

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

SP A: Interview Guide Patient Survey – Short Form



Financially supported by the European Commission

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Interview no.
□□ - □□□

Introduction

Interviewer: Read this text to the patient:

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.

- 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"/>	

Please indicate for the following questions whether you:

- Strongly agree
- Agree
- Disagree or
- Strongly disagree

with these statements.

- I will now read you some more statements about your hospital interpreter.

		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"/>

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

		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"/>

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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