al. 2016), inability of nurses to effectively assess patient's needs and difficulty communicating the importance of treatments and follow-ups of patients, increased stress to patient when they do not understand the course of treatments and procedures (Ali & Watson 2017) and inability of the patients to follow conversations with their healthcare practitioners (Pandey et al. 2021). All of these identified challenges could lead to discontinuation of care and put both nurses and patients at safety risk. The use of professional interpreters, whether be it in-person or through phone and ad hoc interpreters may fill the gap in communication between nurses and patients but these are costly and not readily available when needed. Google translate application (app), visual aids and other non-verbal communication like actions and gestures are effective ways in filling the gap of communication between nurses and patients (Galinto et al. 2016). Additionally, language skill improvement training to nurses with minimal language skills may benefit them to ease language barriers in providing care to patients eventually. Education on the use of Augmentative and Alternative Communication (AAC) to ease the communication difficulties between nurses and patients, especially pediatric patients, is also helpful in addressing miscommunication between them (Bohlin et al. 2021.) However, this Augmentative and Alternative Communication (AAC) requires a series of seminars and workshops for all nurses that could lead to additional workloads for them.

Among all the interventions identified in this review, the use of google translate app and language training for international nurses were the most accessible and feasible intervention in addressing the gap of language barriers between nurses and patients (Meuter et al. 2015).

Table 3 Review of related literature

Author, year, country	Purpose	Sample	Design/method/(scale/tool), analysis	Main findings
Meuter et. al. 2015, Australia	Understanding language barriers and miscommunication that may occur in healthcare settings between patients and healthcare practitioners, especially where at least one of the speakers is using a second (weaker) language.	80 Patient practitioner (n=80)	Mixed Method Questionnaires, Short survey ratings and Video recordings Quantitative and Qualitative analyses	As patients and practitioners become more culturally and linguistically diverse, healthcare systems must understand how language creates obstacles.
Galinato et. al. 2016, USA	The aims of this study are to describe (a) the perceptions of nurses regarding their communication with patients with LEP, (b) how call lights affect their communication with patients with LEP, (c) the perceptions of nurses on the impact of advancement in call light technology on patients with LEP.	Registered nurses with: > 21 years of age Able to communicate in English. Licensed as an RN in the state of the study site. Employed in staff nurse line as a RN for at least 12 months, Work at least 50% as regular staff providing direct patient care and are for patients with LEP at the study site.	Qualitative study Focus groups. Qualitative content analysis	The nurse participants also used creative and innovative ways to overcome the language barriers with patients with LEP when they respond to call lights. Google Translate is a program that translates English to other foreign languages and vice versa. But the nurses only used this app for simple requests, and at the time of the interview, it was unclear if hospital policy sanctioned the use of Google Translate as an appropriate translation program.

Ali & Watson 2017, UK	To explore nurses' perspectives of language barriers and their impact on the provision of care to patients with limited English proficiency from diverse linguistic background.	59 Registered nurses (n=59)	Qualitative study Individual interviews, Focus group discussions. Thematic analysis	Language barriers were identified as the biggest obstacles in providing adequate, appropriate, effective, and timely care to patients with limited English proficiency. The use of professional interpreters was considered useful.
Bohlin et. al. 2021, Sweden	The aim of the study was to explore the communication tools that child healthcare nurses can use during home visits to families when language barriers exist.	20 childcare nurses (n=20)	Qualitative study Focus group interviews. Thematic content analysis	The nurses try to bridge the language barriers by using an interpreter and mixed means of communication to make it easier for the parents to understand them. As well as using different pictures and text materials in different languages, they also used body language and Google translate.
Pandey et. al. 2021, Canada	This study explores the impact of language barriers at each point of contact with the healthcare delivery system, from the perspective of immigrants and healthcare providers in a Canadian province that is witnessing a rapid influx of immigrants.	Three focus groups: 29 women and 9 men (n=38)	Qualitative study Focus group discussion, In-depth Individual Interview Thematic analysis	Those with language limitations might not know how to access various healthcare services. This can lead to misunderstanding between the client and the provider, causing frustrations and unfulfilled expectations for both. English language proficiency significantly affected the therapeutic relationship between patients and healthcare providers. Clients with language barriers were unable to explain their health conditions adequately.

