

UTHSCSA Innovative Teaching Grants Program  
*ITG Application*

**Title of ITG proposal:** Pre-residency Intensive Spanish Course for Department of Medicin

**Names and titles of project director and principle collaborators:**

**Project Director:**

**Name:** Deborah L. Cardell

**Title:** Assistant Clinical Prof. of Medicine

**Department & Division:** Medicine, Division of General Medicine

**E-Mail:** cardell@uthscsa.edu

**Campus phone number:** 358-3941

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**Collaborators**

**Name:** Debra K. Hunt

**Title:** Professor of Medicine, Program Director, Internal M

**Department & Division:** Medicine, Division of General Medicine

**E-Mail:** hunt@uthscsa.edu

**Campus phone number:**

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**Name:**

**Title:**

**Department & Division:**

**E-Mail:**

**Campus phone number:**

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**Name:**

**Title:**

**Department & Division:**

**E-Mail:**

**Campus phone number:**

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## ITG Proposal Synopsis

**Project Title:** Pre-residency Intensive Spanish Course for Department of Medicine

**What is the educational problem or need that is addressed by this project? {50 words}**

Many of the patients cared for at our teaching hospital and clinics speak Spanish exclusively or preferentially. Research has demonstrated that patient-physician language concordance results in improved communication in comparison to ad-hoc interpreters. By offering a Spanish course to our incoming residents, we hope to improve doctor/patient communication, increase patient satisfaction and decrease the use of staff as interpreters.

**What do you propose to do? (briefly describe what you will develop – E.g., what is the product or outcome that will be produced?) {50 words}**

A one week long, 30 hour course in medical Spanish will be offered to all incoming internal medicine residents in the week prior to the start of residency. Each six weeks, the residents will meet for an hour for continuing language instruction. These continuing classes will last for one year. Up to 12 residents, who have some prior Spanish experience, but who are not fluent in Spanish, will be offered the opportunity to take part in the course.

**What type(s) and numbers of students will directly benefit from this project?**

12 entering Internal Medicine residents.

**How will you evaluate the effectiveness of this project? {50 words}**

There will be a language proficiency test given before and after the course to assess improvement in Spanish. Patients will be surveyed regarding their satisfaction for physicians who have taken the course, compared to those who have not. Physician's utilization of staff as interpreters will be compared for course takers vs. non-course takers. This will be accomplished by 3 surveys taken over the year (every four months).

**Total amount of funding requested: \$** 3,608.00

**Project Approval by Department Chair:**

**Name:** Robert Clark

**Department:** Medicine

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# UTHSCSA Innovative Teaching Grants

## ITG Proposal

Your application is expected to answer each of the six questions below. Please read the review criteria on page 6.

1. **Why should this project be implemented?** Discuss the problem, need or deficiency that will be addressed by this project and discuss why it is important to resolve this problem.
2. **What will be developed or implemented?** Describe the product or outcome.
3. **What objective(s) do you hope to achieve by implementing this project?**
4. **What tasks will be performed to complete the project and who will perform each of these tasks?** Describe the plan / methods for completing the work.
5. **How will you evaluate the effectiveness of this project?** Describe how you will evaluate whether or not the project objectives were achieved.
6. **What is your plan for continuation of the project after ITG funding support concludes?**

Other:

- Complete the project budget.
- Develop a logic model for your proposal (example of logic model provided).
- Attach a 2 page biographical sketch of the Project Director.
- Schedule a pre-submission consultation meeting with the ITG Coordinator.

## UTHSCSA Innovative Teaching Grants Budget Request

**Project Director:** Deborah L. Cardell

**Title of Proposal:** Pre-residency Intensive Spanish Course for Department of Medicine

		<b>Funds Requested</b>
1. Consumable Supplies (Itemize below)	\$	240.00
2. Equipment (Itemize below)	\$	0.00
3. Hourly Rate Services (such as software programming) Must be calculated at an hourly rate.	\$	3,040.00
<b>Example:</b> 30 hrs programming @ \$30/hr = \$900		
4. Other expenses (Itemize precisely)	\$	328.00
<b>TOTAL</b>	<b>\$</b>	<b>3,608.00</b>

### Itemize Expense Items

Consumable Supplies	Equipment	Hourly Rate Services	Other Expenses
12 Spanish Handbooks @ \$20.00		30 hours Spanish instruction +8 hours of continuing instruction approx. every 6 weeks (total 38 hours)	Present findings at Southern Society of General Internal Medicine Meeting registration \$80.00 abstract fee \$60.00 Airfare \$188.00

**Travel and equipment:** Budget requests to support travel for presentations at meetings related to an ITG project must be justified in the application. If the grant is funded, travel expenses may not exceed 10% of the total award. If the project budget includes funds for purchasing equipment, the applicant must document that such equipment is not available or accessible at The UTHSCSA.

<p>Define the target population:</p> <p>Who will your program serve?</p> <p><i>Be specific:</i> If age range, SES, geographic location are important, then specify them.</p>	<p>What are the theoretical assumptions you are making about how your program will work?</p> <p>What assumptions are you making regarding:</p> <ol style="list-style-type: none"> <li>1) participants?</li> <li>2) environment?</li> <li>3) staff?</li> </ol>	<p>Resources:</p> <p>What resources does the program have available to achieve the program objectives/ goals?</p> <p>Constraints:</p> <p>What obstacles or challenges might there be? Example: Legal or regulatory constraints</p>	<p>These are the services/interventions that a program provides to fulfill its goals.</p> <p>Activities lead to outputs and are directly related to outcomes.</p>	<p>Outputs are the products of a program's activities such as the number of classes held, the number of home visits made, the number of people attending/completing classes, etc.</p>	<p>Outcomes are the benefits for participants during, or after their participation in your program. Outcomes may be related to, knowledge, skills, attitudes, values, behavior or status.</p> <p>There are usually <i>short-term, intermediate, and long-term</i> outcomes.</p>	<p>Outcome indicators</p> <p>Are the observable, measurable characteristics or changes that result represent the achievement of an outcome.</p>
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## Program Logic Model

Pre-residency Intensive Spanish Course for Department of Medicine

**Program Goal:**

TARGET POPULATION	ASSUMPTIONS	INPUTS	ACTIVITIES	OUTPUTS	OUTCOMES	OUTCOME INDICATORS
<p>Entering PGY-1 Internal Medicine Residents with some background in Spanish language instruction, but not fluent in Spanish.</p>	<p>1) That there will be residents who have taken some Spanish                  2) The entering physicians will want to learn Spanish                  3) Their schedules will allow them to take part in the class                  3) They will answer surveys                  4) They will complete the whole course                  5) They will incorporate their knowledge into their interactions with their patients                  6) We will continue to have Spanish speaking patients</p>	<p>Resources: The International Language Center at San Antonio (ILCSA) will be providing the instructor, the curriculum and the expertise as well as the location for the classes. The clinic will be providing the patients. The Internal Medicine Residency will be providing the physicians.                  Constraints: Time: The residents must have graduated, moved to SA and have time in their busy schedules to take this course. However, most medical schools graduate late May and residencies start July 1st.</p>	<p>1) one Spanish instructor                  2) 12 1st year Internal Medicine Residents                  3) 30 hours of instruction in Spanish with one hour of continuing instruction every six weeks for a year (total 38 hours)</p>	<p>1) 12 Internal Medicine Residents                  2) 38 total hours of instruction</p>	<p>SHORT                  1) Improve Spanish language skills                  MEDIUM                  2) Utilize new Spanish learned in Clinic                  3) improve doctor/patient communication                  4) decrease use of interpreters                  LONG                  5) improve efficiency in clinic                  6) increase patient satisfaction with doctor/patient interaction and comprehension of encounter</p>	<p>1) pre and post course language proficiency testing                  2) resident surveys ascertaining use of interpreters                  3) Patient satisfaction surveys                  4) include % time interpreters needed on resident surveys (Likert scale)                  5) record time needed with interpreters vs. with resident who have not taken the course                  6) patient satisfaction survey</p>

## Review Criteria for ITG Proposals

ITG proposals will be evaluated in relation to the applicants' responses to the areas below. A pre-submission meeting with the ITG Coordinator is required.

**1. Description and justification of the problem, need or deficiency**

Why should this project be implemented? What is the problem, need or deficiency that will be addressed by this project? And why is it important to address this problem.

**2. Uniqueness of the project**

What will be developed or implemented and, importantly, why is this approach innovative and likely to enhance students' learning or the quality of their educational experience?

**3. Potential for impact**

What objective(s) do you hope to achieve by implementing this project?

**4. Thoroughness of the work plan.**

What tasks will be performed, how it will be done, and who will do the work?

**5. Appropriateness of the evaluation plan**

Describe how you will evaluate whether or not the project objectives were achieved.

**6. Plan for continuation**

What is the plan for continuation of the project after ITG funding concludes?

**7. Development of a Logic Model**

The logic model is a tool that will provide assistance in the planning and implementation phase of the project.

**8. Pre-submission meeting with the ITG Coordinator**

The ITG Coordinator will certify that the meeting occurred.

# ITG Application Template

Please complete each section of the application. Please type.

- 1. Why should this project be implemented?** Discuss the problem, need or deficiency that will be addressed by this project and discuss why it is important to resolve this problem.

According to the 2000 Census data, 70-80% of the population surrounding our teaching hospital and clinic speak a language other than English at home. Many of our patients prefer to speak Spanish or speak Spanish exclusively. Language requirements in pre-med ensure that most of our incoming residents have had some prior language experience; however, they often do not feel comfortable enough with the language to use it with their patients. According to a pilot survey, 30 of 37 of our 2005 entering residents have taken some formal instruction in Spanish, yet 20 of the 37 use a translator more than half the time. Presently, clinical staff, medical assistants, and front desk personnel, who have not been trained as interpreters are utilized as translators. Patients prefer doctors that can speak their own language. The only language classes currently offered at UTHSCSA are during the work day when no residents can attend. By offering a pre-residency intensive Spanish course, we can increase the residents' proficiency in Spanish, decrease the use of untrained translators and increase patient satisfaction, patient comprehension of the visit and enhance access to care.

