APPllying technology to assessments of people from culturally and linguistically diverse backgrounds

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Outline

- Project background
- Development of the CALD Assist iPad app
  - Overview of current project
  - Overview of CALD Assist app
  - Study procedure
  - Results and Outcome
- Future directions
The issue

• High demand for interpreting services at Western Health (WH).

• To provide timely and appropriate care, clinicians require alternative methods of communication when an interpreter is not available.

• No other allied health specific tool existed to facilitate assessments with patients from CALD backgrounds when an interpreter was not available.
Project background
Goals and objectives

Part One

**Development of an iPad app** to support initial communication between Allied Health clinicians and patients from CALD backgrounds in the absence of an interpreter.

Part Two

**Pilot of the iPad app** across a range of settings and participants, specifically evaluating:

- Staff satisfaction with the iPad app
- Patient satisfaction with the iPad app
- Efficacy of the app.
User Needs Analysis

• Conducted five 90 minute focus groups in September 2014; one focus group per target discipline
• Aimed to understand and identify important aspects of:
  • Initial allied health assessments
  • Communication needs
  • Content of app
  • Functionality requirements of app
• Completed baseline data collection as pre implementation measure.
Outcomes of User Needs Analysis

- Compared outcomes from each focus group
- Identified common requirements and discipline specific requirements
- 194 key phrases were identified
- 11 target languages were identified: Arabic, Cantonese, Croatian, Greek, Italian, Macedonian, Maltese, Mandarin, Serbian, Spanish and Vietnamese
Implementation

• Developed the CALD Assist app
  - Multimodal app incorporating audio recordings, written translations, images and video
  - 5 allied health disciplines
  - 10 languages.

• Conducted a 5 month impact analysis across 8 wards at SH and FH
  - Staff surveys: post assessment questionnaire, feedback questionnaire
  - Patient surveys
  - In-app data logging.
CALD Assist Screen Shots
Cont’d

Do you need glasses?

Дали ви трябва очила?
Outcome and Evaluation

- 80% of staff indicated that the phrase content of **CALD Assist** was appropriate
- 100% of staff reporting that the app was valuable and easy to use.
- Patient feedback indicated satisfaction with how the app supported their communication.
- With use of the **CALD Assist** app, clinicians reported confidence in patient’s understanding of instructions increased:
  - ‘complete confidence’ increased from 10% to 41%
  - ‘no confidence’ dropped from over 50% to 16%.
- Time required to complete an assessment reduced from an average of 41 to 15 minutes.
Discussion

• Communication with patients from CALD backgrounds
  • Consumer feedback
  • Education material
  • Consent
• Consumer representation on steering committees/ focus groups etc
• Technology use with different patient populations
• Interpreter knowledge
• Technology development in health
Future directions

• Commercialisation of app for external health networks to access.

• The **CALD Assist** app is applicable to all health services in Australia.

• The **CALD Assist** app has the potential to be modified to meet the needs of other user groups in the future.
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Thank you