

Stephanie Chen
The University of Texas at Austin School of Nursing

A Literature Review of Factors Affecting the Nurse-Patient Relationship and
Patient Outcomes in Limited-English-Proficiency Patients

Abstract

Patient outcomes in the clinical setting depend heavily on the communication between healthcare providers and the patient. Without clear communication and quality translation services, patients are unable to receive the specific, needed information or understand the actions that are being done to maintain their health. Larger hospitals utilize phone translation services, video remote interpreting devices, or in-person interpreter. While these options facilitate communication with non-English-speakers, there are many issues with these services such as network connection issues and limited availability. The purpose of this research is to examine the literature to identify and evaluate potential solutions to improve healthcare communication in order to improve patient outcomes.

Keywords: nursing, nurse-patient relationship, language barriers, and patient outcomes