

APPENDIX A

Key Informant Discussion Guide

1. What sources do you currently use to provide interpreter services? What is your perception of the sources available?
2. How large is the unmet need for interpreter services in your view?
(within your organization?; across the state?)
3. What is your perception of how LEP clients get served?
4. We think it is vital to document need and capacity. What information do you find useful to collect? Does your organization track data and count the need or units of service provided? What other sources of data do you rely on?
5. What resistance do you see to providing interpreters? Has the process broken down in the past and do you have suggested strategies for achieving adequate capacity?
6. What do you think would be useful to investigate in order to move policy, both institutional and public?
7. What would you most like to see in a report on the needs of LEP patients in New Hampshire? Are there any issues that you believe need to be avoided or finessed?
8. What would you like to see in a survey? What questions should be asked and answered and by whom?
9. New Hampshire Medicaid provides reimbursement for interpreter services. What is your perception of how that system works?
10. Who do you think it is vital that we talk with in this process of assessing the capacity?