

4th World Congress on

PUBLIC HEALTH, EPIDEMIOLOGY & NUTRITION

May 24-25, 2018 Osaka, Japan

The impact of the characteristics of interpreters on the care satisfaction of foreign patients**Yuka Yamazaki**

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Background & Objectives: In Japan, the number of foreign residents is increasing. In addition, the numbers of foreign visitors will also increase because of the Olympic in 2020. Therefore, it is crucial for the Japanese government to develop a system for foreigners to live in and stay at Japan comfortably. In particular, language barrier prevents foreigners from accessing hospitals and having smooth communication with doctors. Recently, several articles suggest that appropriate interpreters specialized in medical fields are necessary for foreign patients to see doctors generally. However, previous studies mention that sometimes family members or friends with the similar cultural background as patients are more effective than certified interpreters. Therefore, to identify what type of interpreters is appropriate in Japanese hospitals, we conduct a questionnaire survey.

Methods: We are planning to collect total 250 foreign visitors and residents who visit the department of general medicine in Tokyo Medical University with an interpreter. Inclusion criteria is those who are 20 years and older and those who were born in foreign countries. Questionnaire and psychological tests will be conducted. Questionnaires were developed in four languages: Japanese, English, Chinese, and Korean. Question items are mainly patient's demographics, social economics, disease, and interpreter's demographics. Visual Analogue Scale and Profile of Mood of States will be used to evaluate patient's care satisfaction. Qui square tests and Logistic Regression Model are used for data analysis.

Results & Conclusions: Recruiting of subjects was started in March, 2018. So far, one pair of foreign patient and interpreter was recruited in the outpatient department. The patient was Chinese resident and the interpreter was also Chinese. The patient indicated high satisfaction level with the care given by a doctor, overall health care, and skill of his interpreter. We found that most foreign patients who visit Tokyo Medical University in Shinjuku, Tokyo is Chinese and Korean residents and they can communicate with doctors in Japanese without an interpreter. To recruit appropriate number of subjects, we may need to do this survey at all departments of Tokyo Medical University. In addition, we have to reconsider the research site such as academic hospital in urban area is really appropriate for this research.

Biography

Yuka Yamazaki has completed her MD degree from Juntendo School of Medicine in 2002 and her PhD in 2010 from Juntendo University Graduate School of Medicine. She is an assistant professor at the department of Medical Education from Tokyo Medical University. She has published papers in public health and medical education fields.

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