

[PLACE ON TRAINING ORGANIZER'S LETTERHEAD]

[DATE]

[ADDRESS]

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 Patient Language Process Map, and making a copy of your hospital's or organization's policy on accessing language services to bring to the training (see next pages). 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]

Prework: 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. Approximately what percentage of your patients has limited English proficiency (LEP)?
2. What are the most common languages spoken by your patients?
3. Answer the following questions on the attached Patient Language Process Map for the unit(s) that will receive the training, marking areas of risk or in need of improvement.

The process map asks the following questions: In your clinical area...

- a. Who on staff identifies patient language needs? How?
- b. Who contacts an interpreter if needed? How?

Contingency plans: What happens when the interpreter is unavailable, arrives late, or cannot stay for the entire patient encounter?

- c. Who ensures that the interpreter is present for the entire encounter? How?
- d. Who ensures that the interpreter is fully informed and integrated into the team? How?
4. Please attach a copy of your hospital or organization's policies for calling an interpreter.
5. List some examples of real situations from your hospital/clinical area in which LEP patients were at risk due to language barriers or not having an interpreter available (use the reverse side of this sheet if needed).

TeamSTEPPS™ Patient Language Process Map

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?