- 2. What outcome(s) do you hope to achieve by implementing this project?**

- 1) Increase Internal Medicine Residents Spanish language proficiency
- 2) Decrease the use of staff as translators
- 3) Increase patient satisfaction

**3. What will be developed or implemented? Describe the products or outcomes. Examples: web-based curriculum, CD-ROM, teacher training programs.**

A one week 30 hour (+8) hour classroom course in Medical Spanish led by a Spanish instructor from the International Language Center at San Antonio (ILCSA) located at 5368 Fredericksburg Rd. Suite 112, SA, TX 78229 will be offered. The curriculum has been developed and is currently in use by the ILCSA. It will be given during the week prior to the beginning of the residency program. Every six weeks for a year after, the class participants will meet for one hour for refresher classes and ongoing instruction. The class is a combination of Spanish grammar and medical vocabulary and dialogues. Included in the instruction will be helpful cultural material relevant to the care of patients. This course had been pilot tested by Dr. Jane O'rorke and Dr. Deborah Cardell.

**4. Methods: What tasks will be performed to complete the project and who will perform these tasks? Describe the plan / methods for completing the work.**

- 1) A letter will be drafted and sent to all incoming Internal Medicine Residents describing the course-Dr. Cardell
- 2) Survey will be included in the mailing to gauge previous language instruction-Dr. Cardell
- 3) All willing participants will be included -
- 4) Language proficiency will be tested by the ILCSA-test already developed and in use-ILCSA Clara Perez Pelaez (Director of ILCSA)
- 5) Post course testing-ILCSA
- 6) Instructors who are currently teaching medical students will be utilized as instructors for the course-ILCSA

**5. How will you evaluate the effectiveness of this project?** Describe how you will evaluate whether or not the project objectives were achieved.

- 1)Pre-class language testing
- 2)Post-class language testing
- 3)Resident questionnaire regarding frequency of Spanish use and frequency of the use of translators-to be given 3 times over the 12 months
- 4)Patient satisfaction surveys-esp in regards to language concordance vs. the use of translators

**6. What is your plan for continuation of the project after ITG funding support concludes?**

If successful, I will seek continuing annual support from Department of Medicine sources, including Chairman's Office, and/or the Hollan Fund of Division of General Medicine.

## Project Director biosketch:

### CURRICULUM VITAE

Deborah Lynn Cardell

Born: Albany , NY 03/29/69

Husband: Todd A. Thames

Children: Emma Claire and Sophia Grace

Address: 1738 Fox Tree Lane

San Antonio, TX

78248

Date of Preparation: January 01, 2006

### I. GENERAL INFORMATION

#### A. Personal Data:

Citizenship Status: United States of America

#### B. Education:

YEAR	DEGREE	MAJOR	INSTITUTION/LOCATION
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1991	B.S.	Psyc	Texas A&M University, College Station
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1995	M.D.	Medicine	UTMB Galveston, Texas
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#### C. Postgraduate Training: (e.g., Internship, Residency, Postdoctoral Fellowship)

YEAR	DEGREE	MAJOR	INSTITUTION/LOCATION
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1995-98	Residency	Internal Medicine	Alameda County Hospital, Highland Campus, Oakland California
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#### D. Academic Appointments:

MONTH	YEAR	POSITION	INSTITUTION/LOCATION
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Jul-present	2004-present	Clinical Asst. Prof. Med	UTHSCSA
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Sept-May	2000-01	Clinical Asst. Prof. Med	UTHSCSA
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Sept-Aug	1998-2000	Clinical Instructor Med	UTHSCSA
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#### E. Other Employment: (e.g., Military, Industry, Private Practice, Hospital Appointments)

MONTH	YEAR	POSITION	INSTITUTION/LOCATION
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Jan.	2003-04	Volunteer Physician	American Red Cross
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86th Medical Group-Ramstein Air Force Base, Germany

June-

June

1997-1998	Internal Medicine Pool Physician	Kaiser Permanente Northern Cal.
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#### F. Certification and Licensure: (State and Number)

##### 1. Certification:

BOARD	DATE	NUMBER
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American Board of Internal Medicine	1998	181297
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USMLE Steps I and II

##### 2. Recertification:

BOARD	DATE
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Not yet applicable	Due 2008
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##### 3. Licensure: (License to Practice Medicine, Dentistry, Nursing, (etc.))

STATE	DATE	PERM/TEMP	NUMBER	RENEWAL DATE
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Texas	1998	Perm.	K6543	May 31, 2007
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##### 5. Other: