



**talking  
pictures**

spinoff  Bern University  
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# Overcoming language barriers in healthcare: visual and intuitive

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... and Their Consequences

"And then they talk to a wall  
and we talk to a wall – that's  
very difficult."

Pediatric nurse / focus group participant

# A Major Challenge in Healthcare

**90.8%**

of Swiss primary care physicians reported facing consultations with **relevant language barriers**<sup>1</sup>

**CHF 500K**

Rising trend of **uncovered cost** of interpreters in one pediatric hospital in Switzerland<sup>2</sup>

**59%**

of **serious adverse events** were caused by communication errors in the US<sup>3</sup>

## → Impact:

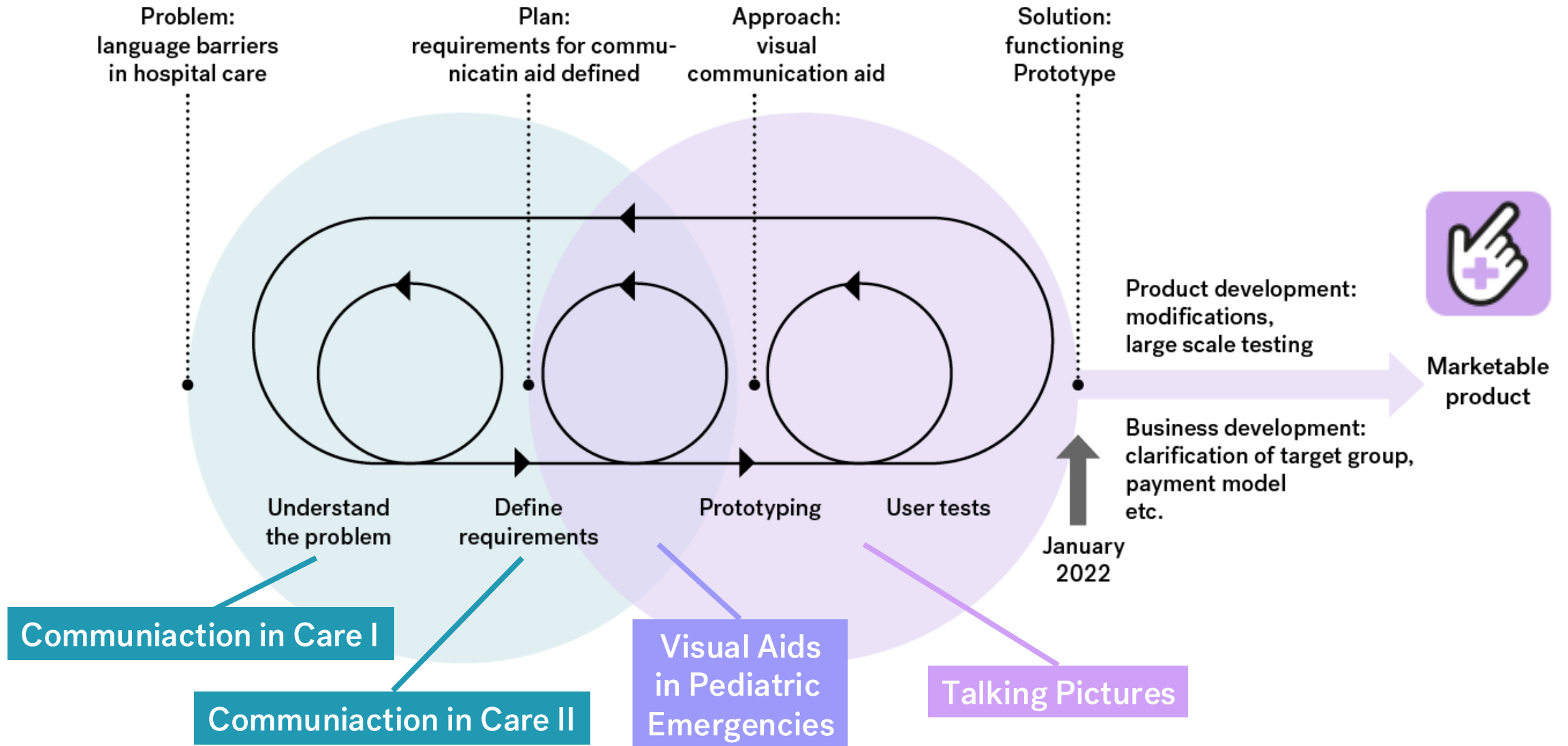
Lower quality of treatment, delayed diagnoses, increased errors, stress and frustration for patients and providers.

