RIVERBEND CITY MISSION SUMMARY

COMMUNICATION (CLAS) MISSION

LOCATIONS:
In this mission you have visited three locations within Riverbend City Medical Center: the emergency department waiting room, the emergency room itself, and the labor and delivery unit.

MAJOR THEMES:
In this mission, you have witnessed the difficulties presented by the inability to communicate effectively. A very pregnant Marie Claudette Polynice arrived at the hospital, frightened, in pain, and determined not to have her baby in the street. Layla Silsilah, a second-year medical student, was utilized as an ad hoc interpreter, but she also struggled to understand Mrs. Polynice, and a dialogue between nursing staff and the patient was never established.

Upon arriving at the Labor and Delivery unit, it had appeared that Mrs. Polynice would finally receive the care she needed, but other communication breakdowns appeared to be occurring even when language was not a barrier.

RESOURCES:
The hospital computers hold various policy documents that address ways to handle patients with limited proficiency in English. Other policy documents on the computer should spur thoughts on another important issue, including whether or not Mrs. Polynice was inappropriately turned away from Regency Hospital.