

# REFERENCE GUIDE TO OVERCOME LANGUAGE BARRIER

SITI JASLINA BINTE MOHAMED SADHI, ZAITON BINTEMOHD SALLEH, NUR AMALINA BINTE HAIFI, LIM CHWEE HAR, ANNA CHEE CHEO TEE, KALIMUTHU VEERASENAN, KASTHURI

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

## Define Problem, Set Aim

### Opportunity for Improvement

- Some of the elderly visitors and foreigners are unable to communicate in English.
- Staff on duty (Patient Greeter / JCH PSA) may not speak the same mother tongue as these visitors therefore a communication breakdown occurs.
- These have resulted in longer waiting time for visitors who are in the queue.



The main objective of the project is to improve communication between visitors and staff on duty. As such, waiting time can be shorted, resulting in increased visitor satisfaction.

## Select Changes

### What are the probable solutions?

- To address the root cause of staff of different language capability on duty, a solution was implemented - To create a **translated ward/ bed number reference guide** in three different languages (English, Mandarin & Malay).
- The translated ward/bed numbers reference guide (1<sup>st</sup> implementation) was introduced on 2 August 2017.

1<sup>st</sup>

### Implementation

WARD LIST	英文 (Hua Wen)	BAHASA MELAYU
WARDS / LEVEL	病房 / 楼层	WARD / TINGKAT
ISOLATION (LEVEL 1)	隔离病房 (Level 1)	WAD PENCAHANGSARAN (BUTU)
AMBULATORY UNIT (LEVEL 3)	日间手术部 (Level 3)	UNIT AMBULATORI (TIGA)
ENDOSCOPY (LEVEL 3)	内视镜室 (Level 3)	ENDOSKOPI (TIGA)
ICU/HD (LEVEL 4)	加护病房 (Level 4)	PENAGANTUNGAN RAPU / PERGANTUNGAN TINGGI (EMPAT)

BED NUMBER	英文 (Hua Wen)	BAHASA MELAYU
BED NUMBER	床位 / 房号	KATIL
1	1	SATU
2	2	DUA
3	3	TIGA
4	4	EMPAT
5	5	LIMA
6	6	ENAM
7	7	TUJUH
8	8	LAPAN
9	9	SEMBILAN
10	10	DASAPULUH
11	11	SEBELAS
12	12	DUA BELAS
13	13	TIGA BELAS
14	14	EMPAT BELAS
15	15	LIMA BELAS
16	16	DUA BELAS ENAM
17	17	TUJUH BELAS
18	18	LAPAN BELAS
19	19	SEMBILAN BELAS
20	20	DUA PULUH
21	21	DUA PULUH SATU
22	22	DUA PULUH DUA
23	23	DUA PULUH TIGA

## Establish Measures

### Registration time per visitor

Approx **10 minutes** to complete registering visitors if there is a delay due to communication problem and language barrier

### Staff service competency

Only **2 out of 10 staff** on duty (PG / JCH PSA) are able to speak either Chinese or Malay without a translated reference guide.



## Test & Implement Changes

### Translated ward/bed number reference guide with picture and header

After 1<sup>st</sup> implementation, a few feedback were received on the picture used and no translation for the headers. Therefore a 2<sup>nd</sup> implementation was introduced.

### 2<sup>nd</sup> Implementation

几楼？ Ji lou? Mahu ke Tingkat berapa?	英文 (Hua Wen)	BAHASA MELAYU
WARD B5 (LEVEL 5)	B 座五楼	WAD B5 (LIMA)
WARD B6 (LEVEL 6)	B 座六楼	WAD B6 (ENAM)
WARD B7 (LEVEL 7)	B 座七楼	WAD B7 (TUJUH)
WARD B8 (LEVEL 8)	B 座八楼	WAD B8 (LAPAN)
WARD B9 (LEVEL 9)	B 座九楼	WAD B9 (SEMBILAN)
WARD B10 (LEVEL 10)	B 座十楼	WAD B10 (SEPULUH)
WARD B11 (LEVEL 11)	B 座十一楼	WAD B11 (SEBELAS)
WARD B12 (LEVEL 12)	B 座十二楼	WAD B12 (DUA BELAS)
WARD B13 (LEVEL 13)	B 座十三楼	WAD B13 (TIGA BELAS)
WARD B14 (LEVEL 14)	B 座十四楼	WAD B14 (EMPAT BELAS)
WARD B15 (LEVEL 15)	B 座十五楼	WAD B15 (LIMA BELAS)
WARD B16 (LEVEL 16)	B 座十六楼	WAD B16 (ENAM BELAS)

