| Setting                      | Existing* (score) | Perceived** (%) |
|------------------------------|-------------------|-----------------|
|                              | Parent            | Staff           |
| **Space Comfort**            |                   |                 |
| Criteria 2.3.1***=0.56       |                   |                 |
| Criteria 2.3.2***=1.31       |                   |                 |
| 88.9%                        | 55.6%             |                 |
| **Orientation**              |                   |                 |
| Criteria 2.2.1****=0         |                   |                 |
| 69.7%                        | 66.7%             |                 |
| **Mediation/translation/inter|                   |                 |
| relation services**          |                   |                 |
| Criteria 1.3.1****=2         |                   |                 |
| 33.3%                        | 18.35%            |                 |

*average criteria scores; **% positive answers

Criteria 2.3.1: respect for linguistic specificities; 2.2.1: orientation and signage; 2.3.1: equipment and characteristics of the wards; 2.3.2: specific features and characteristics of the wards.

Gray boxes indicate critical criteria according to the National Agency for Regional Health Services (Agenas) checklist for the existing, or negative answers according to Listening to people to Cure people (LPtCp)-tool for the perceived.