



Organizational Workbook

Please complete *one* copy of this survey with a team. The team should include managers, leaders, and staff members who are familiar with communication procedures in your organization. Questions that ask about [ORG NAME] staff include all staff, both clinical and non-clinical.

1. Organizational Commitment to Effective Communication

| Please check one box to answer each question. | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| O1 | Do hospital policies make effective communication a <i>high priority</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O2 | Do hospital policies help staff create a <i>welcoming environment</i> for patients (hours, accessibility, artwork, etc.)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O3 | Does the hospital <i>commit resources</i> to improving communication with patients? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O3a | How much does the hospital budget for: In-person interpretation: \$ _____ | | | | | |
| O3b | Telephonic interpretation (e.g. Cyracom, Language Line): \$ _____ | | | | | |
| O3c | Document translation: \$ _____ | | | | | |
| O4 | Does the hospital adhere to <i>regulations and standards</i> for meeting its patients' communication needs (Joint Commission, CLAS, Title VI, state)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O5 | Does the hospital have written <i>strategic and operational plans</i> that address the communication needs of diverse populations? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O5a | Do these plans have measurable indicators of success? <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="radio"/> Not Sure | | | | | |
| O6 | Do hospital leaders receive <i>regular reports</i> on how well the organization meets its goals for communicating with patients? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O6a | Which leaders receive these reports? (titles) _____ | | | | | |
| O6b | How often are reports circulated? _____ | | | | | |

O7 Does at least one committee or department *primarily focus* on meeting the specific communication needs of vulnerable populations? (e.g., interpretation, cross cultural communication, diversity)
 No Yes Not Sure

O7a What is the name of this committee/department? _____

| Please check one box to answer each question. | | | | | | |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Does the hospital... | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
| O8 | ... have a clear feedback/grievance process for patients and staff? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O9 | ... have an incentive structure that encourages staff and departments to improve communication within the hospital? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O10 | ... have a system that allows staff to report miscommunications to an appropriate supervisor? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O11 | ... have a disciplinary process that allows supervisors to intervene if staff are not respectful towards patients? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O12 | ... have an active process to detect discrimination against patients based on all of the following factors: age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O13 | ... work with clinicians to ensure they have enough time to communicate well with patients, (including those who have limited English proficiency or limited health literacy skills)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O14 | ... have policies that help clinicians engage patients in shared decision making? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

O15 Committees at the hospital regularly interact *with each other* to discuss ways to improve communication with patients. (e.g., committees know what each other are doing)
 No Yes Not Sure

2. Workforce Development

| Please check one box to answer each question. | | | | | | |
|--|--|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Does the hospital... | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
| O16 | ... set goals for <i>recruiting staff</i> from the patient community? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O17 | ... have written goals and policies for <i>training employees</i> to communicate with patients? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O18 | ... effectively train employees to serve patients who speak <i>little or no English</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O19 | ... effectively train employees to serve patients from diverse <i>cultural and ethnic groups</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O20 | ... effectively train employees to serve patients with <i>limited health literacy</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O21 | ... partner with local educational institutions to enable staff members to receive additional communication training? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O22 | ... pay for or provide reimbursement for communication training? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O23 | ... plan activities to help staff understand patients' cultures (diversity days, recognition of holidays, etc.)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O24 | ... have a <u>written</u> policy on presenting patients with information on durable power of attorney for health care and other forms of advance care planning in culturally appropriate ways? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

| Please check one box to answer each question. | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Does the hospital... | | | | | | |
| O25 | ... ensure that employees are trained to approach end-of-life matters, including organ and tissue donation or specific ceremonies around death and dying, in culturally appropriate ways? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O26 | ... ensure that employees are trained to present information on durable power or attorney for health care and other advance care planning in culturally appropriate ways? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O27 | ... perform a learning needs assessment on each patient which considers the patient's cultural and religious beliefs, emotional barriers, desire and motivation to learn, physical or cognitive limitations, or barriers to communication? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O28 | ... have a <u>written</u> policy on when to use assistive devices (such as communication boards, hearing aids, and eyeglasses) to facilitate communication with patients who have temporary communication impairments (such as those intubated during intensive care)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

| Communication Aids | | Very Poor | Poor | Good | Very Good | N/A or Not Sure |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Please check one box to answer each question. | | | | | | |
| O29 | In practice, how would you rate the availability of the following assistive communication aids at the hospital: | | | | | |
| O29a | ... hearing aids? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O29b | ... glasses? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O29c | ... communication boards? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

