**Supplemental Items for the CAHPS® Health Plan Survey 5.0**

**Topic: Interpreter Services**

**Population Version: Adult**

**Language: English**

Users of the CAHPS® Health Plan Survey are free to incorporate supplemental items in order to meet the needs of their organizations, local markets, and/or audiences. Some items cover events that occur with low frequency in the general population. You should include them only if your sample design is likely to yield a sufficient number of responses to those questions for statistical analysis and reporting.

| **Question** | **Placement and Other Instructions** |
| --- | --- |
| **P-IN1.** An interpreter is someone who helps you talk with others who do not speak your language. In the last 12 months, did you need an interpreter at your personal doctor’s office?1[ ]  Yes2[ ]  No**→ If No, go to core question 17** | After core question 16 |
| **P-IN2.** In the last 12 months, during visits to your personal doctor’s office, how often did you get an interpreter when you needed one?1[ ]  Never**→ If Never, go to P-IN5**2[ ]  Sometimes3[ ]  Usually4[ ]  Always | After P-IN1Note: Use with P-IN1 |
| **P-IN3.** In the last 12 months, how often did this interpreter treat you with courtesy and respect?1[ ]  Never2[ ]  Sometimes3[ ]  Usually4[ ]  Always | After P-IN2Note: Use with P-IN1 and P-IN2 |
| **P-IN4.** Using any number from 0 to 10, where 0 is the worst interpreter possible and 10 is the best interpreter possible, what number would you use to rate this interpreter?[ ]  0 Worst interpreter possible[ ]  1[ ]  2[ ]  3[ ]  4[ ]  5[ ]  6[ ]  7[ ]  8[ ]  9[ ]  10 Best interpreter possible | After P-IN3Note: Use with P-IN1 and P-IN2 |
| **P-IN5.** In the last 12 months, how often did you use a friend or family member as an interpreter when you talked with someone from your personal doctor’s office?1[ ]  Never**→ If Never, go to core question 17**2[ ]  Sometimes3[ ]  Usually4[ ]  Always | After P-IN4Note: Use with P-IN1  |
| **P-IN6.** In the last 12 months, did you use a child younger than 18 to help you talk with someone from your personal doctor’s office?1[ ]  Yes2[ ]  No | After P-IN5Note: Use with P-IN1 and P-IN5 |
| **P-IN7.** An interpreter is someone who helps you talk with others who do not speak your language. In the last 12 months, did you need an interpreter to talk with someone from your health plan?1[ ]  Yes2[ ]  No**→ If No, go to core question 27** | After core question 26 |
| **P-IN8.** In the last 12 months, how often did you get an interpreter to talk with someone from your health plan when you needed one?1[ ]  Never**→ If Never, go to P-IN11**2[ ]  Sometime3[ ]  Usually4[ ]  Always | After P-IN7Note: Use with P-IN7 |
| **P-IN9.** In the last 12 months, how often did this interpreter treat you with courtesy and respect?1[ ]  Never2[ ]  Sometimes3[ ]  Usually4[ ]  Always | After P-IN8Note: Use with P-IN7 and P-IN8 |
| **P-IN10.** Using any number from 0 to 10, where 0 is the worst interpreter possible and 10 is the best interpreter possible, what number would you use to rate this interpreter?[ ]  0 Worst interpreter possible[ ]  1[ ]  2[ ]  3[ ]  4[ ]  5[ ]  6[ ]  7[ ]  8[ ]  9[ ]  10 Best interpreter possible | After P-IN9Note: Use with P-IN7 and P-IN8 |
| **P-IN11.** In the last 12 months, how often did you use a friend or family member as an interpreter when you talked with someone from your health plan?1[ ]  Never**→ If Never, go to core question 27**2[ ]  Sometimes3[ ]  Usually4[ ]  Always | After P-IN10Note: Use with P-IN7  |
| **P-IN12.** In the last 12 months, did you use a child younger than 18 to help you talk with someone from your health plan?1[ ]  Yes2[ ]  No | After P-IN11Note: Use with P-IN7 and P-IN11 |
| **P-IN13.** What language would you like to talk to your personal doctor in?1[ ]  English2[ ]  Spanish3[ ]  [INSERT LANGUAGE]4[ ]  [INSERT LANGUAGE]5[ ]  Another language | After core question 37 |