

# migrant-friendly hospitals

## Subproject A:

### Improving interpreting in clinical communication

#### *Patient interview to assess interpreter access and service quality in clinical encounters [ISQ-PAT]*

### Interview guide – short form

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## SP A: Interview Guide Patient Survey



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Pilot hospitals  
from 12  
member  
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Co-ordinated by LBISHM,  
WHO Collaborating Centre  
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Interview no.  
□□ - □□□

## Introduction

**Interviewer:** Read this text to the patient. Confirm the patient's preferred language for the interview (preferred language for the interview was determined by the clinician upon arranging the appointment).

In the context of the EU project "migrant-friendly hospitals" [name of hospital] is carrying out a project to improve the quality of consultations with patients who prefer to communicate with their doctor in a language other than [local language]. This interview helps us to improve the quality of consultations and other specific services aimed at helping you communicate with your doctor.

All information given will be treated confidentially. At no time will you be identified individually.

**Interviewer:** Read the following question. Read the statements to the patient one –by one, asking her/him whether it is true or not.

1. For your appointment with the doctor, [name of hospital] provided a hospital interpreter to help you communicate with the doctor. How, in general, would you rate the quality of the hospital interpreter's service? I will read a number of statements about your interpreter to you now. For each statement, please let me know whether it is true or not.

		Yes	No	Remarks
		1	2	
1.1.	When you had your appointment, the hospital interpreter was present from the beginning of the consultation.	<input type="checkbox"/>	<input type="checkbox"/>	
1.2.	The hospital interpreter stayed until the end of the consultation.	<input type="checkbox"/>	<input type="checkbox"/>	
1.3.	The hospital interpreter explained how s/he was going to do his/her job.	<input type="checkbox"/>	<input type="checkbox"/>	

2. I will now read you some more statements about your hospital interpreter. Please indicate whether you:

- Strongly agree
- Agree
- Disagree or
- Strongly disagree

with these statements.

**Interviewer:** Repeat response categories after every statement is read to the patient! If respondent is undecided, ask him/her whether s/he'd rather agree or disagree with the statement. If respondent is still undecided, mark "can't say."

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		Strongly agree	Agree	Disagree	Strongly disagree	Can't say
		1	2	3	4	777
2.1.	With the hospital interpreter's help, <u>you</u> understood all medical information, e.g. what medication to take, and when and why to take it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2.	The hospital interpreter asked you questions during the consultation to make sure <u>s/he</u> understood everything you were saying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3.	The hospital interpreter assisted you in relaying important information regarding your customs, dietary needs, religious duties, etc. to the doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 3. How would you rate the encounter with your doctor? I will now read a number of statements about your doctor.

Please indicate whether you:

- Strongly agree
- Agree
- Disagree or
- Strongly disagree

with these statements.

**Interviewer: Repeat response categories after every statement is read to the patient! If respondent is undecided, ask him/her whether s/he'd rather agree or disagree with the statement. If respondent is still undecided, mark "can't say."**

		Strongly agree	Agree	Disagree	Strongly disagree	Can't say
		1	2	3	4	777
3.1	S/he took time to talk to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2	S/he showed sensitivity to my cultural beliefs and needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3	S/he encouraged me to ask questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4	S/he worked together with the hospital interpreter to make sure I understood everything.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5	S/he talked directly to me rather than to the hospital interpreter when s/he was giving information or asking questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## 4. From your point of view, how should the interpreting support be improved?

4.1	Hospital interpreters should inquire about cultural beliefs more.	<input type="checkbox"/>
4.2	There should be more information for patients on the roles and tasks of hospital interpreters' services.	<input type="checkbox"/>
4.3	There should be more information for patients on how to gain access to hospital interpreting services.	<input type="checkbox"/>
4.4	Other ways to improve interpreting service.....	<input type="checkbox"/>

## 5. Demographic information:

5.1. What is your gender? Female  Male

5.2. What is your age?

5.3. What language do you speak in everyday life?

**Interviewer: Record the language(s) stated by the patient by checking the respective box, or recording it under "other".**

African lang.  Bosnian  Romanian  Spanish   
 Albanian  Farsi  Russian  Turkish   
 Arabic  French  Serbo-Croatian  Urdu   
 Baltic lang.  Kurdish  Somali  Other (*please specify*):  
 \_\_\_\_\_

**Thank you for your time and cooperation!**

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