

Importance of key stakeholder communication in the implementation of an in-hospital digital medical translation application for heart surgery patients: a qualitative study

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Funding Acknowledgements: None.

Background/Introduction: The scientific and clinical communities are inundated with health applications designed for testing and/or implementation to support and enhance clinical practice. However, there is a deficiency in studies concentrating on vital factors such as stakeholder involvement to ensure the successful implementation of such applications.

Purpose: The purpose of this study was to investigate the experiences of key stakeholders involved in the process leading to the implementation of a digital medical translation tool designed for in-hospital use with heart surgery patients who speak minority languages.

Methods: In-depth interviews were conducted using a semi-structured interview guide through digital (i.e., Zoom) interviews in June 2023. The data collected was analyzed using NVivo software, following Braun and Clarke's six-step thematic analysis process.

Results: Five stakeholders participated in the interviews, including representatives from the Regional Health Authorities Information Technology partner and the project leader, and representatives from the company responsible for the digital medical translation tool. All with major stakes in such an in-hospital application implementation process.

Four main themes with corresponding quotations emerged from the analysis, pointing to the need for: i) Qualified stakeholders: Stakeholders who possessed the knowledge of "what to do and when" played a crucial role in the process. ii) Communication between stakeholders: Effective communication between stakeholders was deemed essential for optimizing the process at the required pace, with an emphasis on collaborative efforts by "working as partners to enhance services for minority-speaking patients". iii) Requirement specification for procurement: The importance of "detailed and clear quality requirements in the procurement process to select the best clinical translation tool", was highlighted. iv) Clinical practice foundation: "Expert nurses from the hospital setting and medical doctor from the company adjusted the translation tool" was pointed to as necessary to suit clinical practice needs.

Conclusions: Key stakeholders involved in the implementation of a medical translation tool for minority-speaking patients within a hospital setting pointed to four vital aspects for successfully implementing a digital medical translation tool in-hospital care. Effective communication among stakeholders was seen to inspire and improve the working process. Having qualified stakeholders was vital for ensuring quality requirements and establishing a solid clinical foundation during the application implementation.

Figure 1. Stakeholders experiences from implementing a medical translation tool

