



Enhancing Safety for Patients With Limited English Proficiency

Posttraining Behavior Survey

S1. Did you take the TeamSTEPPS training on improving safety for patients with limited English proficiency (LEP)?

¹ Yes

² No

S2. Are you an interpreter?

¹ Yes → Skip to Question 4

² No

1. What languages do you speak very well?

a. English

¹ Yes

² No

b. Spanish

¹ Yes

² No

c. Other languages (list here) _____

2a. For approximately what percentage of encounters do your patients prefer to receive care in a language other than those you listed above?

_____ %

2b. About what percentage of the encounters you estimated in 2a take place in the presence of a trained interpreter?

_____ %



3. What comments do you have about why you do or do not use interpreters to communicate with LEP patients whose language you do not speak very well?
4. Have you ever experienced a communication challenge with an LEP patient that created a patient safety problem?
- ¹ Yes
- ² No

Since the TeamSTEPPS training on LEP patient safety, how many times have you used the following tools with LEP patients?

5. Assertion or advocacy on behalf of an LEP patient (for example, to get an interpreter to the encounter or to make sure the doctor or nurse explained things more clearly)
- ¹ Never
- ² Once
- ³ Once to 5 times
- ⁴ More than 5 times
6. Expressing concern or discomfort about communication involving LEP patients when there is a patient safety issue
- ¹ Never
- ² Once
- ³ Once to 5 times
- ⁴ More than 5 times
7. Briefs that **include the interpreter** (a brief is a short meeting of the care team before seeing the patient where the team leader describes team roles, goals, plans, and risks)
- ¹ Never
- ² Once
- ³ Once to 5 times
- ⁴ More than 5 times



8. Creating psychological safety, such as saying, “Please let me know if anything I say is not clear.” The interpreter can do this for the patient, and other members of the care team can do this for the interpreter.

- 1 Never
- 2 Once
- 3 Once to 5 times
- 4 More than 5 times

9. Check-back with the patient (repeating out loud what the patient said to check your understanding)

- 1 Never
- 2 Once
- 3 Once to 5 times
- 4 More than 5 times

The next questions focus on your experience implementing these tools.

10. How easy is it to incorporate TeamSTEPPS tools into your daily routines?

- 1 Very easy
- 2 Easy
- 3 Hard
- 4 Very hard

11. What would make it easier to incorporate TeamSTEPPS tools into your daily routines?

12. What additional training would you find helpful to improve safety for LEP patients?