

Health Care Provider Survey

We know that you are very busy, but please take a few minutes to answer the following questions – to help improve our services to you and your Asian and Pacific Islander patients in the future. Your answers will remain confidential, and your participation is completely voluntary. Once you've finished please fold, staple and mail it back to us. A stamp has been provided for your convenience. Thank you for your valuable time and assistance!

Quality of Today's Interpretation Service – Are the following statements true or false?

1. The interpreter was punctual and professional True False
2. The interpreter interpreted everything I said to the patient True False
3. The interpreter interpreted everything the patient said to me True False
4. I could ask the patient more detailed questions with interpreter here True False
5. The patient was more comfortable with the interpreter here True False

Information About Your Interactions with Limited-English Speaking Patients

6. Approximately what proportion of your Asian Pacific Islander patients is limited-English speaking?
 < 10% < 25% < 50% < 75% 75%+
7. From which Asian Pacific Islander groups are they? (CHECK ALL THAT APPLY)
 Cambodian Chamorro Chinese Filipino Hmong Japanese
 Korean Laotian Samoan Asian Indian Thai Tongan
 Vietnamese Other: _____
8. Have you ever encouraged any of your patients to bring an interpreter with them?
 Yes No
9. Does your health care organization provide interpretation for your limited-English speaking Asian Pacific Islander patients?
 Yes No
↓
If yes, have you used any of the following sources for interpretation within the last 12 months?
 - a. Trained staff interpreters Yes No
 - b. Bilingual staff (non-trained) Yes No
 - c. Contracted interpreters Yes No
 - d. Telephone language services Yes No
 - e. Patient's friends or family members as interpreters Yes No
 - f. Community-based organizations Yes No
 - g. Volunteers Yes No
 - h. Other: Who? _____
10. For which Asian Pacific Islander languages did you utilize the above sources? (CHECK ALL THAT APPLY)
 Cambodian Cantonese Chamorro Filipino Gujerati Hmong

- Hindi
Samoan
 Thai
- Japanese
 Tongan
- Korean
 Vietnamese
- Laotian
 Other:
- Mandarin
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11. Of these Asian Pacific Islander interpretation sources you have identified, how often are they available when you need them?
- Every time I need them Sometimes Hardly ever → Why?
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12. Of these Asian Pacific Islander interpretation sources, who usually pays for any associated costs?
- Patient Provider Other → Who?
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13. Are you familiar with any state or federal laws regarding provision of interpretation services to limited-English speaking patients?
- Yes No

14. Which of the following would help you to improve the availability or accessibility of *trained* interpreters at your health care organization? (CHECK ALL THAT APPLY)
- Administrative/management support of interpretation services
- Clear-cut procedures on how to obtain interpreters internally or externally (contracted interpreters)
- Additional budget specifically allocated for interpretation
- Cultural sensitivity training for staff
- Appropriate interpreter training for in-house bi-lingual staff
- In-service or videos depicting appropriate interpreter utilization
- A simple method to help determine the spoken language of any limited-English speaking client
(language identification chart etc.)
- Other: