

		All hospitals			H. A			H. B			H. C		H. D			H. E			H. F			H. G		H. H		
		S1	S2	Diff	S1	S2	Diff	S1	S2	Diff	S1	S1	S2	Diff	S1	S2	Diff	S1	S2	Diff	S1	S1	S2	Diff		
	TOTAL	479	282	-197	51	51	0	16	10	-6	60	93	78	-15	108	61	-47	50	44	-6	41	60	38	-22		
1. In your daily work, how often do you see patients with a limited command of the local language?	1 daily	34.8%	37.9%	3.1%	12.2%	9.8%	-2.4%	92.3%	66.7%	-25.6%	19.3%	3.3%	1.3%	-1.9%	33.3%	30.0%	-3.3%	100.0%	97.7%	-2.3%	12.5%	66.7%	86.8%	20.2%		
	2 2-3 times per week	28.3%	28.5%	0.2%	42.9%	35.3%	-7.6%	0.0%	33.3%	33.3%	31.6%	42.4%	53.9%	11.6%	29.5%	20.0%	-9.5%	0.0%	2.3%	2.3%	12.5%	30.0%	10.5%	-19.5%		
	3 5-6 times per month	21.7%	26.0%	4.3%	34.7%	49.0%	14.3%	7.7%	0.0%	-7.7%	31.6%	44.6%	40.8%	-3.8%	10.5%	25.0%	14.5%	0.0%	0.0%	0.0%	30.0%	1.7%	2.6%	1.0%		
	4 less than 5 per month	14.2%	7.6%	-6.6%	10.2%	5.9%	-4.3%	0.0%	0.0%	0.0%	17.5%	9.8%	3.9%	-5.8%	22.9%	25.0%	2.1%	0.0%	0.0%	0.0%	42.5%	1.7%	0.0%	-1.7%		
	5 never	1.1%	0.0%	-1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	-3.8%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%		
	total	466	277	-189	49	51	2	13	9	-4	57	92	76	-16	105	60	-45	50	43	-7	40	60	38	-22		
	mean	2,18	2,03	-0,15	2,43	2,5098	0,08	1,15	1,33	0,18	2,47	2,61	2,47	-0,14	2,34	2,45	0,11	1,00	1,02	0,02	3,10	1,38	1,16	-0,23		
2. What are the foreign languages that you see the most?	African language	24.8%	30.9%	6.1%	21.6%	19.6%	-2.0%	6.3%	40.0%	33.7%	33.3%	15.1%	10.3%	-4.8%	65.7%	67.2%	1.5%	50.0%	43.2%	-6.8%	4.9%	1.7%	5.3%	3.6%		
	Albanian	28.7%	41.3%	12.6%	9.8%	19.6%	9.8%	75.0%	90.0%	15.0%	0.0%	57.0%	66.7%	9.7%	13.9%	9.8%	-4.1%	62.0%	61.4%	-0.6%	4.9%	6.7%	0.0%	-6.7%		
	Arabic	57.6%	47.1%	-10.5%	47.1%	64.7%	17.6%	68.8%	30.0%	-38.8%	91.7%	78.5%	94.9%	16.4%	22.2%	19.7%	-2.5%	76.0%	68.2%	-7.8%	73.2%	3.3%	5.3%	2.0%		
	Baltic language	5.9%	4.9%	-1.0%	2.0%	3.9%	1.9%	0.0%	0.0%	0.0%	6.7%	11.8%	7.7%	-4.1%	14.8%	13.1%	-1.7%	2.0%	4.5%	2.5%	9.8%	0.0%	0.0%	0.0%		
	Bosnian	29.2%	33.4%	4.2%	68.6%	66.7%	-1.9%	0.0%	0.0%	0.0%	1.7%	44.1%	51.3%	7.2%	74.1%	75.4%	1.3%	8.0%	6.8%	-1.2%	31.7%	5.0%	0.0%	-5.0%		
	Farsi	5.8%	7.9%	2.1%	23.5%	27.5%	4.0%	0.0%	0.0%	0.0%	3.2%	2.6%	-0.6%	0.9%	0.0%	-0.9%	0.0%	6.8%	6.8%	17.1%	1.7%	10.5%	8.8%			
	French	13.0%	10.6%	-2.4%	2.0%	0.0%	-2.0%	0.0%	20.0%	20.0%	71.7%	3.2%	10.3%	7.1%	21.3%	26.2%	4.9%	4.0%	4.5%	0.5%	0.0%	1.7%	2.6%	0.9%		
