



Culturally Competent Hyperbaric Patient Care



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INTRODUCTION / BACKGROUND

The patients we care for in our hyperbaric facilities increasingly reflect the diversity of the communities in which we practice. Women of Muslim faith may don head-covering garments in observation of rules for modest behavior; these garments are often woven silk, a textile that is prohibited in the hyperbaric environment. This prohibition presents a barrier to women wearing hijab. Although hyperbaric facilities have improvised solutions to address this barrier, solutions can fail to communicate the mutual respect and empathy that is fundamental to cultural competence.

Patients with limited English proficiency have difficulty understanding staff instructions and exchanging information that is supportive of safe behaviors in the hyperbaric environment. To enhance communication with patients, interpreter services are typically employed; however, these resources have limited capacity to address time-sensitive or emergency communication.

METHODS AND MATERIALS

Hyperbaric Medicine Leadership collaborated with Linen & Central Services and Supply Chain Management to identify a product endorsing of wearing hijab in the Class A and Class B chambers of the Clinic.

The Hyperbaric Medicine Clinic's Practice Committee designed a just-in-time resource for translation of hyperbaric care plan-specific phrases for Spanish and Arabic-speaking patients.

RESULTS

Collaboration produced a vendor-supplied prototype of a 100% cotton head-covering garment. Presently, the construction and features of the sample product are being critically evaluated by Hyperbaric Medicine stakeholders. Forty-five Spanish and Arabic translation cards are immediately accessible to monoplace chamber operators and multiplace chamber inside attendants to facilitate direct communication.

SUMMARY / CONCLUSIONS

Seeking to understand the cultural and linguistic needs of patients and designing intervention to address them is essential to establishing a therapeutic relationship. The trust inherent of this relationship leads to a safer hyperbaric environment and conveys a message that does not require translation, "We care about your comfort and safety."





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Patients with limited English proficiency have difficulty understanding staff instructions and exchanging information that is supportive of safe behaviors in the hyperbaric environment. To enhance communication with patients, interpreter services are typically employed; however, these resources have limited capacity to address time-sensitive or emergency communication.





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The Hyperbaric Medicine Clinic's Practice Committee designed a just-in-time resource for translation of hyperbaric care plan-specific phrases for Spanish and Arabic-speaking patients. Language Services evaluated each phrase, clarified context and produced accurate translations.





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MATERIALS AND METHODS

Monoplace: Care Plan-Specific Phrases

Are you ready to begin treatment? It will start getting warm.

¿Está listo para empezar el tratamiento? Va a empezar a sentir calor.

If your ears feel pressure, remember to open or clear them with technique.

Si siente presión en los oídos, recuerde la técnica para destaparlos.

Try relaxing your jaw and yawning or move your jaw side to side.

Bostece o mueva la mandíbula de un lado al otro para intentar relajarla.

Try pinching your nose and swallowing at the same time.

Intente pellizcarse la nariz y tragar al mismo tiempo.

Try pinching your nose and taking a drink at the same time.

Intente pellizcarse la nariz y beber algo al mismo tiempo.

Are you having any ear discomfort? Please point to the ear.

¿Tiene molestias en los oídos? Por favor señale el oído que le molesta.





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Monoplace: Care Plan-Specific Phrases

Do your ears feel better now? Did they open or clear?

¿Están sus oídos mejor ahora? ¿Se destaparon?

We are at pressure. You can rest.

Llegamos a la presión indicada. Puede descansar.

Squeeze the drain and close it.

Apriete el drenaje y ciérrelo.

Are you hot or cold? I can change the temperature a little.

¿Tiene calor o frío? Podemos modificar la temperatura un poco.

Would you like the lights down?

¿Desea que disminuya la intensidad de la luz?

Would you like the TV on?

¿Desea que encienda la televisión?





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Monoplace: Care Plan-Specific Phrases

Is the volume of the TV okay? More volume or less volume?

¿Está bien el volumen de la televisión? ¿Más volumen o menos volumen?

It's time for an air break. Please put on the mask.

Es hora de tomar un descanso para aire. Por favor colóquese la mascarilla.

Air break is done. You can set mask down.

Terminó el descanso para aire. Puede quitarse la mascarilla.

Please open your drain.

Por favor abra el drenaje.

The treatment is almost over. You will feel that the environment cools.

Ya casi termina el tratamiento. Sentirá que el ambiente se enfría.

Do you have to go to the bathroom now?

¿Tiene que ir al baño ahora?





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Multiplace: Care Plan-Specific Phrases

Would you like a drink? Water, soda, or juice?

¿Qué desea tomar: agua, refresco o jugo?

Would you like another pillow or blanket?

¿Quisiera otra almohada u otra manta?

If you're warm, I can have the oxygen blow at your face. Would you like that?

Si tiene calor, puedo hacer que el oxígeno le llegue a la cara. ¿Le gustaría?

Do you need to reposition or stand up?

¿Necesita cambiar de posición o ponerse de pie?

Will you need to use the bathroom at air break?

¿Desea usar el baño cuando lleguemos al descanso para aire?

Do you need a pain medication?

¿Necesita medicamentos para el dolor?





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MATERIALS AND METHODS

Critical Communication

Do you not feel good?

¿Se siente bien?

Do you have pain? Where?

¿Siente dolor? ¿Dónde?

Do you feel like your blood sugar is low?

¿Le parece que el nivel de glucosa sanguínea está bajo?

Do you feel like you have to vomit?

¿Cree que va a vomitar?

Do you need to see a doctor?

¿Necesita ver a un médico?

Please keep the air mask over your nose and mouth.

Por favor mantenga la mascarilla de aire sobre su nariz y boca.





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Critical Communication

Your wrist strap fell off. Can you please put it back on securely?

