**Appendix 2: Group Level Assessment Prompts in Categories of Interests**

**1) Caring for patients and families with LEP**

**General**

* When taking care of LEP families, I wish…
* When taking care of LEP families, I feel…

**Challenges and barriers**

* The most difficult / best part about taking care of LEP families is …

The most difficult / best part of providing interpreter services in the hospital is…

* The way we take care of LEP families would completely change if …
* I worry that LEP families…

**Communication**

* Communicating with LEP families goes well / poorly when …

**2) Using / providing interpreter services in the hospital**

**General / Challenges and barriers**

* My biggest challenges / greatest successes when using interpreter services are…
* If I could change / keep one thing about working with medical staff when providing interpreter services

**Access / Scheduling**

* The way we schedule for interpreter services would completely change if …
* I believe phone interpreters / video interpreters/ in-person interpreters should be used when…

**Efficiency / time**

* When busy / during rounds / at discharge, I find it most difficult to\_\_\_ while caring for LEP families.
* When providing interpreter service to LEP families, I believe that the most important source of time loss in each encounter is…
* When busy / during rounds / at discharge, I find \_\_\_ work well in providing care for LEP families

**Modality**

* If I could change one thing about using phone interpreters / video-interpreters / in-person interpreters …
* When using phone interpreters / video-interpreters / in-person interpreters I feel…

**Phases of care**

* When providing interpreter services on admission / during rounds / for bedside cares / at discharge, I feel…
* Using interpreter services goes well on admission / during rounds / throughout the day/ at discharge when…

Providing interpreter services goes well on admission / during rounds / for bedside cares/ at discharge when…

**3) Knowledge gap / interdisciplinary improvement**

**Knowledge**

* I wish I knew\_\_\_ when working with medical staff in providing interpreter services.
* I wish LEP families knew …

**Practice**

* When interacting with LEP families, I wish physicians / nurses / interpreters would…
* When caring for LEP families, physicians / nurses / interpreters need to…