

# Overcoming Language Barriers

## Transvaginal Ultrasound Translation Sheets for Radiology Patients

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### Introduction

South Shore Hospital is a nonprofit health organization that provides community care, home health, specialty care, primary care, emergency and urgent care, and wellness services. They have been growing as a community since 1922, with a passion to help others (100 Year Celebration. South Shore Health n.d.). During my internship, I worked in the Radiology department, spending time throughout all the different modalities. I interned in Nuclear Medicine, Ultrasound, Cat Scan, MRI, X-Ray, and Vascular.



The photo above is from (Science Photo Library, n.d.)

### Related Literature

All imaging departments are expected to maintain quality, safety, and performance programs. Key components of programs include the basic following of principles within quality management and the utilization of quality tools. The first step is collecting information, followed by the collection and review of quality and performance data. Next is data analysis and the ranking of causes that contribute to failure/error and prioritization of solutions (Kruskal, et al, 2021).

Improvements are made with care and dedication and are constantly planned efforts by each member of the team. The goal in end is doing the right thing in a timely manner in which each lesson learned is disseminated throughout everyone (Kruskal, et al., 2021).

Ultrasound can be essential for low-income countries. Ultrasound is at a lower cost to perform than other radiology exams such as Cat-Scan (CT) or MRI. Along with being at a much lower cost, it is also very clear and concise, with the ability to see what may be the issue. The portability is also key, as it makes it easiest to be donated. What I mean by that is it can be easily moved, making it very accessible from anywhere. It is suggested throughout this article that we increase ultrasound capacity within poor countries. (Hershman, et al, 2021).

### Objectives

To create a resource about Transvaginal ultrasound for staff to provide their non-English speaking patients. In order to help educate and provide an understanding of the exam in their first language.



The photo above is from (Science Photo Library, n.d.)

### Methods & Materials

- Emailed the entire Ultrasound department, approximately 30 technicians, asking what languages they had the most barriers with.
- Interviewed staff members regarding challenges/problems with translating to patients
- Translated the English version of a transvaginal information sheet to the top five languages
- Investigated the top five known languages spoken in the area
- Conducted staff overview of the translation sheets
- Revised translation sheet

### Results

- Roughly 10 staff members were approached about what barriers they experienced when assisting non-English speaking patients.
- According to the staff members experienced barriers when communicating with patients who spoke Vietnamese, Portuguese, Haitian Creole, Spanish, and Cantonese. Translation sheets were created in each language.
- An overview of the translation sheets was provided to four staff members. They found this to be a beneficial resource to use during imaging exams
- Spanish is the top language spoken other than English in the US. Portuguese is the second language most spoken in the US. Haitian is the fourth language most spoken in the US. Vietnamese is the sixth language most spoken in the US (Acutrans19, 2022).

(To converse space) Below are the transvaginal ultrasound translation sheets in English and Cantonese.

Transvaginal Ultrasounds	Cantonese 2023
<p><b>What is a transvaginal ultrasound?</b> A transvaginal ultrasound is a pelvic ultrasound that involves using a small probe being inserted into the vagina. It has the purpose of looking at female reproductive organs, being the uterus, ovaries, cervix, and fallopian tubes.</p>	<p><b>經陰道超聲</b> 也稱作經陰道超聲。 經陰道超聲是一種盆腔超聲，涉及使用插入陰道的小探頭。它的目的是觀察女性生殖器官，即子宮、卵巢、子宮頸和輸卵管。</p>
<p><b>What does transvaginal mean?</b> Transvaginal means through the vagina, it is an internal examination.</p>	<p><b>經陰道係咩意思？</b> 經陰道係指透過陰道，是一種內部檢查。</p>
<p><b>What happens during a transvaginal ultrasound?</b> You will be asked to undress and lie down on your back on the stretcher, while bending your knees and having your feet in the stirrups. The technician will cover the wand with a probe cover and lubrication, inserting it into your vagina. You may feel some pressure as your technician inserts the transducer roughly 2-3 inches into your vaginal canal. The feeling may feel similar to a pap smear. The technician will slowly turn the transducer, providing pictures of your organs.</p>	<p><b>經陰道超聲檢查期間會發生什麼？</b> 你將被要求脫掉衣服並仰臥在擔架上，同時彎曲膝蓋並將腳放在馬鞍上。技術人員將用探頭蓋和潤滑劑覆蓋探頭，將其插入陰道。當技術人員將探頭插入陰道時，你可能會感到一些壓力。這種感覺可能感覺類似于子宮頸抹片檢查。技術人員將緩慢旋轉探頭，提供器官圖片。</p>
<p><b>What are the risks of this ultrasound?</b> There are no current risks.</p>	<p><b>經陰道超聲有冇風險？</b> 目前冇風險。</p>
<p><b>How does a transvaginal ultrasound work?</b> It is high frequency sound waves that create images of your internal organs for a doctor to be able to identify any abnormalities or conditions.</p>	<p><b>經陰道超聲如何工作？</b> 高頻聲波可以創造您的內部器官的圖像，以便醫生能夠識別任何異常或狀況。</p>
<p><b>When will you know the results of your vaginal ultrasound?</b> The images will be sent to a radiologist who will read the images as soon as possible and send the findings to your doctor. Your doctor will then share your results with you.</p>	<p><b>你幾時能夠知道經陰道超聲檢查結果？</b> 圖像將發送給放射科醫生。放射科醫生將盡快閱讀圖像並將結果發送給您的醫生。然後，您的醫生將與您分享您的結果。</p>

### Conclusions

- According to staff, the translation sheets will improve communication with non-English speaking patients (especially their understanding of the exam) and overall patient satisfaction.
- The Ultrasound Department will continue to use the translation sheets to further prevent language barriers in the future.
- From this internship experience, I have learned what modalities in radiology I am interested in pursuing. I am most interested in Nuclear Medicine and MRI.

### References

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