1 Jaeger. et al. (2019)

2 Kommission für Diversität, Kinderspital Zürich, 2021

3 Wasserman, M., et al. (2014).

# Language Barriers in Pediatric Hospital Care





# Study 4: Talking Pictures

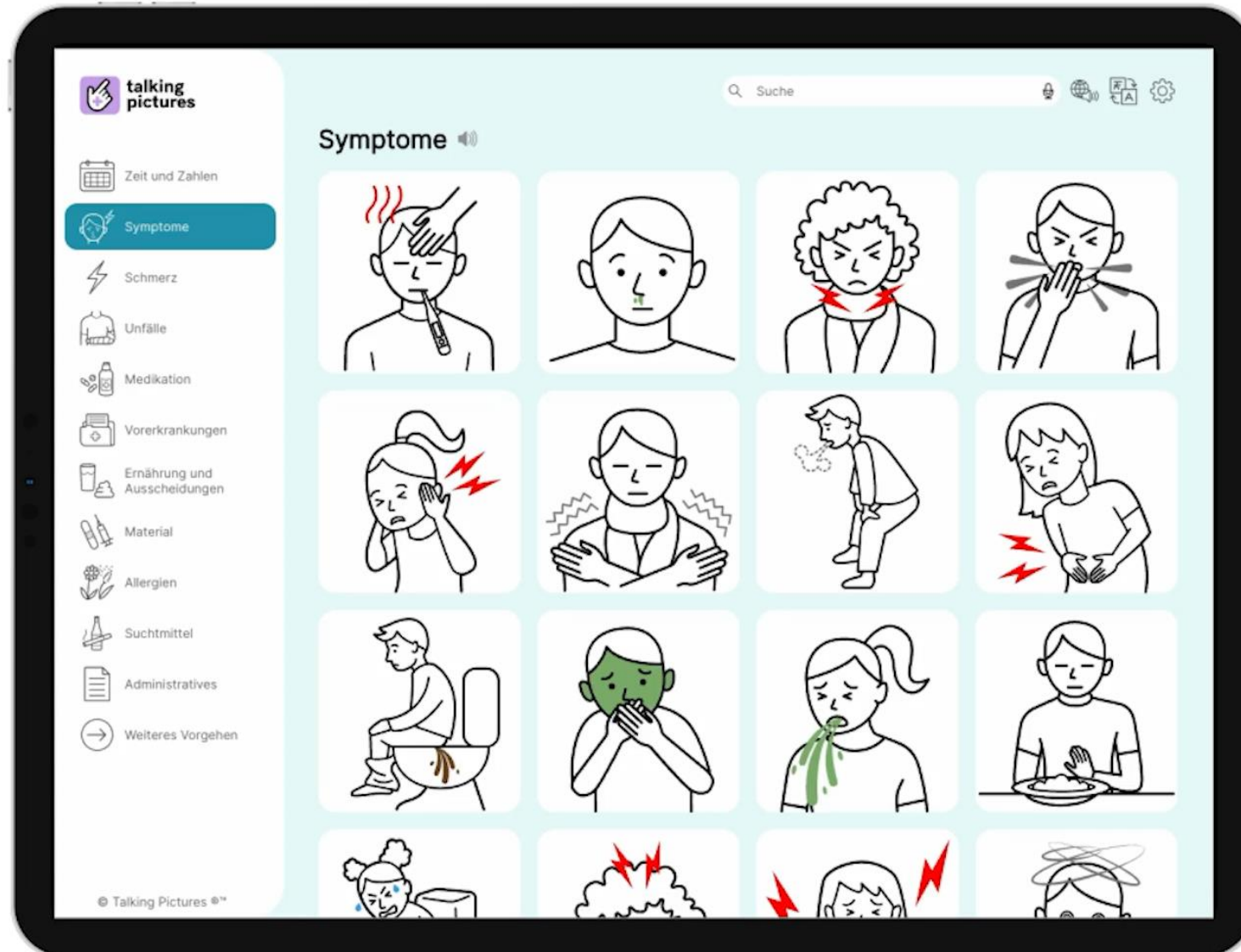


# Requirements:

## Quick to Use, Easy to Operate, Compact to Handle

- Simple and quickly available tool that enables a dialogue
- Translations: cover the most common languages in Swiss paediatric emergencies
- clear, easily understandable pictograms or illustrations
- Content:
  - Based on SAMPLE Scheme
  - most common childhood illnesses and accidents
- Structure: flexible and customisable

# The App for Pediatric Emergencies





# Conclusions

"The handling is simple and clear,  
the pictures are easy to understand  
and I can reach my goal faster."

