

LIMINA: Logos In Multilingual INterAction

A multidimensional study on multilingual communication in interactions in speech language therapy.

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INTRODUCTION

Multilingualism can both enrich and complicate interactions in health care. Research shows that language differences between providers and patients can lead to less access and lower quality of care (Ferguson, 2002; Jacobs, 2017). A specific type of care where communication is both instrument and goal of therapy is speech language therapy (SLT). Several studies within the field of SLT were performed to improve the diagnosis and treatment of complex multilingual cases (Hyter & Salas-Provance) but little research is done on how SLT's reach mutual understanding with multilingual clients (Hand, 2006). Although SLT's are experts in communication, experiences from the work field indicate that these professionals often feel less competent in the interaction with multilingual clients (Lagendijk, 2021). Exploratory and design research is needed to gain insight into and optimize this complex communicative setting.

CENTRAL QUESTION

How can speech language therapists offer inclusive care during multilingual constellations?

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RESEARCH DESIGN

Discours Analysis

Analysis of (mostly) Dutch spoken intake (n=15) and test results (n=18) sessions between Dutch SLT's and multilingual parents.

Narrative analysis

In depth interviews with multilingual parents whose children were involved in SLT.

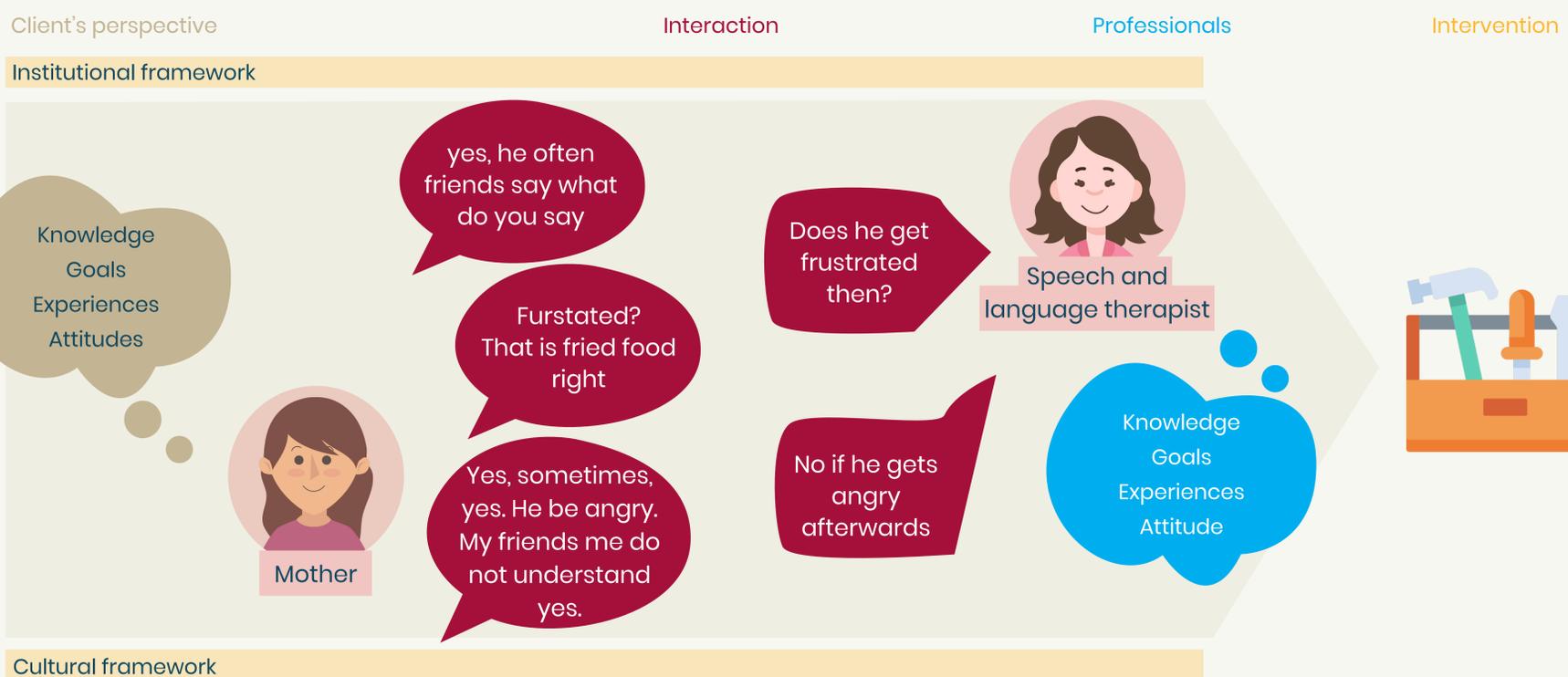
Focus group interview

Focus groups with mono- and multilingual SLT's who frequently work with multilingual parents.

Research design study

Designing an intervention (prototype) based on the study results and in cocreation with the field.

¹ Linguistic backgrounds of the parents: Arabic, Armenian, Berbers, Dari, English, Eritrean language, Georgian, Hindi, Hungarian, Indian language, Moroccan, Papiamentu, Polish, Portuguese, Russian, Spanish, Tagalog, Turkish.



PRELIMINARY RESULTS

Applied interaction strategies for inclusive multilingualism (during intake sessions and test result discussions)	Number of conversations ²
1. Using supporting material (letter, report, test material/form, book, rules)	18
2. Using gestures	16
3. Writing and drawing	16
4. Codeswitching	8
5. None	5
6. Translating (informal interpreter or technology)	4
7. Using English as lingua franca	4
8. Demonstrating (test, stutter behaviours)	3

²Total number of sessions = 33

Different strategies facilitate the communication in multilingual interaction, but do not always guarantee an adequate transfer of knowledge.