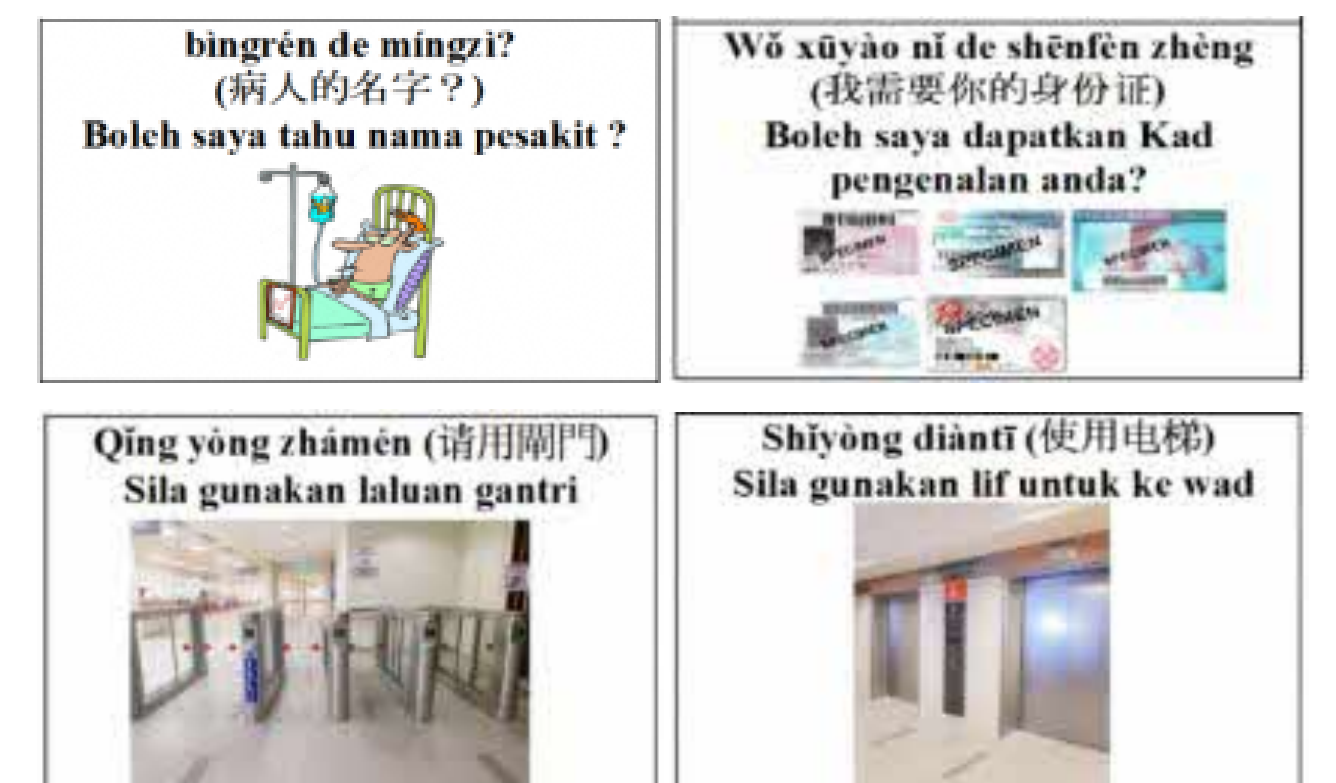
床位几号？ Chuángwèi Jǐ hào? Katil nomor berapa?	英文 (Hua Wen)	BAHASA MELAYU
BED NUMBER	床位 / 房号	KATIL
16	Shi liu	ENAM BELAS
17	Shi qi	TUJUH BELAS
18	Shi ba	LAPAN BELAS
19	Shi jiu	SEMBILAN BELAS
20	Er shi	DUA PULUH
21	Er shi yi	DUA PULUH SATU
22	Er shi er	DUA PULUH DUA
23	Er shi san	DUA PULUH TIGA
24	Er shi si	DUA PULUH EMPAT
25	Er shi wu	DUA PULUH LIMA
26	Er shi liu	DUA PULUH ENAM
27	Er shi qi	DUA PULUH TUJUH
28	Er shi ba	DUA PULUH LAPAN
29	Er shi jiu	DUA PULUH SEMBILAN
30	San shi	TIGA PULUH

### Post Implementation Issues

- Ward/ Bed number reference guide was useful however patient greeters continued to face communication breakdown
- Hence, patient greeters worked together with JCH PSAs on a translated guide of commonly used questions during visitor registration.

### Translated Flash picture cards on common questions asked by visitors

- Translation of common questions which staff on duty will ask visitors upon registration
- Pictures are included in the flash cards for visitors



### Improved performance after implementation

- Both the translated ward/bed number reference guide and flash picture cards has helped improved communication between staff and visitors.
- Shorter and more seamless registration time - Approx **5 minutes** to complete registration by referring to the guide
- Staff on duty are able to promptly assist visitors and improvement in service standards - **7 out of 10 staff** on duty are able to register successfully on their own referring to the guide

## Analyse Problem

### Determining the Root Cause (5 WHYS)

Unhappiness among visitors at the visitor registration counter

WHY?

Dissatisfied with long waiting time

WHY?

Unable to communicate effectively with staff

WHY?

Language barrier between visitors and staff

WHY?

Limited language capabilities of staff

WHY?

Due to operational requirements and rostering, may not have staff of different language capabilities on duty

## Spread Changes, Learning Points

### Spread change

The translated reference guide is used in both Lobby Management areas and JCH outpatient.

### Key learnings

- Use of visual diagrams as tool can help improve communication
- Universal language such as numbers and pictures is useful in communication