2023

Provider Perspectives on Language Barriers in MyChart Enrollment for Patients with Limited English Proficiency

Shruthi Santhanakrishnan
*The University of Vermont*, Shruthi.Santhanakrishnan@med.uvm.edu

Kassandra Mastras
*The University of Vermont*, kmastras@med.uvm.edu

Michelle Cangiano MD
*University of Vermont Health Network*, michelle.cangiano@uvmhealth.org

Alicia Jacobs MD
*University of Vermont Health Network*, Alicia.Jacobs@uvmhealth.org

Yao Li MD
*University of Vermont Health Network*, Yao.li@uvmhealth.org

See next page for additional authors

Follow this and additional works at: https://scholarworks.uvm.edu/uvmahec

Part of the Medicine and Health Sciences Commons

**Recommended Citation**
Santhanakrishnan, Shruthi; Mastras, Kassandra; Cangiano, Michelle MD; Jacobs, Alicia MD; Li, Yao MD; Maloney, Sean MD; McEntee, Rachel MD; and Sandoval, Marie MD, "Provider Perspectives on Language Barriers in MyChart Enrollment for Patients with Limited English Proficiency" (2023). *UVM AHEC*. 4.
https://scholarworks.uvm.edu/uvmahec/4

This Poster is brought to you for free and open access by the UVM Office of Primary Care and AHEC Program at UVM ScholarWorks. It has been accepted for inclusion in UVM AHEC by an authorized administrator of UVM ScholarWorks. For more information, please contact schwrs@uvm.edu.
Authors
Shruthi Santhanakrishnan, Kassandra Mastras, Michelle Cangiano MD, Alicia Jacobs MD, Yao Li MD, Sean Maloney MD, Rachel McEntee MD, and Marie Sandoval MD

This poster is available at UVM ScholarWorks: https://scholarworks.uvm.edu/uvmhec/4
**Provider Perspectives on Language Barriers for Patients with Limited English Proficiency in the Electronic Patient Portal**

Kassandra Mastras; Shruthi Santhanakrishnan; Alicia Jacobs, MD; Rachel McEntee, MD; Yao Li, MD; Marie Sandoval, MD; Sean Maloney, MD

Robert D. Larner MD College of Medicine at the University of Vermont; Department of Medicine; Department of Family Medicine

**Introduction**

- 25 million patients in the United States report having limited English proficiency (LEP), defined as having difficulty speaking, reading, writing, or understanding English.
- More than 40 languages are spoken in Vermont (US Census Bureau).
- Language barriers contribute to decreased access to preventative screening, worse health outcomes, and lower quality of care for patient.
- Patient portals allow users to access personal health information and communicate with healthcare providers. Current literature reports that patients with LEP are likely to benefit from utilization of the patient portal, as it can help them understand their providers and health, remember their care plan, and have more control over their health.

**What are primary care providers perspectives on the electronic patient portal (MyChart), MyChart engagement of patients with LEP, and their ability to assist patient with LEP with this?**

**Methods**

- EPIC’s Slicer Dicer tool was used to identify UVMHN primary care patients reported language and MyChart activation.
- Data was collected from an anonymous REDCap survey sent to 211 UVMHN primary care providers and analyzed utilizing Excel.

**Results**

**What do providers report about their patients with LEP using MyChart?**

- My patients and families with LEP are interested in accessing the MyChart patient portal. 29%
- I am likely to encourage my patients and families with LEP to activate MyChart. 49%
- I know how to assist patients and families with LEP accessing MyChart. 15%
- Despite limited translation of MyChart tools, there is a benefit to my patients with LEP accessing MyChart. 37%
- My patients with LEP are enrolled in and regularly use MyChart. 41%

**Figure 2: Providers do not agree that they know how to assist their patients with LEP in MyChart.**

**What tools do providers want to improve care?**

- A SmartPhrase that would explain MyChart and enrollment in different languages
- Translation tools within MyChart
- Digital and physical MyChart enrollment instructions in preferred languages
- Support staff to help with enrollment

**Conclusion & Next Steps**

- Providers recognize that there is an interest in MyChart from patients with LEP and acknowledge the benefits of patient portal access, yet they do not know how to assist their patients with this. Creating tools to help patients with LEP with MyChart enrollment is highly desired.
- A follow-up study with patients with LEP to gain their perspective on MyChart usage and the enrollment process could be conducted.

**References**

1. Ensiova A et. al. A Systematic Review of the Impact of Patient-Physician English Language Concordance on Quality of Care and Outcomes. JHOSP. 2019;


4. Casillas A et al. A Comparison of English Language Concordance on Quality of Care and Outcomes. JHOSP. 2019;


