

Case study

IMPROVING PATIENT COMMUNICATION IN THORAX SURGERY

Oslo University Hospital • Surgery

The problem

In the heart of Oslo University Hospital (OUS), Irene Lie, a seasoned critical care nurse and senior researcher at OUS and professor at the Norwegian University of Science and Technology (NTNU), stands at the forefront of a transformative initiative aimed at revolutionizing patient communication and safety.

Motivated by the pressing need for a secure and reliable translation tool, Oslo University Hospital turned to Care to Translate in 2022. Lie spearheaded a pioneering research study to assess the efficacy of the medical translation app within the complex landscape of heart surgery patient care pathways.

How they use the app

The research study, led by Lie, sought to customize Care to Translate to suit the specific needs of health care professionals and heart surgery patients. Collaborating closely with clinical colleagues across various departments, they curated lists featuring relevant phrases, including essential assessments and procedural checklists.

"Communication is the cornerstone of patient care," Lie asserts. "By breaking down language barriers, Care to Translate empowers healthcare professionals to deliver safer, more effective care to patients, regardless of linguistic differences."

The integration of Care to Translate was facilitated by designated contact persons in each unit, ensuring seamless implementation and ongoing support.

The result

The benefits of the medical translation app quickly became evident. Healthcare professionals reported increased trust-building with patients and improved symptom mapping, especially when assessing pain levels. Lie shares a success story that shows the impact of Care to Translate.

"One nurse noted that 'Without the tool, I would not have been able to communicate with the patient at all'. It's moments like these that highlight the importance of effective communication in critical care," Lie recounts. "In another instance, a patient experiencing arrhythmia found consolation and understanding through the app. The nurse was able to reassure the patient and ensure they felt safe in the midst of uncertainty."

**Read the whole
case study here**

