



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

Courtney Pocock
Speech Pathologist
Western Health

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

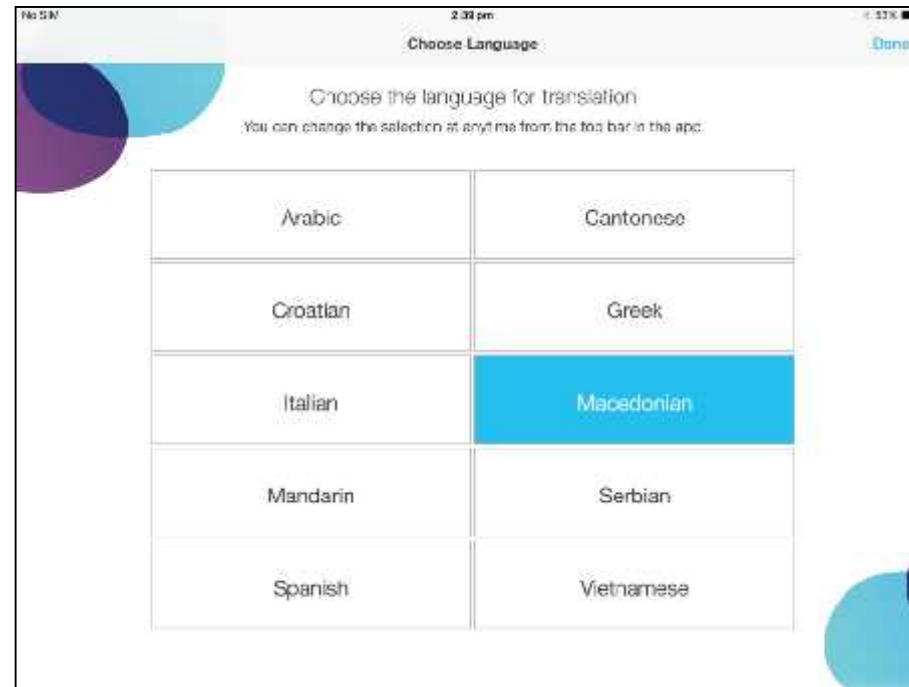


- Compared outcomes from each focus group
- Identified common requirements and discipline specific requirements
- 194 key phrases were identified
- 11 target languages were identified: Arabic, Cantonese, Croatian, Greek, Italian, Macedonian, Maltese, Mandarin, Serbian, Spanish and Vietnamese

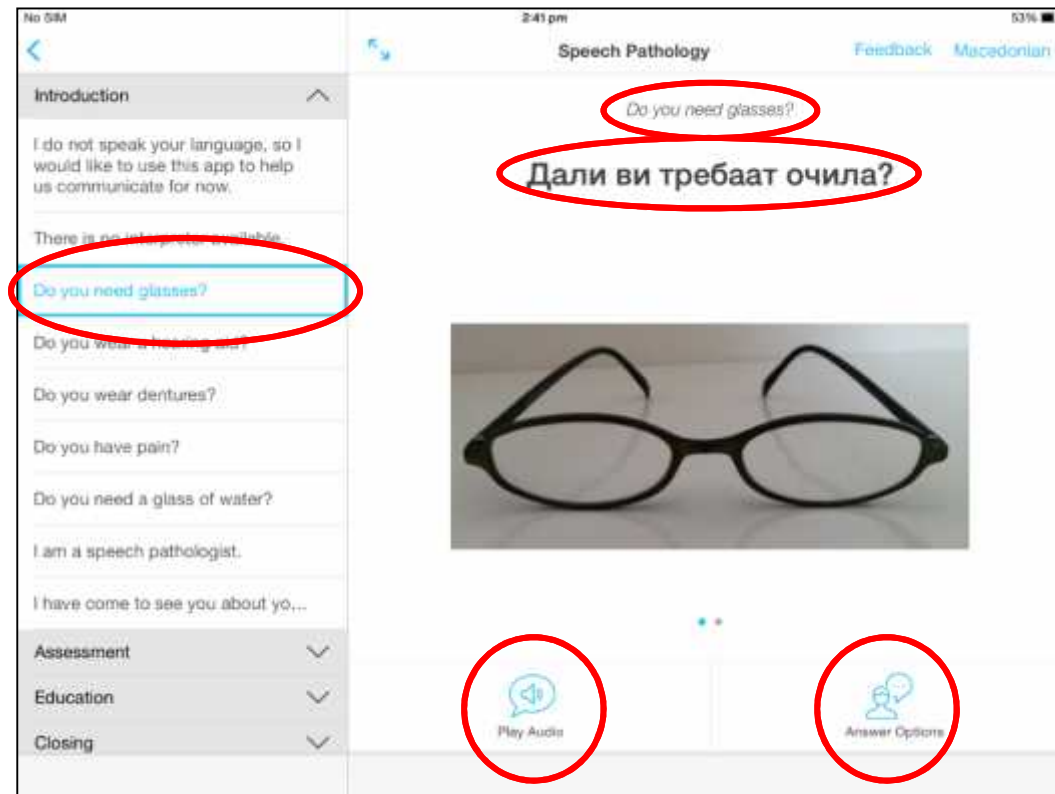
Implementation

- 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



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

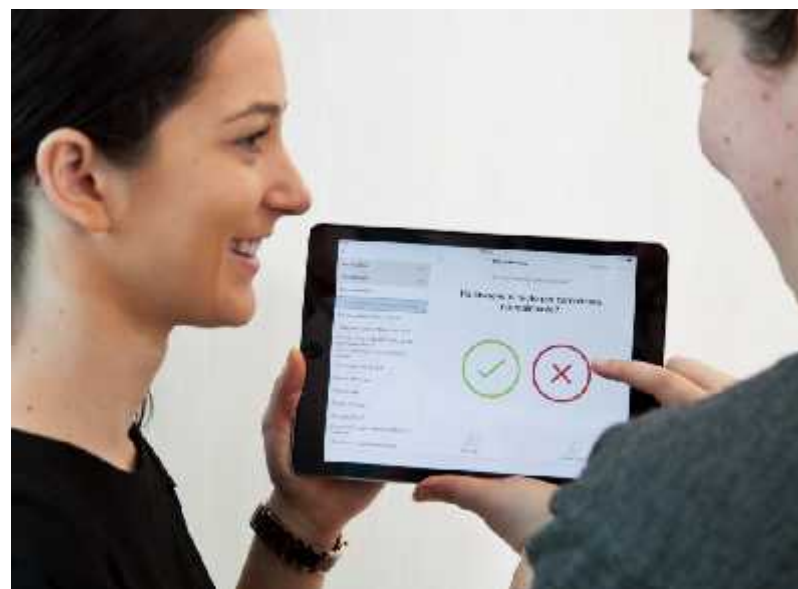
- Commercialisation of app for external health networks to access.
- The **CALD Assist** app is applicable to all health services in Australia.
- The **CALD Assist** app has the potential to be modified to meet the needs of other user groups in the future.

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Contact details

Courtney Pocock
Speech Pathologist
T: (03) 8345 0751
E: courtney.pocock@wh.org.au



Thank you