O30 How does the hospital assess its training programs? _____

3. Data Collection

| Please check one box to answer each question. | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Is it hospital policy to... | | | | | | |
| O31 | ... ask patients their <i>race and ethnicity</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O31a | ... document a patient's race and ethnicity? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O32 | ... have staff ask patients their <i>language preference</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O32a | ... document a patient's language preference? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O33 | ... have staff to ask patients if they <i>need an interpreter</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O33a | ... document a patient's interpreter need? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O34 | ... ask patients if they would like help filling out forms? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

4. Community Engagement

| Please check one box to answer each question. | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Does the hospital... | | | | | | |
| O35 | ... have a <i>written plan</i> for developing relationships with the patient communities it serves? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O36 | ... work with local community and advocacy groups to collect information about new and emerging populations? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O37 | ... track the <i>literacy and education</i> levels of its community? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O38 | ... track the <i>languages</i> spoken by its patient community? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O39 | ... have a written policy that permits a support person (a friend or family member, designated by the patient) to be present with the patient throughout their stay? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O40 | ... have a point-of-contact (person or office) for community members to provide complaints and feedback? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O40a | What is the title of this person or office? _____ | | | | | |
| O41 | ... have an individual or committee charged with outreach and maintaining ties to community partners? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O41a | What is the title of this person or committee? _____ | | | | | |
| O42 | ... work with community partners to promote health literacy? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O42a | What specific programs promote community health literacy? _____ | | | | | |
| O43 | ... involve community representatives in its planning processes? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O44 | ... inform staff about resources for patients that are available in the community? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

| Nutrition Preference | | Always | Sometimes | Rarely | Never | N/A or Not Sure |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Please check one box to answer this question. | | | | | | |
| O45 | When not medically contraindicated, how often does the hospital accommodate patients' cultural, religious, or ethnic food and nutrition preferences? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

5. Language Services

| Please check one box to answer each question. | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------------|
| O46 | Does the hospital have policies that govern the use of interpreters? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> |
| O46a | Staff members are <i>aware of</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |
| O46b | Staff members <i>follow</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |
| O47 | Does the hospital have policies that describe when different modes of interpretation, (e.g. in person, over-the-phone,) should be used? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> |
| O47a | Staff members are <i>aware of</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |
| O47b | Staff members <i>follow</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |
| O48 | Does the hospital have a process for scheduling interpretation services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> |
| O48a | Staff members are <i>aware of</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |
| O48b | Staff members <i>follow</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |
| O49 | Does the hospital have policies that govern bilingual workforce members' use of their language skills? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> |
| O49a | Staff members are <i>aware of</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |
| O49b | Staff members <i>follow</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |
| O50 | Does the hospital have policies that prohibit the use of family members as interpreters? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> |
| O50a | Staff members are <i>aware of</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |
| O50b | Staff members <i>follow</i> these policies. <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="radio"/> Not Sure | | | | | |

O51. Briefly describe the process that occurs when a patient or staff member requests an interpreter.

| Translated Documents | | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Please check one box to answer each question. | | | | | | | |
| O52 | Does the hospital have a process to determine what documents to translate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O53 | Does the hospital have a process that allows staff to request translated documents? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O54 | Does the hospital have copies of important documents in languages other than English? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O54a | Which languages? _____ | | | | | | |
| O55 | Does the hospital translate patient surveys into languages commonly spoken at the hospital? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O55a | What languages? _____ | | | | | | |
| O56 | Are translated documents reviewed for accuracy and understandability? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O56a | By whom? _____ | | | | | | |

| Interpretation Quality Assurance | | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|--|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Please check one box to answer each question. | | | | | | | |
| O57 | Does the hospital monitor the quality of interpretation services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O58 | Are hospital interpreters trained and tested? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O59 | Are employees who wish to communicate with patients in a language other than English trained and tested? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O60 | Does the hospital have an individual that coordinates interpretation services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O61 | Does a hospital policy require that interpreters be present for informed consent discussions? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O62 | Does the hospital post signs informing patients that free language interpretation is available? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O62a | How else is this information made available? _____ | | | | | | |
| O62b | In what languages is this information available? _____ | | | | | | |

Overall...