3 Aim and Objectives

The aim of this Quality Improvement project is to reduce the number of patient safety incidents in the elderly care ward of Helsinki city Kustaankartano senior care ward caused by language barriers between nurses and patients by improving international nurses' language skills. This will be achieved by utilizing the google translate app and introducing a language training program for international nurses. These intervention aims to an effective communication between nurses and patients and the delivery of safe and better-quality nursing care in elderly care ward of Kustaankartano. The main objective of this project is to reduce occurrence of safety incidents in the elderly care ward of Kustaankartano and improve safety and quality of the care within 6 months.

4 Measurement, Design, Strategy

4.1 Measurement

The project will start in August 2023. In order to achieve the aims of the project a plan for language training program for international nurses including the orientation/guiding for the use of google translate app will be created. The objective of this project is to enhance patient care, and to assess the effectiveness of the intervention. In order to measure the intended improvement, a data collection plan was developed, and the HaiPro incident reporting system was selected as the appropriate tool. This system will provide reliable baseline data on the number of incidents before the intervention, as well as after its implementation. To gain information about usability of the google translate app the plan is to conduct focus group interviews. The aim of the interviews is to gather information about the usability of the app as perceived and experienced by international nurses working on the ward.

Baseline data will be collected from August 2023 to February 2023 to assess safety incidents related to language barriers in nursing care at Kustaankartano senior care facility. The HaiPro reporting tool, developed in Finland to report events endangering patient and customer safety, will be used to access the incidence data. Ethical approval will be obtained to protect the identity of those involved, and informed consent will be secured from all participants.

The baseline data will serve as a measurement to determine whether there is an increase or decrease in safety incidents during the implementation of interventions. The data will be collected through experiential focus groups consisting of eight nurses with limited Finnish language skills. A semi-structured interview will be used to explore registered nurses' perceptions of care delivery to Finnish-speaking patients, while the use of Google Translate will be assessed for its effectiveness in delivering safe nursing care.

In addition, monthly language check-up tests will be conducted for the participating nurses to track their language skills improvement. They will also be given a questionnaire related to the effectiveness of language training in maintaining patients' safety during the delivery of quality nursing care, which will be used in the data analysis. The focus groups will be formed based on the availability of participants and will be guided by a focus group designed to elicit their experiences of using Google Translate and attending language training to bridge communication gaps during nursing care. The semi-structured interview will focus on the nurses' firsthand experiences, rather than general comments.

The baseline data collected will be observed monthly from August 2023 to February 2024, and a comparison will be made on the percentage of safety incidents due to language barriers during these periods. Results will show that nurses with limited Finnish language skills will initially have difficulty communicating and delivering quality care to Finnish-speaking patients, but this will improve after they recognize the language barrier problem using the semi-structured interview questions that focus on overcoming language barriers to deliver safe and quality care to patients. Senior nurses will take note of the issues encountered during data collection and refer them to the head nurse for proper interventions. The registered nurses will take turns attending the language training sessions provided by the City of Helsinki to improve their communication skills, and updates on the results will be conducted monthly for six months to highlight the effectiveness of Google Translate and language training in overcoming language barriers and maintaining patient safety during nursing care.

4.2 Design

The Quality Improvement design for this project will use a model for improvement, which is a widely used tool to initiate improvements in healthcare settings. The model of improvement is a structured approach that consists of two phases: setting aims, establishing what will be measured, and selecting interventions for change; and testing

if the intervention works in real life by using the Plan, Do, Study, Act (PDSA) cycle. The PDSA cycle involves four steps: planning, doing, studying, and acting. In the planning phase, the researchers will identify the problem and develop a plan for improvement (NHS England 2014.) The researchers will establish the aims of the project, determine what will be measured, and select the interventions for change. Addressing safety incidents in rendering nursing care caused by language barriers will be the focus of this study using a combination of language training and the use of Google Translate to improve communication and patient safety.

Implementation of the intervention, which involves providing language training to nurses with limited Finnish language skills is done during the doing phase. The training will be conducted on-site, either before or after work, or during scheduled times, with the content and schedule tailored to the needs of the participants. Using google translation to assist with communication during nursing care is also considered.

In the study phase, the effectiveness of the intervention will be measured by using the HaiPro reporting tool to collect data on safety incidents related to language barriers, as well as by conducting experiential focus groups and language check-up tests for participating nurses. Registered nurses' perceptions of care delivery to patients with limited Finnish proficiency will be explored through the focus groups, and the improvement of the participants' language skills will be assessed through the language check-up tests.

