

**Attachment J**

**LEP Patient Outcomes Survey**



**LEP Patient Survey**

Form Approved  
OMB No. 0935-XXXX  
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**SCREENING QUESTION**

**What is your preferred language?**

- English → **If English, end questions**
- Spanish
- Chinese
- French
- Italian
- German
- Korean
- Vietnamese
- Polish
- Japanese
- American Sign Language
- Some other language

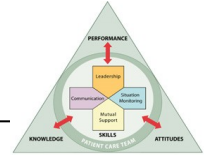
**1. How well do you speak English?**

- Very well
- Well
- Not well
- Not at all

**2. How well do you understand English?**

- Very well
- Well
- Not well
- Not at all

→ **If 1. and 2.=very well, end questions**



**Remember that hospital staff include doctors, nurses, nurses aides, and anyone else who helped you while you were in the hospital.**

**3. During this hospital stay, how often did hospital staff speak to you in your preferred language?**

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always → If Always, Go to Question 11

**4. An interpreter is someone who helps you talk with others who do not speak your language. During this hospital stay, did hospital staff tell you that you had a right to interpreter services free of charge?**

- <sup>1</sup> Yes
- <sup>2</sup> No

**5. During this hospital stay, did a child younger than 18 interpret for you?**

- <sup>1</sup> Yes
- <sup>2</sup> No

**6. During this hospital stay, how often did you use friends or family members as interpreters when you talked with hospital staff?**

- <sup>1</sup> Never → If Never, Go to Question 9
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

**7. During this hospital stay, how often did you use friends or family members as interpreters because no other interpreter was available?**

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always



- 8. During this hospital stay, how often did you use friends or family members as interpreters because you preferred them to using an interpreter provided by the hospital?**
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always
- 9. During this hospital stay, did the hospital ever provide you with an interpreter? Include telephone interpreters and bilingual hospital staff who helped you speak with someone else at the hospital.**
- 1 Yes
  - 2 No → If No, Go to Question 11
- 10. During this hospital stay, how often did you need an interpreter to help you talk with hospital staff but did not get one?**
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always
- 11. During this hospital stay, how often did doctors explain things in a way you could understand?**
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always
- 12. During this hospital stay, how often did nurses explain things in a way you could understand?**
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always



**13. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?**

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always
- <sup>9</sup> I never pressed the call button

**14. During this hospital stay, did hospital staff tell you how to take care of yourself at home?**

- <sup>1</sup> Yes
- <sup>2</sup> No → If No, Go to Question 16

**15. Was the information easy to understand?**

- <sup>1</sup> Yes
- <sup>2</sup> No

**16. During this hospital stay, did you get instructions in writing about how to take care of yourself at home?**

- <sup>1</sup> Yes
- <sup>2</sup> No → If No, Go to Question 19

**17. Were the instructions available in your preferred language?**

- <sup>1</sup> Yes
- <sup>2</sup> No

**18. Were the written instructions easy to understand?**

- <sup>1</sup> Yes
  - <sup>2</sup> No
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**OVERALL RATING OF HOSPITAL**

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Please answer the following questions about your stay at the hospital named on the cover. Do not include any other hospital stays in your answer.

**19. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?**

- 0 Worst hospital possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best hospital possible

**20. Would you recommend this hospital to your friends and family?**

- Definitely no
- Probably no
- Probably yes
- Definitely yes

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