ABSTRACT

English has been used as a vital communication tool between English speaking patients and hospital medical staff. "Language Barrier" is the priority trigger of greatest effect on the quality of health care services. Then, medical staff should be developed with respect to their English proficiency in order to improve the quality of healthcare services. The research served as a response to the issue of using English as Specific Purpose in the medical career and therefore this research has been conducted. The purpose of this research study was to show the relationship between English proficiency of medical staff with the quality of health care services in a private hospital. This study has classified the level of self-perception of English proficiency of medical staff, found the impacts of low competency of English on the quality of health care services and defined the contributing factors that influence self-improvement of English proficiency. The anticipated outcome of this study was to improve competency of English of medical staff.

This research study was based on a mixed mode research design which was a case study at a private hospital in Bangkok. Both quantitative (survey questionnaire) and qualitative (interview) instrument were constructed based on the theory and examples of previous studies. There were 465 non-native English speaking medical staff in this private hospital. Yamanae (1973) has been used as a formula for selecting participants for this research study. Therefore, the respondents who participated in the questionnaire were 215 persons and 6 persons for the interviews.
The conclusion of self-perception of English Competency is that of the 10 items that were studied with 215 respondents, the results showed that almost all of them were dissatisfied with proficiency, abilities, and confidence. But, there was only knowledge of English medical terms whereby more than half of the respondent were satisfied with their competency. Furthermore, most of the respondents agreed that low English competency would affect the quality of healthcare services. As for the interviews part, most of the participants stated that language barrier is the main factor that impacts the quality of healthcare since this hospital passed JCI standard and the population of English speaking patients increased. Furthermore, this study explored and suggested the contributing factors for self-improvement that help to improve the quality of healthcare services. According to the questionnaire survey and interview, the results showed that more than half of the participants would be influenced to improve their English competency by increasing the incentives. The other important thing was that the staff would like to learn basic English that can be used in the daily routine in the hospital and to communicate with patients. Hence, the findings may be useful in improving English proficiency of medical staff in the private hospital to increase the quality of health care services.