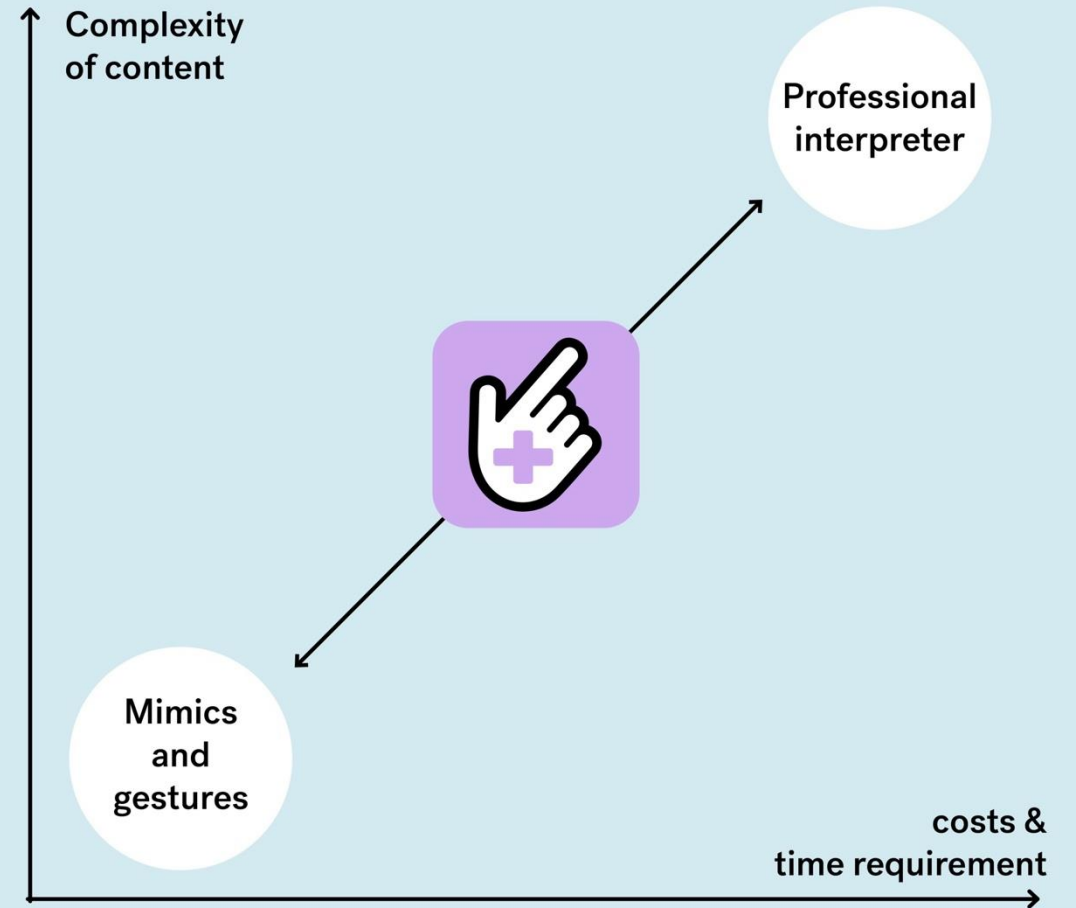
Pediatric emergency nurse / participant user testing



# For an Easy and Efficient Communication

## Benefits

- **for patients:**  
Better quality of treatment,  
Increased patient safety
- **for healthcare professionals:**  
Time savings, stress reduction
- **for healthcare institutions:**  
Time and resource efficiency,  
Reduction of errors and follow-up costs
- **for the health care system:**  
Fewer costs due to minimisation of  
incorrect treatments



# Voices from the Practise



**98.7%**

of surveyed healthcare professionals would recommend Talking Pictures.

**«C'est un super outil de communication.»**

Pflegeheim-Mitarbeitende

**«Wir im Stadtspital Zürich nutzen aktuell die Talking Pictures auf dem Notfall und sind sehr happy damit.»**

Sozialdienst Stadt Zürich

**«Étant membre d'une association pour les autistes [...], je trouve votre application très utile.»**

Vertreterin eines Autismusverbands

**«Erste Erfahrungswerte [...] zeigen, dass auch Kommunikation mit fremdsprachigen Bewohnenden über bildbasierte Übersetzungsapps gut funktioniert»**

Projektleiterin und Leiterin Sozialdienst

**«Zusätzlich wurde mir die App durch Gespräche wärmstens empfohlen.»**

Rettungsanitäter in Ausbildung

# Together, We Can Bridge the Language Gap



 **Support equity and clarity.**

Learn more and connect with us:

**[www.talkingpictures.ch](http://www.talkingpictures.ch)**

**[info@talkingpictures.ch](mailto:info@talkingpictures.ch)**

