

## APPENDIX D

### Facility Survey Cover Letter

April 30, 2004

Dear :

We are writing to ask for your assistance and invite you to participate in an effort to improve access to health care in New Hampshire. We are conducting a survey on how health facilities in New Hampshire ensure access to medical care for limited English proficient (LEP) and Deaf/Hard of Hearing patients. This effort is part of a statewide Medical Interpretation Capacity Assessment, funded by the Endowment for Health. By the fall of this year, we intend to issue a report that will include survey results, findings from other research and recommendations for action.

The Access Project and The Stubblefield-Tave Group are conducting the survey with technical assistance from Brandeis University. This project has been actively supported by the Endowment for Health, the Medical Interpretation Advisory Board, Bi-State Primary Care Association, NH Minority Health Coalition and the NH Department of Health and Human Services, including its Division of Behavioral Health and Office of Minority Health. The New Hampshire Hospital Association and NH Foundation for Healthy Communities assisted in the development of the survey instrument. We urge you to complement their work and complete this survey.

We hope that you will forward the survey to the person within Planned Parenthood who is most likely to be familiar with the language service capacity of your organization. We estimate that it will take approximately 30 minutes to complete the survey and we hope to receive your **completed survey by May 14<sup>th</sup>**. Throughout the survey we ask for approximate or estimated answers. We do not want the completion of this survey to be a burden, so a well-informed guess is an adequate response.

All responses will be treated as completely confidential. Survey findings will be reported in the aggregate so that no institution can be identified. We have assigned a code number to your facility's survey instrument to enable us to track the return of the surveys. The findings of this provider survey will be combined with other research methods, including individual interviews, analysis of existing data sources, and surveys of interpreters and patients themselves. Organizations, by completing and retaining their survey responses, will be able to compare their own performance to aggregate provider results from across New Hampshire. This research will provide valuable support in continuously improving your services to LEP or Deaf/Hard of Hearing patients.

In addition to the confidential provider survey, please consider completing a separate form, enclosed in yellow, to identify your organization's "promising practices" in medical interpretation. Selected "promising practices" will be described in the final report. For assisting us in this effort, you will be entered in a raffle to win \$150 by submitting the yellow form. Only 61 other institutions are being asked to participate, so your chances of winning are quite good. The \$150 is a token of our appreciation and may be used at your discretion. For example, you may decide to use it to have

lunch with the colleagues who help you complete the survey or to buy children's books in various languages for pediatric patients and their families.

As a New Hampshire health care provider, your participation is vital in the effort to improve care for patients who are LEP or Deaf/Hard of Hearing. We recognize providers face varied challenges in serving these patients but share a common desire to serve all patients well.

**Please respond by May 14<sup>th</sup>.**

If you would like more information or have any questions regarding this survey, please e-mail Nancy Kohn at [nkohn@accessproject.org](mailto:nkohn@accessproject.org) or call her at (617) 654-9911 x230.

Thank you in advance.

Best regards,

Nancy Kohn  
The Access Project

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Enclosures: 2