

Perceived Language Barriers to Health Care Delivery System

Nisrin A. Ali¹; Judelyn Angcap²; Erika Mae E. Aragon³; Norhanna D. Moner⁴;
Armelyn Grace Maghanoy, RN, MAN⁵; Donna Bell P. Sumugat, RN, MAN⁶;
Ian C. Abordo⁷ (PhD); Ma. Almira P. Nebres, RN, MAN⁸ (PhD)
Adventist Medical Center College
San Miguel, Iligan City

Abstract:- This study explores perceived language barriers in healthcare delivery at Gregorio T. Lluch Memorial Hospital, focusing on their impact on communication, patient satisfaction, and mitigation strategies. A quantitative descriptive research design was employed, involving a random sample of 120 patients. Results reveal significant challenges in understanding medical instructions, communicating effectively with providers, and accessing translation services. Addressing these barriers requires comprehensive strategies, including professional interpreters and culturally competent care. Findings highlight the need for targeted interventions to enhance equitable access to quality healthcare for diverse linguistic groups.

I. INTRODUCTION

Effective communication is essential for delivering quality healthcare. However, language barriers remain a critical challenge, affecting patient-provider interactions, patient satisfaction, and health outcomes. Gregorio T. Lluch Memorial Hospital serves a linguistically diverse population, making this issue particularly relevant. This study investigates perceived language barriers, their effects, and potential solutions to promote equitable healthcare delivery.

➤ Objectives

- Identify common language barriers perceived by patients.
- Assess the impact of these barriers on patient-provider communication.
- Evaluate the effect of language barriers on patient satisfaction.
- Explore potential strategies for mitigating these barriers.

II. METHODS

A quantitative descriptive research design was employed. Data were collected through structured surveys administered to a random sample of **120 patients** at Gregorio T. Lluch Memorial Hospital. The survey included demographic questions and items assessing experiences with communication and access to translation services. Responses were measured using a Likert scale (1-5), with data analyzed to identify trends and relationships.

III. RESULTS

➤ Key Findings from the Study Include:

- *Understanding Medical Instructions*
Patients reported significant difficulties, with average ratings of 3.40 to 3.85 indicating moderate to high challenges.
- *Patient-Provider Communication*
Many patients struggled to express concerns or ask questions effectively due to linguistic differences.
- *Access to Translation Services*
Limited availability of translation resources exacerbated communication issues.
- *Demographic Influences*
Barriers were more pronounced among older patients and those from remote areas with limited exposure to the dominant language.

Overall, these barriers adversely affected patient satisfaction and engagement, highlighting the critical need for tailored interventions.

IV. DISCUSSION

Language barriers in healthcare are a pervasive issue, particularly in diverse communities. At Gregorio T. Lluch Memorial Hospital, these barriers hinder effective communication, leading to patient dissatisfaction and potential adverse health outcomes. Strategies to address these issues include:

- Providing **professional interpreter services**.
- Offering **culturally competent care** through staff training.
- Ensuring **adequate language assistance resources** such as multilingual signage and translated materials.

These approaches can improve patient experiences and outcomes while fostering equitable healthcare delivery.

V. CONCLUSION

This study sheds light on the significant impact of perceived language barriers on healthcare delivery at Gregorio T. Lluch Memorial Hospital. By identifying common challenges and proposing mitigation strategies, it offers a foundation for improving communication and patient care. Future research should evaluate the effectiveness of proposed interventions and explore other dimensions of linguistic diversity in healthcare.

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