

Säg till om du önskar tolk

Kommunikation i neonatalvård mellan föräldrar och vårdpersonal när språkbarriärer föreligger.

Akademisk avhandling

Som för avläggande av filosofie doktorsexamen vid Sahlgrenska akademien, Göteborgs universitet kommer att offentligen försvaras i Arvid Carlsson hörsal, Medicinaregatan 3 den 5 juni, klockan 09.00.

av Katarina Patriksson

Fakultetsopponent:

Docent Pernilla Pergert

Karolinska Institutet, Sverige

Avhandlingen baseras på följande delarbeten

- I. Patriksson K, Wigert H, Berg M, Nilsson S.
Health care professional's communication through an interpreter where language barriers exist in neonatal care: a national study. *Submitted*
- II. Patriksson K, Berg M, Nilsson S, Wigert H. (2017).
Communicating with parents who have difficulty understanding and speaking Swedish: An interview study with health care professionals. *Journal of Neonatal Nursing* (23): 248–252. doi:10.1016/j.jnn.2017.07.001
- III. Patriksson K, Nilsson S, Wigert H. (2019).
Immigrant parents' experiences of communicating with healthcare professionals at the neonatal unit: An interview study. *Journal of Neonatal Nursing*. 2019. doi:10.1016/j.jnn.2019.03.007
- IV. Patriksson K, Nilsson S, Wigert H.
Conditions for communication between health care professionals and parents on a neonatal ward in the presence of language barriers. *Submitted*

SAHLGRENKA AKADEMIN



Please let us know if you would like an interpreter Communication in neonatal care between healthcare personnel and parents in the presents of language barriers.

Katarina Patriksson, Institute of Health and Care Sciences, Sahlgrenska Academy at University of Gothenburg, Sweden.

Abstract

Background and aim: Family-centred neonatal care encourages parents to participate in the care of their child. When language barriers exist between healthcare personnel and parents, a third party is needed to achieve satisfactory communication. Difficulties in direct communication increase the risk of misunderstanding between healthcare personnel and parents. The overarching objective of this dissertation was to increase knowledge concerning the communication difficulties that arise between parents and healthcare personnel in the presents of language barriers.

Methods: Study I is a quantitative questionnaire study analysing the use of interpreters and awareness of existing guidelines. Study II is a qualitative interview study describing the experiences of care personnel regarding communication with parents. Study III is a qualitative interview study of parents who speak Arabic through an interpreter, describing their experiences of having their child under care in the neonatal ward. Study IV is a qualitative observational study elucidating the communication difficulties between healthcare personnel and parents when their child is in the neonatal ward and language barriers are present.

Results: The results show that healthcare personnel lack guidelines for the use of interpreters, and that interpreters are mainly used in the context of medically oriented discussions. Healthcare personnel expressed anxiety and frustration because the information they wished to communicate to parents was misunderstood. The parents expressed gratitude for the warmth and concern of the healthcare personnel despite inadequate communication. Observations revealed that language was not the only significant barrier, and that cultural differences could also lead to misunderstandings. When the father spoke Swedish but the mother did not, the father often wished to interpret for his partner; however, such offers were rarely accepted by healthcare personnel, who instead preferred to call in an interpreter.

Conclusion: The results of the study suggest that parents encountering language barriers should be offered the services of an interpreter for discussions related to medical issues or to the care and treatment of the child. Parents should be provided with the opportunity to speak their minds, should they so desire. Healthcare personnel must also be aware of how vulnerable parents with language barriers may become when information cannot be directly conveyed.

Keywords: communication, health care professionals, immigrants, interpreter, language barriers, neonatal