

## **Attachment C**

### **Pre-Work for Master-Training**



**Abt Associates Inc.**

Date

Recipient's name

Recipient's address

RE: TeamSTEPPS Master-Training

Dear TeamSTEPPS trainers,

We look forward to seeing you soon for the TeamSTEPPS training to improve the safety of patients with limited English Proficiency (LEP).

A while back, you completed a readiness assessment survey to check whether your institution was ready for this training. Now, we ask that you complete a brief site assessment to help us have a productive training.

The site assessment includes completing a site assessment questionnaire, completing a language process map, and making a copy of your hospital's or organization's policy on accessing language services to bring to the training. We estimate these tasks may take approximately 30 minutes.

Please do not hesitate to let us know if you have any questions.

Best regards,

[Master-Trainer names, signature and contact information]

Public reporting burden for this collection of information is estimated to average 30 minutes per response, the estimated time required to complete the survey. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-XXXX) AHRQ, 540 Gaither Road, Room # 5036, Rockville, MD 20850.

## Pre-Work: Site Assessment for Trainers

Please take a moment to answer the questions below. This will help you to customize the training module to your audience's needs.

1. What percentage of your patients have limited English proficiency?
  
2. What are the most common languages spoken by your patients?
  
3. How do staff in your clinical area...
  - a. Identify patient language needs
  - b. Contact an interpreter
  - c. Ensure that the interpreter is present for the entire encounter
  - d. Ensure that the interpreter is fully informed and integrated into the team?

To answer these questions, please complete the attached Patient Language Process Map, with information for your unit, and mark the areas of risk or areas needing improvement.

4. Please attach a copy of your hospital or organization's policies for calling an interpreter.
 

What are your contingency plans: what happens when the interpreter is unavailable, late, or cannot stay for the entire patient encounter?
  
5. List some examples of real situations from your hospital/clinical area in which LEP patients were at risk due to language barriers and/or not having an interpreter available (use the reverse side of this sheet if needed).

## TeamSTEPs<sup>SM</sup> Patient Language Process Map

LEP  
Implementation

Identify language/cultural needs	
Who?	How?
Contact interpreter	
Who?	How? List various methods. Note contingency plans.
Ensure that interpreter is present for entire encounter	
Who?	How?
Ensure that interpreter is fully informed and integrated into team	
Who?	How?