	Kurdish	19.6%	25.5%	5.9%	15.7%	9.8%	-5.9%	18.8%	60.0%	41.2%	0.0%	50.5%	55.1%	4.6%	4.6%	4.9%	0.3%	8.0%	4.5%	-3.5%	48.8%	10.0%	18.4%	8.4%		
	Romanian	20.8%	27.1%	6.3%	0.0%	0.0%	0.0%	62.5%	80.0%	17.5%	16.7%	3.2%	1.3%	-1.9%	74.1%	78.7%	4.6%	8.0%	0.0%	-8.0%	0.0%	1.7%	2.6%	0.9%		
	Russian	26.5%	26.8%	0.3%	0.0%	0.0%	0.0%	62.5%	60.0%	-2.5%	3.3%	65.6%	61.5%	-4.1%	27.8%	34.4%	6.6%	12.0%	2.3%	-9.7%	39.0%	1.7%	2.6%	0.9%		
	Serbo-Croatian	16.6%	11.5%	-5.1%	23.5%	25.5%	2.0%	12.5%	0.0%	-12.5%	5.0%	24.7%	21.8%	-2.9%	13.0%	14.8%	1.8%	14.0%	6.8%	-7.2%	36.6%	3.3%	0.0%	-3.3%		
	Somali	20.7%	25.9%	5.3%	84.3%	80.4%	-3.9%	0.0%	0.0%	0.0%	0.0%	64.5%	71.8%	7.3%	2.8%	3.3%	0.5%	2.0%	0.0%	-2.0%	4.9%	6.7%	0.0%	-6.7%		
	Spanish (English)	16.1%	3.4%	-12.6%	0.0%	0.0%	0.0%	0.0%	0.0%	95.0%	2.2%	2.6%	0.4%	17.6%	18.0%	0.4%	4.0%	0.0%	-4.0%	9.8%	0.0%	0.0%	0.0%	0.0%		
	Turkish	13.6%	9.8%	-3.8%	47.1%	39.2%	-7.9%	6.3%	0.0%	-6.3%	0.0%	5.4%	1.3%	-4.1%	15.7%	6.6%	-9.1%	22.0%	11.4%	-10.6%	12.2%	0.0%	0.0%	0.0%		
	Urdu	18.2%	24.8%	6.6%	3.9%	2.0%	-1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.6%	1.6%	-3.0%	36.0%	47.7%	11.7%	2.4%	98.3%	97.4%	-0.9%		
others	9.3%	28.1%	18.9%	7.8%	15.7%	7.9%	31.3%	0.0%	-31.3%	1.7%	6.5%	10.3%	3.8%	0.9%	18.0%	17.1%	16.0%	61.4%	45.4%	9.8%	0.0%	63.2%	63.2%			
3) Which resources do you use to facilitate communication with patients who have a limited command of the local language?																										
3.1. Adult relative or friend of the patient.	1 always	8.9%	10.1%	1.3%	3.9%	2.0%	-1.9%	6.3%	0.0%	-6.3%	1.7%	2.2%	1.3%	-0.9%	23.2%	26.7%	3.4%	22.0%	20.5%	-1.5%	0.0%	1.7%	2.9%	1.2%		
	2 often	49.2%	39.7%	-9.5%	43.1%	24.0%	-19.1%	62.5%	60.0%	-2.5%	50.0%	64.5%	34.6%	-29.9%	42.4%	40.0%	-2.4%	54.0%	68.2%	14.2%	26.5%	46.7%	31.4%	-15.2%		
	3 sometimes	32.0%	31.0%	-0.9%	39.2%	44.0%	4.8%	31.3%	20.0%	-11.3%	25.0%	29.0%	34.6%	5.6%	31.3%	23.3%	-8.0%	24.0%	11.4%	-12.6%	38.2%	41.7%	45.7%	4.0%		
	4 rarely	7.6%	14.8%	7.2%	11.8%	26.0%	14.2%	0.0%	20.0%	20.0%	16.7%	4.3%	23.1%	18.8%	2.0%	1.7%	-0.4%	0.0%	0.0%	0.0%	29.4%	5.0%	20.0%	15.0%		
	5 never	1.7%	4.3%	2.6%	2.0%	4.0%	2.0%	0.0%	0.0%	0.0%	5.0%	0.0%	6.4%	6.4%	0.0%	8.3%	8.3%	0.0%	0.0%	0.0%	2.9%	5.0%	0.0%	-5.0%		
	6 not available	0.6%	0.0%	-0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	1.0%	0.0%	-1.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%		
	total	463	277	-186	51	50	-1	16	10	-6	60	93	78	-15	99	60	-39	50	44	-6	34	60	35	-25		
	mean	2,44	2,64	0,20	2,65	3,06	0,41	2,25	2,60	0,35	2,73	2,35	2,99	0,64	2,12	2,25	0,13	2,02	1,91	-0,11	3,09	2,65	2,83	0,18		
3.2. Professional interpreting service, either face-to-face or over the phone	1 always	7.5%	10.4%	2.9%	4.0%	8.2%	4.2%	0.0%	0.0%	0.0%	1.9%	2.2%	7.7%	5.5%	3.4%	7.0%	3.6%	0.0%	4.9%	4.9%	23.7%	25.9%	34.3%	8.4%		
	2 often	27.5%	44.8%	17.3%	56.0%	65.3%	9.3%	0.0%	0.0%	0.0%	0.0%	42.4%	64.1%	21.7%	15.9%	21.1%	5.1%	0.0%	26.8%	26.8%	55.3%	27.6%	45.7%	18.1%		
	3 sometimes	21.9%	21.1%	-0.8%	32.0%	22.4%	-9.6%	22.2%	0.0%	-22.2%	1.9%	37.0%	20.5%	-16.4%	18.2%	17.5%	-0.6%	7.5%	36.6%	29.1%	10.5%	31.0%	14.3%	-16.7%		
	4 rarely	13.8%	8.1%	-5.6%	6.0%	2.0%	-4.0%	22.2%	0.0%	-22.2%	9.3%	16.3%	5.1%	-11.2%	19.3%	22.8%	3.5%	22.5%	9.8%	-12.7%	5.3%	10.3%	0.0%	-10.3%		
	5 never	14.7%	10.4%	-4.3%	2.0%	2.0%	0.0%	11.1%	30.0%	18.9%	27.8%	1.1%	2.6%	1.5%	28.4%	29.8%	1.4%	37.5%	7.3%	-30.2%	5.3%	5.2%	5.7%	0.5%		
	6 not available	14.7%	5.2%	-9.5%	0.0%	0.0%	0.0%	44.4%	70.0%	25.6%	59.3%	1.1%	0.0%	-1.1%	14.8%	1.8%	-13.0%	32.5%	14.6%	-17.9%	0.0%	0.0%	0.0%	0.0%		
	total	429	270	-159	50	49	-1	9	10	1	54	92	78	-14	88	57	-31	40	41	1	38	58	35	-23		
	mean	3,01	2,61	-0,40	2,46	2,24	-0,22	3,80	5,00	1,20	4,50	2,71	2,31	-0,40	3,63	3,48	-0,15	4,44	2,86	-1,58	2,13	2,41	1,97	-0,44		
3.3. Bilingual colleagues	1 always	2.1%	0.4%	-1.7%	0.0%	0.0%	0.0%	8.3%	0.0%	-8.3%	3.4%	2.3%	1.3%	-1.0%	2.3%	0.0%	-2.3%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	-3.6%		
	2 often	12.6%	8.8%	-3.8%	0.0%	2.0%	2.0%	33.3%	20.0%	-13.3%	37.9%	12.8%	10.3%	-2.5%	8.0%	17.5%	0.0%	0.0%	0.0%	0.0%	3.1%	16.1%	6.3%	-9.8%		
	3 sometimes	27.6%	24.5%	-3.1%	4.0%	6.0%	2.0%	41.7%	40.0%	-1.7%	43.1%	30.2%	21.8%	-8.4%	28.7%	35.1%	6.4%	2.2%	2.9%	0.8%	31.3%	42.9%	59.4%	16.5%		
	4 rarely	26.5%	36.0%	9.6%	44.0%	48.0%	4.0%	0.0%	20.0%	20.0%	12.1%	31.4%	48.7%	17.3%	25.3%	17.5%	-7.7%	19.6%	29.4%	9.8%	40.6%	23.2%	31.3%	8.0%		
	5 never	19.7%	17.2%	-2.4%	26.0%	28.0%	2.0%	0.0%	10.0%	10.0%	3.4%	16.3%	10.3%	-6.0%	21.8%	24.6%	2.7%	47.8%	20.6%	-27.2%	21.9%	12.5%	3.1%	-9.4%		
	6 not available	11.5%	13.0%	1.6%	26.0%	16.0%	-10.0%	16.7%	10.0%	-6.7%	0.0%	7.0%	7.7%	0.7%	13.8%	5.3%	-8.5%	30.4%	47.1%	16.6%	3.1%	1.8%	0.0%	-1.8%		
	total	427	261	-166	50	50	0	12	10	-2	58	86	78	-8	87	57	-30	46	34	-12	32	56	32	-24		
	mean	3,55	3,70	0,15	4,30	4,21	-0,09	2,40	3,22	0,82	2,74	3,50	3,61	0,11	3,65	3,52	-0,13	4,66	4,33	-0,33	3,84	3,25	3,31	0,06		

		All hospitals			H. A			H. B			H. C			H. D			H. E			H. F			H. G			H. H			
		S1	S2	Diff	S1	S2	Diff	S1	S2	Diff	S1	S1	S2	Diff	S1	S2	Diff	S1	S2	Diff	S1	S1	S2	Diff	S1	S1	S2	Diff	
		TOTAL	479	282	-197	51	51	0	16	10	-6	60	93	78	-15	108	61	-47	50	44	-6	41	60	38	-22				
4.3. You feel confident that interpreters transmit medical information accurately.	1 always	28.4%	33.2%	4.8%	14.9%	12.5%	-2.4%	0.0%	0.0%	0.0%	0.0%	37.8%	31.2%	-6.6%	27.3%	26.5%	-0.8%	64.3%	67.7%	3.5%	13.5%	26.5%	42.4%	15.9%					
	2 often	48.2%	50.2%	2.0%	46.8%	62.5%	15.7%	0.0%	0.0%	0.0%	0.0%	55.6%	67.5%	12.0%	25.0%	35.3%	10.3%	21.4%	19.4%	-2.1%	75.7%	44.9%	36.4%	-8.5%					
	3 sometimes	17.7%	13.9%	-3.8%	38.3%	22.9%	-15.4%	0.0%	0.0%	0.0%	0.0%	5.6%	1.3%	-4.3%	29.5%	26.5%	-3.1%	0.0%	12.9%	12.9%	0.0%	10.8%	20.4%	18.2%	-2.2%				
	4 rarely	2.8%	0.9%	-1.9%	0.0%	2.1%	2.1%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	11.4%	0.0%	-11.4%	0.0%	0.0%	0.0%	0.0%	4.1%	3.0%	-1.1%					
	5 never	2.8%	1.8%	-1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	-1.1%	6.8%	11.8%	4.9%	14.3%	0.0%	-14.3%	0.0%	4.1%	0.0%	-4.1%					
	total	282	223	-59	47	48	1	0	0	0	1	90	77	-13	44	34	-10	14	31	17	37	49	33	-16					
	mean	2,04	1,88	-0,16	2,23	2,15	-0,09				4,00	1,71	1,70	-0,01	2,45	2,35	-0,10	1,79	1,45	-0,33	1,97	2,14	1,82	-0,32					
4.4. Interpreters ask for clarification during the encounter to make sure they understand the messages.	1 always	13.2%	16.1%	2.8%	4.3%	6.3%	1.9%	0.0%	0.0%	0.0%	0.0%	10.0%	5.2%	-4.8%	12.8%	14.7%	1.9%	35.7%	48.4%	12.7%	10.3%	24.0%	26.5%	2.5%					
	2 often	36.6%	41.5%	4.9%	30.4%	41.7%	11.2%	0.0%	0.0%	0.0%	100.0%	38.9%	50.6%	11.8%	46.8%	32.4%	-14.5%	42.9%	35.5%	-7.4%	25.6%	34.0%	35.3%	1.3%					
	3 sometimes	37.6%	31.7%	-5.9%	37.0%	33.3%	-3.6%	0.0%	0.0%	0.0%	0.0%	44.4%	40.3%	-4.2%	23.4%	32.4%	8.9%	0.0%	12.9%	12.9%	59.0%	34.0%	26.5%	-7.5%					
	4 rarely	9.1%	7.6%	-1.5%	23.9%	16.7%	-7.2%	0.0%	0.0%	0.0%	0.0%	4.4%	2.6%	-1.8%	10.6%	8.8%	-1.8%	7.1%	0.0%	-7.1%	5.1%	6.0%	11.8%	5.8%					
	5 never	3.5%	3.1%	-0.4%	4.3%	2.1%	-2.3%	0.0%	0.0%	0.0%	0.0%	2.2%	1.3%	-0.9%	6.4%	11.8%	5.4%	14.3%	3.2%	-11.1%	0.0%	2.0%	0.0%	-2.0%					
	total	287	224	-63	46	48	2	0	0	0	1	90	77	-13	47	34	-13	14	31	17	39	50	34	-16					
	mean	2,53	2,40	-0,13	2,93	2,67	-0,27				2,00	2,50	2,44	-0,06	2,51	2,71	0,20	2,21	1,74	-0,47	2,59	2,28	2,24	-0,04					
4.5. Interpreters make sure you understand the message(s) the patient is trying to communicate to you.	1 always	17.6%	21.4%	3.8%	8.5%	6.3%	-2.3%	0.0%	0.0%	0.0%	0.0%	7.8%	5.2%	-2.6%	27.7%	26.5%	-1.2%	42.9%	58.1%	15.2%	17.9%	26.9%	41.2%	14.3%					
	2 often	36.2%	38.8%	2.6%	34.0%	41.7%	7.6%	0.0%	0.0%	0.0%	100.0%	27.8%	42.9%	15.1%	36.2%	35.3%	-0.9%	35.7%	25.8%	-9.9%	35.9%	51.9%	41.2%	-10.7%					
	3 sometimes	32.4%	27.7%	-4.7%	27.7%	35.4%	7.8%	0.0%	0.0%	0.0%	0.0%	48.9%	39.0%	-9.9%	29.8%	23.5%	-6.3%	7.1%	3.2%	-3.9%	38.5%	13.5%	17.6%	4.2%					
	4 rarely	10.7%	10.7%	0.0%	27.7%	16.7%	-11.0%	0.0%	0.0%	0.0%	0.0%	14.4%	11.7%	-2.8%	2.1%	11.8%	9.6%	0.0%	9.7%	9.7%	5.1%	3.8%	0.0%	-3.8%					
	5 never	3.1%	1.3%	-1.8%	2.1%	0.0%	-2.1%	0.0%	0.0%	0.0%	0.0%	1.1%	1.3%	0.2%	4.3%	2.9%	-1.3%	14.3%	3.2%	-11.1%	2.6%	3.8%	0.0%	-3.8%					
	total	290	224	-66	47	48	1	0	0	0	1	90	77	-13	47	34	-13	14	31	17	39	52	34	-18					
	mean	2,46	2,32	-0,14	2,81	2,63	-0,18				2,00	2,73	2,61	-0,12	2,19	2,29	0,10	2,07	1,74	-0,33	2,38	2,06	1,76	-0,29					
4.6. Interpreters clarify cultural beliefs as necessary for you.	1 always	7.3%	11.3%	3.9%	0.0%	4.2%	4.2%	0.0%	0.0%	0.0%	0.0%	3.4%	3.9%	0.5%	14.9%	12.1%	-2.8%	7.1%	33.3%	26.2%	5.4%	15.4%	17.6%	2.3%					
	2 often	16.8%	23.4%	6.6%	10.9%	10.4%	-0.5%	0.0%	0.0%	0.0%	0.0%	13.5%	22.1%	8.6%	21.3%	30.3%	9.0%	28.6%	23.3%	-5.2%	18.9%	19.2%	38.2%	19.0%					
	3 sometimes	34.6%	30.6%	-4.0%	32.6%	27.1%	-5.5%	0.0%	0.0%	0.0%	0.0%	31.5%	41.6%	10.1%	29.8%	21.2%	-8.6%	35.7%	23.3%	-12.4%	43.2%	40.4%	26.5%	-13.9%					
	4 rarely	29.7%	25.2%	-4.5%	34.8%	37.5%	2.7%	0.0%	0.0%	0.0%	100.0%	42.7%	26.0%	-16.7%	21.3%	27.3%	6.0%	14.3%	13.3%	-1.0%	21.6%	19.2%	14.7%	-4.5%					
	5 never	11.5%	9.5%	-2.1%	21.7%	20.8%	-0.9%	0.0%	0.0%	0.0%	0.0%	9.0%	6.5%	-2.5%	12.8%	9.1%	-3.7%	14.3%	6.7%	-7.6%	10.8%	5.8%	2.9%	-2.8%					
	total	286	222	-64	46	48	2	0	0	0	1	89	77	-12	47	33	-14	14	30	16	37	52	34	-18					
	mean	3,21	2,98	-0,23	3,67	3,60	-0,07				4,00	3,40	3,09	-0,31	2,96	2,91	-0,05	3,00	2,37	-0,63	3,14	2,81	2,47	-0,34					
4.7. Interpreters assist in identifying the patient's further needs, too.	1 always	8.0%	10.4%	2.4%	0.0%	6.4%	6.4%	0.0%	0.0%	0.0%	100.0%	2.2%	1.3%	-0.9%	17.0%	11.8%	-5.3%	14.3%	30.0%	15.7%	5.4%	15.4%	18.2%	2.8%					
	2 often	22.7%	27.6%	4.9%	20.0%	10.6%	-9.4%	0.0%	0.0%	0.0%	0.0%	15.6%	28.6%	13.0%	23.4%	35.3%	11.9%	14.3%	33.3%	19.0%	29.7%	34.6%	36.4%	1.7%					
	3 sometimes	39.5%	37.1%	-2.4%	37.8%	44.7%	6.9%	0.0%	0.0%	0.0%	0.0%	36.7%	36.4%	-0.3%	44.7%	29.4%	-15.3%	42.9%	36.7%	-6.2%	40.5%	40.4%	36.4%	-4.0%					
	4 rarely	21.7%	22.2%	0.5%	28.9%	31.9%	3.0%	0.0%	0.0%	0.0%	0.0%	38.9%	32.5%	-6.4%	6.4%	20.6%	14.2%	14.3%	0.0%	-14.3%	13.5%	7.7%	6.1%	-1.6%					
	5 never	8.0%	2.7%	-5.3%	13.3%	6.4%	-7.0%	0.0%	0.0%	0.0%	0.0%	6.7%	1.3%	-5.4%	8.5%	2.9%	-5.6%	14.3%	0.0%	-14.3%	10.8%	1.9%	3.0%	1.1%					
	total	286	221	-65	45	47	2	0	0	0	1	90	77	-13	47	34	-13	14	30	16	37	52	33	-19					
	mean	2,99	2,79	-0,20	3,36	3,21	-0,14				1,00	3,32	3,04	-0,28	2,66	2,68	0,02	3,00	2,07	-0,93	2,95	2,46	2,39	-0,07					
5. Overall, how would you rate the quality of interpreting provided by the hospital's interpreting service?	1 excellent	3.8%	6.2%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	4.1%	1.8%	6.0%	0.0%	-6.0%	0.0%	12.1%	12.1%	2.6%	9.8%	18.9%	9.1%					
	2 very good	22.0%	40.9%	18.9%	17.4%	21.7%	4.3%	0.0%	0.0%	0.0%	0.0%	13.6%	51.4%	37.7%	14.0%	37.1%	23.1%	15.4%	42.4%	27.0%	38.5%	37.3%	45.9%	8.7%					
	3 good	45.6%	38.7%	-7.0%	56.5%	63.0%	6.5%	0.0%	0.0%	0.0%	0.0%	48.9%	33.8%	-15.1%	42.0%	34.3%	-7.7%	7.7%	27.3%	19.6%	48.7%	41.2%	32.4%	-8.7%					
	4 fair	19.2%	10.7%	-8.5%	26.1%	15.2%	-10.9%	0.0%	0.0%	0.0%	0.0%	25.0%	10.8%	-14.2%	20.0%	14.3%	-5.7%	7.7%	9.1%	1.4%	10.3%	11.8%	2.7%	-9.1%					
	5 poor	9.4%	3.6%	-5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.2%	0.0%	-10.2%	18.0%	14.3%	-3.7%	69.2%	9.1%	-60.1%	0.0%	0.0%	0.0%	0.0%					
	total	287	225	-62	46	46	0	0	0	0	0	88	74	-14	50	35	-15	13	33	20	39	51	37	-14					
mean	3,08	2,64	-0,44	3,09	2,93	-0,15					3,27	2,51	-0,76	3,30	3,06	-0,24	4,31	2,61	-1,70	2,67	2,55	2,19	-0,36						

	All hospitals			H. A			H. B			H. C			H. D			H. E			H. F			H. G			H. H			
	S1	S2	Diff	S1	S2	Diff	S1	S2	Diff	S1	S1	S2	Diff	S1	S2	Diff	S1	S2	Diff	S1	S1	S2	Diff	S1	S1	S2	Diff	
TOTAL	479	282	-197	51	51	0	16	10	-6	60	93	78	-15	108	61	-47	50	44	-6	41	60	38	-22					
6. From your experience in using professional interpreters, in which ways should the hospital's interpreting service be improved? Mark all that apply?																												
6.1. Improve interpreters' availabilities	28.1%	28.0%	-0.1%	27.5%	19.6%	-7.9%	0.0%	0.0%	0.0%	0.0%	57.0%	38.5%	-18.5%	34.3%	34.4%	0.1%	18.0%	22.7%	4.7%	19.5%	65.0%	52.6%	-12.4%					
6.2. Expand hours of operation	24.4%	37.1%	12.7%	11.8%	13.7%	1.9%	0.0%	0.0%	0.0%	0.0%	23.7%	48.7%	25.0%	18.5%	37.7%	19.2%	22.0%	59.1%	37.1%	17.1%	60.0%	63.2%	3.2%					
6.3. Increase number of available professional interpreters	28.8%	29.6%	0.9%	25.5%	17.6%	-7.9%	0.0%	0.0%	0.0%	0.0%	51.6%	44.9%	-6.7%	26.9%	31.1%	4.2%	16.0%	50.0%	34.0%	39.0%	60.0%	34.2%	-25.8%					
6.4. Increase the number of languages for which interpreting services are available	21.3%	22.9%	1.6%	5.9%	3.9%	-2.0%	0.0%	0.0%	0.0%	0.0%	16.1%	15.4%	-0.7%	28.7%	26.2%	-2.5%	22.0%	52.3%	30.3%	17.1%	45.0%	39.5%	-5.5%					
6.5. Improve written information for patients having limited local language skills	35.6%	42.0%	6.4%	70.6%	64.7%	-5.9%	0.0%	0.0%	0.0%	0.0%	79.6%	53.8%	-25.8%	37.0%	47.5%	10.5%	16.0%	38.6%	22.6%	68.3%	43.3%	47.4%	4.1%					
6.6. Improve information on how to gain access to professional interpreters	20.0%	19.9%	-0.1%	13.7%	9.8%	-3.9%	0.0%	0.0%	0.0%	0.0%	44.1%	26.9%	-17.2%	33.3%	39.3%	6.0%	14.0%	25.0%	11.0%	17.1%	30.0%	18.4%	-11.6%					
6.7. Others	2.6%	2.8%	0.1%	13.7%	9.8%	-3.9%	0.0%	0.0%	0.0%	0.0%	1.1%	5.1%	4.0%	0.9%	1.6%	0.7%	2.0%	0.0%	-2.0%	4.9%	3.3%	0.0%	-3.3%					