O63 Community members are aware that the hospital provides language services.
 Strongly Disagree Disagree Agree Strongly Agree Not Sure

O64 The hospital meets the language assistance needs of its patient population.
 Strongly Disagree Disagree Agree Strongly Agree Not Sure

O65 What percent of the hospital's workforce can speak a language other than English well enough to speak that language as a part of their job? _____

O66 What percent of your patients have limited English proficiency? _____

6. Health Literacy

| Please check one box to answer each question. | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| O67 | Is it hospital policy for staff members to ask patients to repeat instructions? (use the teachback or "show me" method") | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O68 | Are patient education materials reviewed for cultural appropriateness? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O69 | Are important documents, educational materials, and surveys written in plain language, at low grade levels, and in formats that are easy to read? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O70 | Does the hospital assess whether patients can understand important <i>documents, educational materials, and surveys</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O70a | If yes, how do you do this? _____ | | | | | |
| O71 | Does the hospital assess whether patients can understand <i>signs and maps</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O72 | Does the hospital assess whether patients can understand <i>informed consent forms</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

7. Monitoring Effective Communication

| Please check one box to answer each question. | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| Does the hospital track ... | | | | | | |
| O73 | ... when errors occur because of miscommunication? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O74 | ... communication-related complaints? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O75 | ... feedback from <i>patients</i> on communication issues? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O76 | ... feedback from <i>staff members</i> on communication issues? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O77 | ... feedback from <i>community members</i> on communication issues? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O78 | ... requests for language services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O79 | ... how often trained, <i>in-person</i> interpreters are used? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O80 | ... how often trained, <i>phone or video</i> interpreters are used? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O81 | ... how often interpretation is done by <i>untrained</i> interpreters (e.g., staff members or a patient's friends or family)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O82 | ... how long <i>patients</i> wait for language services? (e.g. in-person, phone, video) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O83 | ... how long <i>staff members</i> wait for language services? (e.g. in-person, phone, or video) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O84 | ... times when language services are not available? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O85 | ... <i>patients'</i> perceptions of the quality of language services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O86 | ... <i>staff members'</i> perceptions of the quality of language services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

| Please check one box to answer each question. | | No | In Development | Needs Improvement | Yes, Working Well | Not Sure |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| O87 | Does the hospital evaluate how well it meets written goals for effective communication? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O87a | How often is this evaluation done? _____ | | | | | |
| O88 | Does the hospital compare clinical quality measures across patient demographic groups? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O89 | Do <i>patient</i> surveys ask questions about how well hospital staff members communicate with patients? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O90 | Do workforce surveys ask questions about how well hospital staff members communicate with <i>patients</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O91 | Do workforce surveys ask questions about how well hospital staff members communicate with <i>each other</i> ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O92 | Does the hospital's Emergency Operations Plan specifically address communication with <u>critical staff</u> in the event of a crisis? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O93 | Does the hospital's Emergency Operations Plan specifically address communication with patients and their families in the event that patients must be relocated to alternative care sites? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O94 | Does the hospital's Emergency Operations Plan specifically address the special communication needs of vulnerable populations, including those with limited English proficiency, hearing/visual impairment, and low health literacy? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O95 | Does the hospital's Emergency Operations Plan specifically address communication with the local community or the public (such as via television, radio, internet, etc.) during an emergency? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O96 | Does the hospital's performance evaluation system allow managers to assess how well individual staff members communicate with patients? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| O96a | How is communication evaluated? _____ | | | | | |
| O97 | Are the results of communication quality assessments shared with hospital staff? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

8. Staff Demographics

Please provide the percentage or number of your staff from each of the ethnic/cultural groups listed below. Please provide estimates or ranges for the past year.

Indicate the calendar year for which you are reporting from _____ to _____.

| | Leadership/ Administration | Physicians | Non-Physician Clinical Staff | Non-Clinical Staff |
|----------------------------------|-------------------------------|------------|---------------------------------|-----------------------|
| African-American * | | | | |
| Asian/Pacific Islander | | | | |
| Hispanic/Latino | | | | |
| European-American ** | | | | |
| American Indian/ Eskimo/Aleut | | | | |
| Other. Specify: | | | | |
| Other. Specify: | | | | |
| Total 100% | | | | |

* Includes persons of Caribbean descent and non-Hispanic

** Non-Hispanic

9. Patient Demographics

Please provide percentages or numbers of the patients seen from each of the ethnic/cultural groups listed below. Please provide estimates or ranges for the past year *for each of the units/clinics you surveyed*.

Indicate the calendar year for which you are reporting : from _____ to _____ .

Specify the units/clinics in which you surveyed patients.

| Patient demographics in each unit | Patients in Unit/clinic _____ | Patients in Unit/clinic _____ | Patients in Unit/clinic _____ | Patients in Unit/clinic _____ |
|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| African-American * | | | | |
| Asian/Pacific Islander | | | | |
| Hispanic/Latino | | | | |
| European-American ** | | | | |
| American Indian/ Eskimo/Aleut | | | | |
| Other. Specify: | | | | |
| Other. Specify: | | | | |
| Total 100% | | | | |

* Includes persons of Caribbean descent and non-Hispanic

** Non-Hispanic