La correa para la muñeca se soltó. ¿Podría volver a asegurarla bien?

Your wrist strap is unplugged. Can you try to plug it back in?

La correa de la muñeca está desconectada. ¿Podría volver a conectarla?

Would you like to end treatment early?

¿Desearía terminar el tratamiento más temprano?

We are going to end treatment early. Please stay calm; we will take care of you.

Terminaremos el tratamiento más temprano. Por favor, mantenga la calma, nosotros cuidaremos de usted.

We have lost communication, but the chamber is running fine. You are safe.

Perdimos comunicación, pero la cámara está funcionando bien. Usted está seguro.



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Monoplace: Care Plan-Specific Phrases

Are you ready to begin treatment? It will start getting warm.

هل أنت مستعد لبدء العلاج؟ سوف تبدأ التدفئة.

If your ears feel pressure, remember to open or clear them with technique.

إذا شعرت بالضغط في أذنيك، فتذكر فتحها أو إجلاءها باستخدام أسلوب فني.

Try relaxing your jaw and yawning or move your jaw side to side.

جرّب استرخاء الفك و التثاؤب أو حرك الفك من جانب إلى الجانب الآخر.

Try pinching your nose and swallowing at the same time.

حاول إغلاق أنفك بأصبعك و أبلع في نفس الوقت.

Try pinching your nose and taking a drink at the same time.

حاول اغلاق أنفك بأصبعك و تناول مشروب في نفس الوقت.

Are you having any ear discomfort? Please point to the ear.

هل لديك أي إزعاج أذني؟ يرجى الإشارة إلى الأذن المعنية.



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Monoplace: Care Plan-Specific Phrases

Do your ears feel better now? Did they open or clear?

هل أذنيك أفضل الآن؟ هل فتحتا أو أنهما صافيتان؟

We are at pressure. You can rest.

نحن على ضغط. يمكنك الراحة.

Do you feel hot? I can change the temperature a little.

هل تشعر بالحر؟ يمكنني تغيير درجة الحرارة قليلاً.

Do you feel cold? I can change the temperature a little.

هل تشعر بالبرد؟ يمكنني تغيير درجة الحرارة قليلاً.

Would you like the lights down?

هل ترغب في تخفيض الأضواء؟

Would you like the TV on?

هل ترغب في تشغيل التلفزيون؟



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Monoplace: Care Plan-Specific Phrases

Is the TV at a good volume; less or more?

هل صوت التلفزيون على درجة جيدة؟ أقل أو أكثر؟

It's time for an air break. Please put on the mask.

حان وقت إستراحة الهواء. الرجاء وضع القناع عليك.

Air break is done. You can set mask down.

إنتهت إستراحة الهواء. يمكنك إزالة القناع.

Treatment is almost done. It will start getting cold.

أوشك العلاج على الإنتهاء. سوف تبدأ البرودة.

Don't hold your breath.

لا تحبس نفسك.

Do you have to go to the bathroom now?

هل عليك أن تذهب إلى الحمام الآن؟



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Multiplace: Care Plan-Specific Phrases

Would you like another pillow or blanket?

هل ترغب في وسادة أو بطانية أخرى؟

Do you need to reposition or stand up?

هل تحتاج إلى تغيير الوضع أو الوقوف؟

Will you need to use the bathroom at air break?

هل ستحتاج إلى استخدام الحمام في استراحة الهواء؟

Do you need a pain medication?

هل تحتاج إلى مسكن الألم؟





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Critical Communication

Do you not feel good?

هل تشعر أنك بحالة جيدة؟

Do you have pain and where?

هل لديك ألم و أين؟

Do you feel like your blood sugar is low?

هل تشعر كأنما نسبة السكر في دمك منخفضة؟

Do you feel like you have to vomit?

هل تشعر بأنك يجب أن تتقيأ؟

Do you need to see a doctor?

هل تحتاج إلى مقابلة الطبيب؟

Please keep the air mask over your mouth and nose.

يرجى إبقاء قناع الهواء على فمك و أنفك.



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Critical Communication

Your wrist strap fell off. Can you please securely put it back on?

سقط شريط معصمك. من فضلك هل يمكنك إعادة وضعه بشكل آمن؟

Your wrist strap is unplugged. Can you try to plug it back in?

رباط معصمك غير موصول. هل يمكنك محاولة توصيله مرة أخرى؟

Would you like to end treatment early?

هل ترغب في إنهاء العلاج مبكراً؟

We are going to end treatment early. Please stay calm; we will take care of you.

سننهي العلاج مبكراً يرجى البقاء هادئاً. سوف نعتني بك.

We lost communication, but the chamber is running fine. You are safe.

فقدنا الاتصال، لكن الغرفة تعمل بشكل جيد. انت آمن.



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RESULTS

Collaboration produced a vendor-supplied prototype of a 100% cotton head-covering garment. Presently, the construction and features of the sample product are being critically evaluated by Hyperbaric Medicine stakeholders.



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RESULTS

Forty-five Spanish and Arabic translation cards are immediately accessible to monoplace chamber operators and multiplace chamber inside attendants to facilitate direct communication with patients of limited English proficiency.

It's time for an air break.
Please put on the mask.

Es hora de tomar un descanso
para aire. Por favor colóquese
la mascarilla.

Do you feel like your blood sugar is low?

هل تشعر كأنما نسبة السكر في
دمك منخفضة؟





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SUMMARY AND CONCLUSIONS

Seeking to understand the cultural and linguistic needs of patients and designing intervention to address them is essential to establishing a therapeutic relationship. The trust inherent of this relationship leads to a safer hyperbaric environment and conveys a message that does not require translation, “We care about your comfort and safety.”

