

Comparison of patient satisfaction with telegenetic counseling for English and Spanish speakers

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1. Introduction

High levels of patient satisfaction have been consistently associated with telegenetic counseling (TGC) in previous studies. However, no prior studies examined patient satisfaction for patients who are non-English speaking. The utilization of TGC has increased significantly in the last year with the use of this delivery model in expanded patient populations. The goal of this study was to compare patient satisfaction with TGC in patients who were Spanish speaking to patients who were English speaking.

2. Methods

The study included patients referred during a five-month time period (11/01/2020-03/31/2021) for comprehensive prenatal genetic counseling. The patients were on site at a maternal fetal medicine practice and were seen by a remote genetic counselor. The TGC was provided with both an audio and video connection. For Spanish speaking patients, an interpreter was provided at no additional cost as needed. After their TGC session, patients were invited to complete an anonymous survey in their preferred language online or via paper. The surveys contained 10 statements (Figure 1) designed to assess overall patient satisfaction with the TGC experience with responses using a Likert scale of 1 (strongly disagree) to 5 (strongly agree). A comment section was also included in the survey for patients to provide additional feedback.

References

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- Danylchuk N, Cook L, Shane-Carson K et al. Telehealth for genetic counseling: A systematic evidence review [published online ahead of print, 2021 Aug 6]. *J Genet Couns*. 2021; doi: 10.1002/jgc4.1481. PMID: 34355839

3. Results

Our study found that both English (n=14) and Spanish (n=21) speaking patients were satisfied with TGC, with all average scores above 4. The comparison of responses between English and Spanish speaking patients found no statistically significant difference for any statement (Figure 2). The difference in the responses between the English and Spanish speaking patients was less than or equal to 0.05 for the statements: my GC gave me the information I needed (4.79; 4.76); helped me feel like a partner in care (4.71; 4.71); answered all my questions (4.71; 4.76); and spent enough time with me (4.71; 4.75). The English patient responses were between 0.12 and 0.23 points higher than Spanish patient responses for the statements: my GC listened carefully to what I said (4.71; 4.48); my GC explained things in a way that was easy to understand (4.93; 4.76); and I was able to hear my GC and clearly see the information (4.79; 4.67). The Spanish patient responses were between 0.14 and 0.29 points higher than English patient responses for the statements: I was able to share all the necessary information with my GC (4.57; 4.71); and the setting was convenient for me (4.36; 4.65). Finally, the English and Spanish speaking patients would both recommend the genetic counseling service to a friend or colleague with only a 0.04 score difference between the groups (4.64; 4.60). Both English and Spanish speaking patients provided positive commentary regarding their TGC experience (Figure 3).

4. Conclusions

English speaking patients have expressed high levels of satisfaction with prenatal TGC in previous studies. Our study shows that Spanish speaking patients have no statistically significant difference in their level of satisfaction with prenatal TGC. Because there is no negative impact on satisfaction based on the patient's primary language, utilization of TGC should not be limited based on a patient's preferred language. Suggestions for future studies include: conducting a similar study however with a larger sample size; comparing other demographic information of English and Spanish speaking study participants to satisfaction scores; as well as conducting studies that look at patient satisfaction with TGC in individuals who speak other languages.

Tables + Figures

Figure 1. Survey statements

| Survey Statements |
|---|
| My genetic counselor listened carefully to what I said. |
| My genetic counselor explained things in a way that was easy to understand. |
| I received the information I needed from my genetic counselor. |
| My genetic counselor helped me feel like a partner in care. |
| My genetic counselor spent enough time with me. |
| I was able to share all the necessary information with my genetic counselor. |
| My genetic counselor answered all my questions. |
| I was able to hear my genetic counselor clearly and see the information that was presented. |
| The setting for my genetic counseling was convenient for me. |
| I would recommend this genetic counseling service to a friend or colleague. |

Figure 2. Comparison of TGC patient satisfaction statements for English and Spanish speaking patients

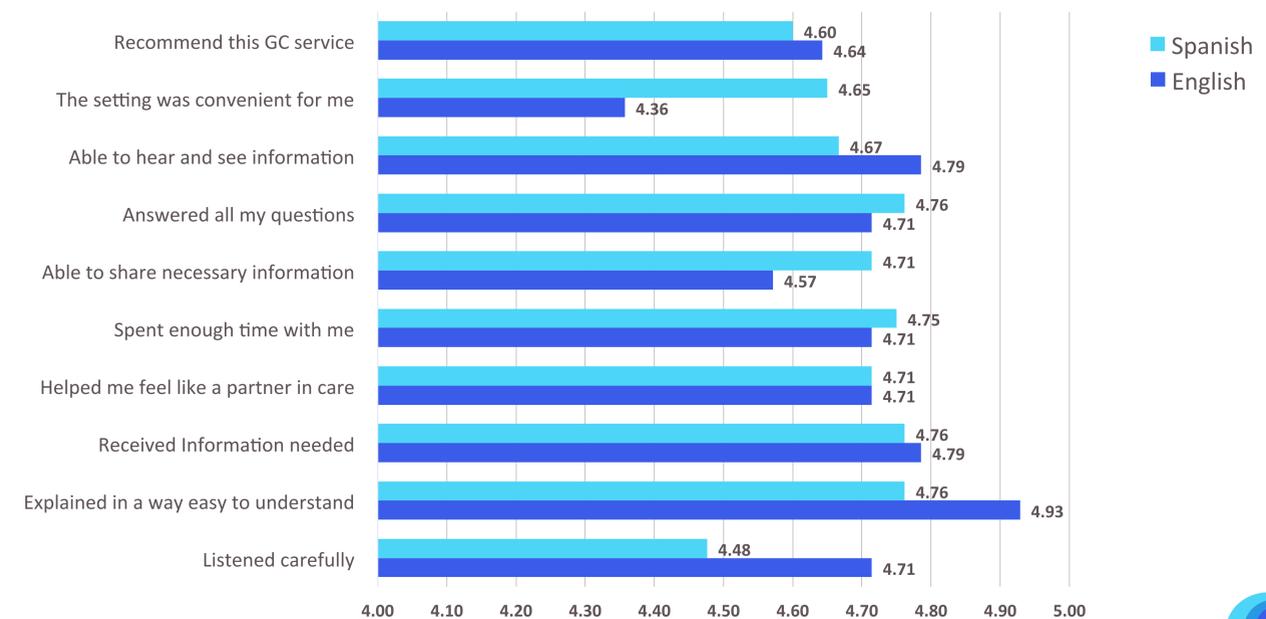


Figure 3. English and Spanish speaking patient TGC survey comments

| English | Spanish |
|--|---|
| " ___ was so great, so very knowledgeable without the intimidation of all the clinical terms. I also felt like she genuinely cared about my situation, I truly appreciate her empathy ..." | "Muy agradecida por la informacion" ("Very grateful for the information") |
| " ___ is an amazing genetic counselor" | "Buen servicio" ("Great service") |
| " ___ helped me understand all the details regarding genetic abnormalities and tests conducted ... It helped me plan my next steps" | "Toda muy bien explicada" ("All very well explained") |