8. Overall, has your work situation improved through the measures implemented in the context of the project?																												
1 improved much			9.0%			0.0%				50.0%				11.5%		12.5%		0.0%										
2 improved			45.9%			34.1%				40.0%				65.4%		15.6%		55.8%										
3 no change			36.5%			47.7%				10.0%				16.7%		62.5%		37.2%										
4 worsened			0.0%			0.0%				0.0%				0.0%		0.0%		0.0%										
5 worsened much			0.0%			0.0%				0.0%				0.0%		0.0%		0.0%										
6 Can't say			8.6%			18.2%				0.0%				6.4%		9.4%		7.0%										
total			244			44				10				78		32		43										
mean			2,30			2,58				1,6				2,05		2,55		2,4										
9. Demographic information																												
9.2. What is your profession?																												
1 Clerical	0,0%	7,3%	7,3%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	27,0%	27,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	16,7%	16,7%				
2 Medical technician	2,5%	0,5%	-2,1%	0,0%	0,0%	0,0%	20,0%	0,0%	-20,0%	0,0%	0,0%	0,0%	0,0%	0,0%	2,7%	2,7%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
3 Nurse	34,6%	45,1%	10,4%	76,5%	62,7%	-13,8%	73,3%	0,0%	-73,3%	0,0%	77,2%	64,1%	-13,1%	0,0%	32,4%	32,4%	0,0%	50,0%	50,0%	26,8%	0,0%	61,1%	61,1%					
4 Physician	10,3%	14,7%	4,3%	23,5%	23,5%	0,0%	0,0%	0,0%	0,0%	0,0%	22,8%	14,1%	-8,7%	0,0%	0,0%	0,0%	0,0%	36,4%	36,4%	43,9%	0,0%	13,9%	13,9%					
5 Psychologist	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	29,3%	0,0%	0,0%	0,0%					
6 Social Worker	0,8%	1,4%	0,5%	0,0%	0,0%	0,0%	6,7%	0,0%	-6,7%	0,0%	0,0%	0,0%	0,0%	0,0%	8,1%	8,1%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	
7 Other	1,7%	14,5%	12,8%	0,0%	13,7%	13,7%	0,0%	0,0%	0,0%	0,0%	0,0%	21,8%	21,8%	0,0%	29,7%	29,7%	0,0%	13,6%	13,6%	0,0%	0,0%	8,3%	8,3%					
total	199	246	47	51	51	0	15	0	-15	0	92	78	-14	0	37	37	0	44	44	41	0	36	36					
9.3. How long have you been working at this hospital?																												
mean	10,5	9,6	-0,91	7,4	6,7	-0,7	13,1	9,4	-3,7	12,9	13,8	12,8	-1	6,1	8,7	2,6	12,9	11,8	-1,1	13	6,2	8,3	2,1					
9.4. What is your gender																												
1 female	72,6%	76,4%	3,8%	92,2%	88,2%	-4,0%	37,5%	40,0%	2,5%	69,5%	94,4%	98,7%	4,3%	78,3%	88,9%	10,6%	78,0%	75,0%	-3,0%	70,7%	55,9%	67,6%	11,7%					
2 male	27,4%	23,6%	-3,8%	7,8%	11,8%	4,0%	62,5%	60,0%	-2,5%	30,5%	5,6%	1,3%	-4,3%	21,7%	11,1%	-10,6%	22,0%	25,0%	3,0%	29,3%	44,1%	32,4%	-11,7%					
total	472	252	-220	51	51	0	16	10	-6	59	90	77	-13	106	36	-70	50	44	-6	41	59	34	-25					
9.5. What is your age																												
1 up to 25	3,6%	2,3%	-1,4%	4,3%	2,1%	-2,2%	0,0%	0,0%	0,0%	0,0%	2,2%	2,7%	0,5%	12,4%	3,3%	-9,1%	2,0%	2,4%	0,4%	0,0%	5,8%	3,0%	-2,8%					
2 26-35	30,0%	35,6%	5,6%	43,5%	41,7%	-1,8%	25,0%	44,4%	19,4%	15,5%	28,3%	32,0%	3,7%	40,2%	43,3%	3,1%	28,6%	34,1%	5,5%	12,2%	25,0%	18,2%	-6,8%					
3 36-45	41,3%	39,9%	-1,4%	26,1%	27,1%	1,0%	56,3%	44,4%	-11,9%	62,1%	30,4%	36,0%	5,6%	30,9%	43,3%	12,4%	40,8%	34,1%	-6,7%	19,5%	50,0%	54,5%	4,5%					
4 46-55	21,5%	18,3%	-3,2%	23,9%	22,9%	-1,0%	12,5%	11,1%	-1,4%	20,7%	30,4%	21,3%	-9,1%	15,5%	10,0%	-5,5%	26,5%	29,3%	2,8%	36,6%	13,5%	15,2%	1,7%					
5 56-65	3,1%	3,9%	0,8%	2,2%	6,3%	4,1%	6,3%	0,0%	-6,3%	1,7%	8,7%	8,0%	-0,7%	0,0%	0,0%	0,0%	2,0%	0,0%	-2,0%	31,7%	3,8%	9,1%	5,3%					
6 66 and more	0,4%	0,0%	-0,4%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	-1,0%	0,0%	0,0%	0,0%	-1,9%					
total	451	236	-215	46	48	2	16	9	-7	58	92	75	-17	97	30	-67	49	41	-8	41	52	33	-19					