Finally, in the acting phase, the results obtained from the study phase will be acted upon. The data collected will be reviewed, the results analyzed, and any necessary changes to the intervention will be implemented. The safety incidents and language skills of participating nurses will continue to be monitored to ensure sustained improvement. Potential risks that could prevent successful implementation will be mitigated. Lack of participation from nurses, inadequate resources, and insufficient time for training will be addressed by obtaining informed consent from all participants, providing adequate resources for training, and ensuring that the training schedule is feasible for the participants.

The timeline for this project will be from August 2023 to February 2024. During this time, baseline data will be collected using the HaiPro reporting tool, the intervention will be implemented through language training and the use of Google Translate, and data will be collected through focus groups and language check-up tests. Monthly updates will be

conducted to track progress and make any necessary adjustments. Data management and analysis will involve ensuring confidentiality and anonymity of participants and using appropriate statistical methods to analyze the data obtained. Ethical approval will be obtained from the unit manager to access the HaiPro data, and informed consent will be obtained from all participants. Any identified safety incidents will be reported and addressed through appropriate channels.

4.3 Strategy

The utilization of google translate app and improving language skills of nurses through education and training for maintaining safe nursing care and strengthening the changes eventually. Plan, Do, Study, Act (PDSA) cycles will be used to trial the components of the improvement intervention implemented to achieve these aims.

Preparatory phase

In this phase, the aim is to plan an orientation training program. A 4-hour training session attended by Kustaankartano senior care staff nurses, unit managers, and supervisors will be conducted to provide information on the different communication techniques specifically on the use of google translate and language training program for international nurses. At the end of the training sessions, nurses discussed the importance of communication and language trainings for international nurses, and identified the availability of gadgets that could be used for utilizing google translate app when rendering nursing care to patients.

Intervention phase

Handy gadgets with internet connection will be provided in each unit for the staff to use and utilize google translate application to translate words from Finnish to English or vice versa when either of the nurse or patient has limited Finnish or English language skills. The gadget will be used when the nurse needs to communicate with a patient when conducting a nursing care procedure. A five-point Likert scale will be used to measure the usability, frequency, importance, quality, and satisfaction of using this application. The result on the quality of safe nursing care using this intervention will be provided in elderly care ward of Kustaankartano senior care to record how this intervention helped ease communication barriers between nurses and patients.

A scheduled Finnish language training for those with limited Finnish language skills will be conducted once a week to improve their language skills. In this phase, a Finnish language instructor from the city of Helsinki will conduct the language training. Finnish Language training will focus on improving four categories including the listening, reading, speaking, and writing skills of all the participants.

The Language training will be divided into two levels called the beginner and mid-levels. Beginner level includes from Finnish A to A2 level. In this level, participants will be able to understand and use familiar phrases that are common in the day-to-day basis with the emphasis of nursing care procedures. The mid-level includes Finnish A2 to B1 level where participants will be able to say and understand more complex sentences and can have longer conversations. The beginner's level will start from August 2023 to November 2023 and the mid-level will commence from November 2023 to February 2024. Prior to the start of the language training per month, the language instructor will conduct a pre-test to assess the knowledge of the participants regarding the topics to be covered on that month and at the end of the training, a post-test will be given to check the language improvement of all participants. Both the pre-test and post-test of each month will have the same questions. These checkpoint tests will be conducted every month to identify the language skills improvement of all participants.

Sustainability phase

A performance-based committee is established as approved by the management of Kustaankartano senior care to monitor both the effectiveness of the utilization of google translate app and the language training of participating nurses to maintain patient safety to ease the communication gaps between nurses and patients during nursing care. Moreover, a continuous language capacity program for nurses based on their Finnish language skills level continues to strengthen their language skills and a start-up language training for newly hired nurses with no or limited Finnish language skills was established to prepare them prior to their deployment and ease communication gap and ensure patient's safety when delivering nursing care.

4.4 Data analysis

To identify how this quality improvement project will be effective, the researchers will use thematic analysis through experiential focus groups and semi-structured interviews consisting of two main themes. The analysis will be conducted in a systematic and

rigorous manner to ensure that the identified themes are reliable, valid, and grounded in the data.

Theme 1: Language barriers and safety incidents.

The project aims to improve care by addressing safety incidents related to language barriers in nursing care. Baseline data will be collected in August 2023 prior to the implementation of interventions to assess the safety incidents related to language barriers at Kustaankartano senior care facility. The HaiPro reporting tool will be used to access safety incidence data due to language barrier where nurses have difficulty communicating to Finnish-speaking patients, and informed consent will be secured from all participants. In the last month of the study, HaiPro will be access again through the head nurse in-charge of the project at Kustaankatano senior care facility to identify whether there is an increase or decrease of safety incidents that occurred while the interventions are being implemented.

Theme 2: Google translate application and Finnish Language training.

A plan for the use of google translate application and Finnish language training for international nurses will be created. A five-point Likert scale will be used to measure the usability, frequency, importance, quality, and satisfaction of using this application while focus group interviews will be conducted to gather first-hand information about the usability of the google translate app as perceived and experienced by international nurses. Through these interviews, the researchers will be able to understand how easy, safe, and the complexity of using this application when providing safe nursing care to patients. The monthly language check-up tests focusing on the enhancement of the Finnish language through speaking, reading, writing, and listening will be applied monthly. Pre-test and post-test with the same questions that are aligned with the language lessons of each month to track language skills improvement of all the participants. A questionnaire will be given to assess the effectiveness of language training in maintaining patients' safety during the delivery of quality nursing care. The registered nurses took turns attending the language training sessions provided by the City of Helsinki to improve their communication skills.

4.5 Ethical considerations

Ethical approval for this project will be applied before conducting the project from the management team of the institution where this project is conducted. A research permit

will also be applied for according to the institution guidelines and the named contact person will be included in the planning and conducting the project. All gathered data and information will be overseen according to Data Protection Act (1050/2018).

5 Reflections and Conclusions

Nursing is a demanding profession that requires specialized skills and expertise to provide high-quality care to patients. Effective communication is critical to delivering safe and quality care to patients. However, communication barriers can impede this process, particularly when nurses and patients do not speak the same language. Nowadays, nursing has become more internationalized than ever before. As a result, language barriers between nurses and patients are a growing concern that needs to be addressed to ensure the delivery of safe and quality nursing care.

Language barriers can pose a safety risk for both patients and nurses. Simple tasks, such as identifying a patient's identity or administering medications, require clear communication between nurses and patients to avoid errors that could lead to adverse events and impedes quality of nursing care provided. It is essential to allocate resources to this global problem, especially in countries like Finland, where communication is critical to delivering patient-centered care.

Fortunately, there are several ways to overcome language barriers in healthcare. Different online translator applications, such as the Google translate application, have been helpful in bridging the communication gap when a language barrier arises. This application enables easy communication for both nurses and patients when they do not speak a common language. Additionally, language skills improvement education and training for international nurses are integral for long-term solutions to address communication gaps with their patients and avoid any safety issues in providing quality nursing care.

This project aims to address these challenges and provide a valuable impact in the field of nursing, particularly for those working with diverse linguistic backgrounds in the elderly care ward. By maximizing and properly utilizing both technological and language training for international nurses, we can overcome problems with language barriers.

This quality improvement project aims to reduce safety incidents in the elderly care ward caused by language barriers and ensure that patients receive safe and high-quality

nursing care. Through language training and the use of technological tools, we can improve communication and break down language barriers to provide better care for patients. We will collect data to monitor progress and make any necessary adjustments to ensure the success of this project.

However, this study is only limited to the use of google translate app to address the issues of language barriers when delivering safe quality nursing care. There are other digital translator applications that are specifically designed for healthcare practitioners such as Care to translate, Medi Babble, Canopy apps, and Verbal care. Future researchers should consider these digital translator applications as alternatives to google translate application to be used by nurses in the absence of interpreters when delivering a safe nursing care when both nurse and patient do not speak a common language.

In conclusion, communication is a vital component of nursing care, and language barriers can impede the delivery of safe and quality care to patients. Through this project, we aim to address the challenges faced by international nurses working in elderly care wards and equip them with the language skills and technological tools necessary to provide better care for patients. By breaking down language barriers, we can ensure that patients receive the care they need, and nurses can perform their duties effectively and efficiently. This project has the potential to improve healthcare outcomes and reduce safety incidents in the elderly care ward.

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