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Spanish-speaking Families’ Perspectives on the Acceptability and Impact of Culture and Language Coaching for Bilingual Residents

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Background

Culture and language coaching in the CHiCoS (Clínica Hispana de Cuidados de Salud) Program provides bilingual (English-Spanish) pediatric residents longitudinal, personalized training in health care Spanish and cultural aspects of care as part of their continuity clinic.

A Culture and Language Coach (CLC) serves as: 1) communication safety net during Spanish-language visits and 2) personal trainer for each resident, improving residents’ skills and family satisfaction with care.

Families’ perspectives on acceptability of the presence and impact of the CLC during visits have not been formally described.

Methods

Spanish-speaking caregivers whose children received care in a pediatric primary care clinic from any of 18 bilingual CHiCoS residents accompanied by a CLC completed a 10-question survey about 1) how well the resident spoke and understood Spanish, 2) effectiveness of communication, and 3) how presence of the CLC impacted communication.

Results

- 60/67 caregivers (90%) completed the survey.
- A majority reported their resident spoke (65%) and understood (63%) Spanish very well, with little or no CLC intervention.
- Overall communication was either “very easy and direct without problems” (57%) or “more or less easy,” with communication problems being “quickly resolved” (43%).
- No respondents described communication as “difficult”.
- For a future visit, 58% preferred a CLC-assisted visit with a doctor speaking at least some Spanish to a traditionally interpreted visit with a doctor speaking no Spanish. The remainder (42%) said either option would be equally good. None preferred a traditionally interpreted visit.

Conclusions

CLCs provide support to bilingual pediatric residents (with intermediate language proficiency or above) that all Spanish-speaking caregivers found acceptable and effective for clinical communication.