

Case study

IMPROVING THE QUALITY OF MAMMOGRAMS

Region Västernorrland • Mammography

The problem

Currently, 87% of women in Västernorrland attend their mammograms. However, participation is lower among women born outside the Nordics. This was something the region wanted to improve.

Sara Danielsson, radiology technologist at the mammography department of Sundsvalls Regional Hospital, explains how language barriers also can often also lead to reduced quality of the mammograms when the women do come in.

"This can lead to patients having to reschedule their entire scans."

Sara noticed that non-Swedish-speaking patients struggled with safety questions without interpreters, often relying on body language that led to misunderstandings and lower image quality.

How they use the app

To combat these issues the mammography department took several actions. One was carrying out a large pilot project testing Care to Translate in different departments across the region.

"The app reduced the need to use body language and made it possible for the staff to ask necessary questions directly to the patients. It saved us time and increased efficiency." says Sara.

The app is frequently used in the region's mobile mammography unit, which travels to rural areas to ensure all women have access to screening. In the hospital setting, the department uses the app on stationary computers, which demonstrates its flexibility and ease of integration.

The result

Using Care to Translate has delivered significant improvements in both patient care and workflow efficiency. The app helps staff communicate directly with patients in their native languages, reducing the need for translation aids from family members. This avoids uncertainty about what is being communicated and saves valuable time.

Sara Danielsson emphasizes that the app also benefits the healthcare professionals:

"By reducing the need for translation aid from relatives we can avoid uncertainty around what is said, and thereby save time. And by communicating verbally, the need for physically positioning and guiding the patient is reduced. This results in a better working environment for the staff."

Care to Translate helps also improve the quality of mammograms. As Sara points out, language barriers often lead to lower-quality images, which can result in patients needing to reschedule appointments (with an interpreter). With Care to Translate, image quality can significantly improve, reducing the number of repeat appointments.

Read the whole
case study here

