

LANGUAGE ACCESS AND EQUITY ISSUES

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Background: Language is inextricably linked with identity and culture and facilitates 'in-group' norms and practices. As much as language binds people together, language can also highlight differences (Bucholtz & Hall, 2004). The latter is important in the acute care setting when there might be a mismatch between the patient's and provider's language identity. Patients whose primary language is different from their provider are more reluctant to seek physical and mental health care and experience more adverse medical events (Ohtani et al., 2015). Providers whose primary language is different from their patients can experience difficulty building rapport and completing diagnostic evaluations.

Aims: Participants will learn to combine individual identities, cultures, and traditions with advocacy and collaboration into their practice. We achieve this aim through several case descriptions that highlight healthcare inequities related to language identity and the advocacy role for the CL psychiatrist.

Proposition: Case reports will describe core areas of language access, equity, and advocacy.

Potential Outcomes: Each case report will highlight different access, equity, advocacy issues, and attempts to increase collaboration.

Discussion: Language provides a social context for culture, and when there is a mismatch challenges often arise. Psychiatrists in the acute care setting are uniquely positioned to advocate for recognizing language as an important piece of patient identity. When language is incorporated, patient satisfaction increases, frustration decreases, and medical errors decrease (Shamsi et al., 2020). From the cases, we hope to present that interpreter services are crucial, and work to reduce misconceptions about the burden of using interpreters is warranted.

Full List of Authors

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Learning Objectives

At the conclusion of this presentation, participants will be able to:

1. Explain the reasoning for implementing cultural and linguistic adaptation versus plain translation.

2. Develop strategies for language-based advocacy efforts