

migrant-friendly hospitals

Subproject A:

Improving interpreting in clinical communication

Patient Survey – Information for Clinicians

[Place], [Date]

Dear colleagues,

It is the aim of our hospital to improve interpreter assistance in clinical encounters with our patients who have a limited command of [local language]. Quality improvement in clinical communication is pursued in the context of the EU project “migrant-friendly hospitals”.

To monitor service quality and improvement, we want to learn about the views of our patients who face language barriers. For this reason, a patient survey will be carried out.

The survey is supported by an established scientific institute, the Ludwig-Boltzmann-Institute for the Sociology of Health and Medicine (LBISHM) in Vienna, Austria, who will provide all evaluation tools and carry out data analysis.

In order to obtain comprehensive and high quality data, we need your help!

Your collaboration is needed concerning two issues:

1. Documenting interpreter requests and their outcome
2. Recruiting patients to take part in interviews concerning their satisfaction with the interpreting provided – which will be carried out in the patients' preferred language.

Only little effort is required to really make a difference:

For each patient for whom you requested an interpreter, please fill in a “contact card” that you will be informed about in the next few days.

Please support our hospital in providing optimal quality care for our patients who have little knowledge of [local language].

In case any questions arise, please contact [name + phone SP A Eval Manager].

Many thanks for your co-operation!

[Signature Medical Director]

[Signature SP A Eval Manager]

Patient Survey – Clinicians Information



Financially supported by the European Commission

bm:bwk

Co-funded by bm:bwk – Federal Ministry for Education, Science and Culture (Austria)



Pilot hospitals from 12 member states of the European Union



Supporting partners



Co-ordinated by LBISHM, WHO Collaborating Centre for Health Promotion in Hospitals and Health Care, Institute for Sociology, University of Vienna