



Title of Project

Health Communication in Home Care for Elders in Hawai'i

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TIRF Research Topic Investigated

Plurilingualism in Business, Industry, the Professions, and Educational Contexts

Project Summary

The interaction of professional competency and workplace language skills has been well-documented in the fields of Language for Specific Purposes (LSP) and Language assessment (Pill & McNamara, 2016). Although clinical communication correlates with patient outcomes, patient-centered models currently lack components for making inferences in intercultural communication (Candlin, 2003; Roberts & Sarangi, 2005). With the growing world-wide trend towards aging at home, content expert stakeholders' inclusion is imperative to solve complex workplace communication problems (Elder, McNamara, Kim, Pill & Sato, 2017; Ortega, 2013).

This Mixed Methods Research (MMR) (Johnson, Onwuegbuzie, & Turner, 2007) explores various stakeholder perceptions of (un)successful communication between plurilingual home care workers with elders, family caregivers, and other family members. The qualitative results of the first stages of this sequential exploratory MMR used thematic content analysis to examine (a) forty semi-structured interviews, (b) four home observations of interaction between care workers and older adults, and (c) stimulated recalls with plurilingual caregivers.

Triangulation of qualitative data within and across groups show successful plurilingual care workers use sociopragmatic competence to (a) manage (Spencer-Oatey, 2008) complaints from elders with varied linguistic backgrounds and (b) navigate the local cultural order (Holmes, 2020).

I will administer Survey 1 (S1) to the forty interview participants, where the results of S1 will identify salient speech acts of (un)successful speech acts for Survey 2's (S2) videos that will link prosodic features and strategies to stakeholders' assessment of sociopragmatic competence in care work. S2 will be administered more broadly throughout the community of home care for elders.