

## Appendix

### Survey Tool: Patient Safety Climate for the Care of Patients/Families with Limited English Proficiency

As part of our quality improvement activities, we are conducting **a survey of your experiences as a healthcare professional working with patients and families with limited English proficiency**. For purposes of this survey we define **limited English proficiency as individuals who do not speak English as their primary language or have a limited ability to read, speak, write, understand, or hear the English language**. In a clinical setting these are the patients and families whose ability to speak and understand spoken English are limited to the point that you are unable to communicate effectively with them in English.

For this survey, we are asking about your experiences caring for patients/families with limited English proficiency in your job function.

Your completion of this survey will serve as your consent to be in this research study. ***This is a voluntary survey. Please answer the questions below truthfully to the best of your abilities. Your answers will be confidential. There are no right or wrong answers. If you do not feel comfortable answering a question, it is ok to skip it.***

1. Think about the times you cared for a patient/family with limited English proficiency in the last **6 months**.

*During these encounters, how often did you work with one of the following roles?*

	Never	Rarely	Sometim	Often	Always	Not Sure	N/a
1a. In-person professional medical interpreter							
1b. Over the phone interpreter							
1c. Video Remote Interpreter							
1d. Staff member <i>with</i> qualified bilingual staff designation (a qualified bilingual staff member will have a badge backer that states ad hoc interpreter, CCLA or QBS on it)							
1e. Staff member <i>without</i> a qualified bilingual staff designation or who you are not certain has this designation							
1f. Adult friend or family member of patient/families							
1g. Child presenting with LEP patient/family							

2. Think about the times you cared for a patient/family with limited English proficiency in the last **6 months**.

*During these encounters, how often were the following statements **true**?*

	Never	Rarely	Sometim	Often	Always	Not Sure	N/a
2a. I had easy access to information on what language patient/family members speak.							
2b. I had easy access to information on whether patient/family members needed an interpreter.							
2c. Patient/family members who needed an interpreter were offered one.							
2d. It was easy to arrange for an interpreter when needed.							
2e. I waited less than 15 minutes for an in-person interpreter.							
2f. I waited less than 5 minutes for a video remote or over the phone interpreter.							
2g. I had a technical problem with a video remote interpretation session (e.g. poor connectivity, freezing, dropped session)							
2h. I had a technical problem with a phone interpreter (e.g. poor connection, dropped call, difficulty hearing)							
2i. It was easy to access translated documents in the patient/family members' preferred language.							
2j. I was encouraged to use trained medical interpreters to discuss informed consent with patients/family members with limited English proficiency.							
2k. Miscommunication <i>between</i> staff and patients/family members with limited English proficiency negatively affected patient safety.							
2l. I expressed a concern or discomfort about communication involving patients/family members with limited English proficiency when there was a patient safety issue.							

3. *Based on your experience as a healthcare professional at Johns Hopkins Bayview Medical Center, overall how would you rate the....?*

	Very	Poor	Fair	Good	Very	N/a
3a. ...availability of the hospital's interpretation services?						
3b. ...availability of translated patient forms at the hospital?						
3c. ...availability of translated patient education materials at the hospital?						
3d. ...safety and quality of care for <i>English proficient patients/families</i>						

3e. ...safety and quality of care for patients/family members with <u>limited English proficiency</u>						
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4. During your time as a healthcare professional at Johns Hopkins Bayview Medical Center have you ever received specific and adequate training on...

	No training	Training was inadequate	Training was adequate	Not sure	N/a
4a ...communication policies at the hospital?					
4b. ...the impact of miscommunication on patient safety?					
4c. ...how to work with interpreters effectively?					

5. Rate how much you *DISAGREE* or *AGREE* with the following statements.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	N/a
5a. Effective medical interpretation requires specialized training.						
5b. A patient's family member or friend can usually interpret as effectively as a trained medical interpreter.						

6. What percent of your encounters with patients/families with limited English proficiency are satisfying to you?
- ☐ <10%
  - ☐ 10-30%
  - ☐ 31-50%
  - ☐ 51-75%
  - ☐ >75%
7. What percent of your encounters with patients/families with limited English proficiency are frustrating to you?
- ☐ <10%
  - ☐ 10-30%
  - ☐ 31-50%
  - ☐ 51-75%
  - ☐ >75%

8. Compared with patients/families who are English proficient, how confident are you in your abilities to form a therapeutic relationship with patients/families with limited English proficiency?
- ☐ Less confident
  - ☐ Same confidence
  - ☐ More confident
  - ☐ N/a
9. Compared with patients/families who are English proficient, how confident are you in your abilities to communicate effectively with patients/families with limited English proficiency?
- ☐ Less confident
  - ☐ Same confidence
  - ☐ More confident
  - ☐ N/a
10. Compared with patients/families who are English proficient, how confident are you in your abilities to provide safe and high quality medical care to patients/families with limited English proficiency?
- ☐ Less confident
  - ☐ Same confidence
  - ☐ More confident
  - ☐ N/a
11. Please rate your confidence in your abilities to use an in-person professional medical interpreter as part of clinical care.
- ☐ Not at all confident
  - ☐ Somewhat confident
  - ☐ Moderately confident
  - ☐ Very confident
  - ☐ Extremely confident
  - ☐
12. Please rate your confidence in your abilities to use an electronic professional medical interpreter (phone or video remote interpreter) as part of clinical care.
- ☐ Not at all confident
  - ☐ Somewhat confident
  - ☐ Moderately confident
  - ☐ Very confident
  - ☐ Extremely confident
13. Do you use a non-English language to communicate with patients/families during your work at Johns Hopkins Bayview Medical Center?
- ☐ Yes
  - ☐ No

*If yes then answer q13, If no skip to 17*

14. Please rate your non-English language proficiency in the non-English language you use *most* frequently with patients/families at Johns Hopkins Bayview Medical Center

**Excellent**

Speaks proficiently, equivalent to that of an educated speaker, and is skilled at incorporating appropriate medical terminology and concepts into communication. Has complete fluency in the language such that speech in all levels is fully accepted by educated native speakers in all its features, including breadth of vocabulary and idioms, colloquialisms, and pertinent cultural references.

**Very Good**

Able to use the language fluently and accurately on all levels related to work needs in a healthcare setting. Can understand and participate in any conversation within the range of his/her experience with a high degree of fluency and precision of vocabulary. Unaffected by rate of speech. Language ability only rarely hinders him/her in performing any task requiring language; yet, the individual would seldom be perceived as a native.

**Good Plus**

Meets the full description of good and some of the description of very good, but not all.

**Good**

Able to speak the language with sufficient accuracy and vocabulary to have effective formal and informal conversations on most familiar topics. Although cultural references, proverbs and the implications of nuances and idiom may not be fully understood, the individual can easily repair the conversation. May have some difficulty communicating necessary health concepts.

**Fair**

Meets basic conversational needs. Able to understand and respond to simple questions. Can handle casual conversation about work, school, and family. Has difficulty with vocabulary

**Poor**

and grammar. The individual can get the gist of most everyday conversations but has difficulty communicating about healthcare concepts.

Satisfies elementary needs and minimum courtesy requirements. Able to understand and respond to 2-3 word entry level questions. May require slow speech and repetition to understand. Unable to understand or communicate most healthcare concepts.

15. Have you taken a formal language proficiency assessment to at Johns Hopkins Bayview Medical Center for this language?

- ☐ Yes
- ☐ No
- ☐ Uncertain

*If yes or uncertain is selected please go to Q16*

*If no is selected go to Q17*

16. Did you pass this formal language assessment while working at Johns Hopkins Bayview Medical Center?

- ☐ Yes
- ☐ No
- ☐ Language Assessment results pending

17. Were you aware of the policy requirement for passing a language proficiency assessment to become a qualified bilingual staff member to use non-English languages with patients/families at Johns Hopkins Bayview Medical Center?

- ☐ Yes
- ☐ No

18. Were you aware that qualified bilingual staff are identified by a badge backer that denotes their qualified bilingual staff status?

- ☐ Yes
- ☐ No

19. Please estimate the percent of time in which you **use** a professional medical interpreter (over the phone, video remote, in-person) OR a qualified bilingual staff member (include yourself if you are a qualified bilingual staff member) to communicate with patients/families with limited English proficiency?

- ☐ <10%
- ☐ 10-30%
- ☐ 31-50%

- 51-75%
- 76-99%
- 100%

[Branch here to #15 if the answer to #12 is 100%]

20. What are the main reasons you do not use an interpreter or qualified bilingual staff member to communicate with patients/families with limited English proficiency? Select up to 3 reasons.

- Do not feel one is needed
- There is not enough time to use an interpreter
- I do not know how to access an interpreter
- Patient declines use of an interpreter
- Problems using the device for video remote interpretation
- Problems hearing the phone interpreter
- In-person interpreter does not arrive or wait is too long
- I use staff with non-English skills who do not have or I am unsure of their qualified bilingual staff status
- Other reason(specify)\_\_\_\_\_

21. What other comments do you have about why you do not use interpreters or qualified bilingual staff members to communicate with patients/families with limited English proficiency?

\_\_\_\_\_

22. What comments do you have in general about the care of patients/families with limited English proficiency at Johns Hopkins Bayview Medical Center?

\_\_\_\_\_

To help us understand you better we are asking about your demographic background. If you are willing to answer these questions please do so below.

23. Are you of Hispanic or Latino origin or descent?

- Yes
- No
- Prefer not to answer

*If you selected "yes," please continue to question 21a. All other responses, skip to question 22*

21a. What is your region or origin of descent? (Choose one or more)

- Mexico
- Puerto Rico
- Cuba
- El Salvador

- ☐ Honduras
- ☐ Dominican Republic
- ☐ Another Hispanic or Latino origin (please specify) \_\_\_\_\_

24. What is your race? (Choose one or more)

- ☐ American Indian or Alaska Native
- ☐ Asian or Asian American
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Other (please specify) \_\_\_\_\_
- ☐ Prefer not to answer

*If you selected "Asian or Asian American," please continue to question 22a. All other responses skip to question 23*

22a. What is your region of origin or descent? (Check all that apply)

- ☐ South Asian
- ☐ East Asian
- ☐ Central Asian
- ☐ Southeast Asian
- ☐ Middle East

25. Were you born in the United States?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

26. What is your age?

- ☐ <18
- ☐ 18-25
- ☐ 26-35
- ☐ 36-45
- ☐ 46-55
- ☐ 56-65
- ☐ 66-75
- ☐ >75
- ☐ Prefer not to answer

27. How do you describe yourself? (check one)

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Do not identify as female, male, or transgender

28. For how many years have you worked at Johns Hopkins Bayview Medical Center?



- 2 or fewer years
- 3 to 5 years
- 6 to 10 years
- 11 to 20 years
- 21 to 30 years
- Over 30 years

29. What areas do you primarily work in at Johns Hopkins Bayview Medical Center? You may select up to two areas.

- a. Pediatrics Combined Unit
- b. A2 West
- c. NICU
- d. Outpatient Gyn/OB
- e. I do not have a primary work area
- f. Other, Specify\_\_\_\_\_

30. What is your position at Johns Hopkins Bayview Medical Center?

- a. Physician/Nurse Practitioner/Physician Assistant
- b. Nurse
- c. Patient Care Tech/Medical Assistant/Nurse's Aide
- d. Unit Clerk/Registrar
- e. Social Worker/Lactation Consultant/Child Life Specialist/Physical-Speech or Occupational Therapist
- f. Other