

Expectations and Experiences of Spanish-Speaking Caregivers in the Pediatric Perioperative Setting

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BACKGROUND

- Non-English language preference and Hispanic ethnicity are independently associated with decreased patient satisfaction and worse postoperative outcomes.
- Little is known about the quality of communication with NELP caregivers and their experiences in the perioperative setting.

METHODS

This is a sequential explanatory study

- English- and Spanish-speaking caregivers completed a questionnaire assessing their perioperative team’s communication
- Two weeks after the procedure, we interviewed them regarding their experiences
- Questionnaire responses were analyzed using parametric analysis; qualitative interviews were analyzed using inductive coding

RESULTS

- English- and Spanish-speaking caregivers expressed similar satisfaction in all measures of communication.
- Spanish-speaking caregivers experienced difficulties with iPad interpreters and preferred direct communication in Spanish
- Parents in both groups felt unprepared for their child’s emergence from anesthesia
- All the other correlations in the ammo bar.

DISCUSSION

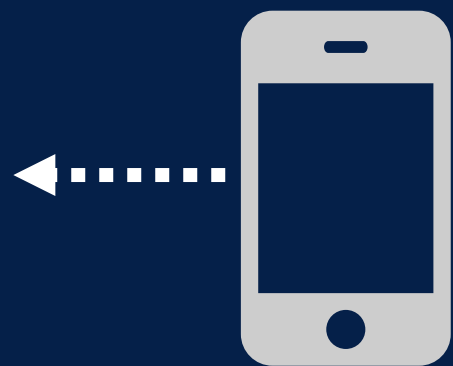
- Caregivers expressed similar satisfaction but had differing expectations of the perioperative setting
- Spanish-speaking caregivers prefer and may benefit from in-person interpreters, which were discontinued during COVID-19
- More research is needed to understand caregiver experiences in other languages and in community health settings

Spanish-speaking caregivers in the perioperative setting experience difficulties with communication and desire more perioperative counseling

[Many times], even if you ask questions, they don't answer the questions you want answers to.

I think it would be good if parents were given what to expect during and at the end of the process, because, perhaps, as parents we tend to be very overprotective. And then if we have past traumas, it's very difficult to deal with that.

It would be nice if they had more [in-person] Spanish-speaking staff so that [families] could communicate more confidently.



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Table 1. Participant demographics

| Characteristic       | Total (N=53) |         | English spoken (N=30) |        | Spanish spoken (N=23) |         |
|----------------------|--------------|---------|-----------------------|--------|-----------------------|---------|
|                      | N            | (%)     | N                     | (%)    | N                     | (%)     |
| Age                  | 7            | (4, 11) | 6                     | (3, 7) | 9                     | (5, 13) |
| Sex                  |              |         |                       |        |                       |         |
| Female               | 25           | (47.2)  | 13                    | (43.3) | 12                    | (52.2)  |
| Male                 | 27           | (50.9)  | 16                    | (53.3) | 11                    | (47.8)  |
| Missing              | 1            | (1.9)   | 1                     | (3.3)  | 0                     |         |
| Surgical specialties |              |         |                       |        |                       |         |
| ENT                  | 21           | (39.6)  | 11                    | (36.7) | 10                    | (43.5)  |
| OMFS                 | 11           | (20.8)  | 5                     | (16.7) | 6                     | (26.1)  |
| Ophthalmology        | 4            | (7.5)   | 4                     | (13.3) | 0                     |         |
| Plastic Surgery      | 2            | (3.8)   | 1                     | (3.3)  | 1                     | (4.3)   |
| Gynecology           | 1            | (1.9)   | 1                     | (3.3)  | 0                     |         |
| General surgery      | 6            | (11.3)  | 2                     | (6.7)  | 4                     | (17.4)  |
| Gastroenterology     | 4            | (7.5)   | 3                     | (10.0) | 1                     | (4.3)   |
| Urology              | 1            | (1.9)   | 0                     |        | 1                     | (4.3)   |
| Orthopedic surgery   | 2            | (3.8)   | 2                     | (6.7)  | 0                     |         |
| Unknown              | 1            | (1.9)   | 1                     | (3.3)  | 0                     |         |
| NORA case status     |              |         |                       |        |                       |         |
| No                   | 49           | (92.5)  | 28                    | (93.3) | 21                    | (91.3)  |
| Yes                  | 4            | (7.5)   | 2                     | (6.7)  | 2                     | (8.7)   |
| Requested assistance |              |         |                       |        |                       |         |
| No                   | 40           | (75.5)  | 28                    | (93.3) | 12                    | (52.2)  |
| Yes                  | 13           | (24.5)  | 2                     | (6.7)  | 11                    | (47.8)  |

|                        |                                                                                                                                                                                                                                                                                                                                           |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Communication          | 1. I really felt understood by my child's healthcare team today<br>2. I understood all of the words used by my child's healthcare team today.                                                                                                                                                                                             |
| Trust                  | 3. I feel confidence and trust in my child's healthcare team.                                                                                                                                                                                                                                                                             |
| Quality of information | 4. I understood the instructions the team gave me to prepare my child for the day of their procedure.<br>5. I understand the purpose of the procedure my child is scheduled for.<br>6. I know what to expect when my child enters the procedural room.<br>7. I know what to expect immediately after my child leaves the procedural room. |
| Language concordance   | 8. I wanted to ask more information about my child's care but felt uncomfortable doing so because of my language.<br>9. (Spanish) If given the choice, I would prefer to be cared for by a team that speaks my native language instead of using an interpreter.                                                                           |

Figure 1. Participant satisfaction, questions 4 and 5

