

AMA Ethical Force Program[®]

Improving communication—improving care

<<YOUR LOGO HERE>>

Staff survey on communication

We want to learn how to make communication within <<NAME OF ORGANIZATION>> more *patient-centered* and *effective*. Your answers are confidential, so please share your honest experiences. **Do not** write your name on this survey.

1. Hospital/clinic climate

Thinking about the past *six months*, rate how much you disagree or agree with these statements.

Senior leaders have:	Strongly disagree	Disagree	Agree	Strongly agree	Not sure	N/A
s1. Taken steps to create a more welcoming environment for patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s2. Taken steps to promote a more patient-centered environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s3. Made effective communication with diverse populations a priority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s4. Worked to recruit employees that reflect the patient community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s5. Rewarded staff and departments that work to improve communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

My direct supervisors have:	Strongly disagree	disagree	Agree	Strongly agree	Not sure	N/A
s6. Intervened if staff were not respectful toward patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s7. Monitored whether I communicate effectively with patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s8. Provided useful feedback on how to improve my communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s9. Asked for my suggestions on how to improve communication within the hospital/clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s10. Used my feedback to improve communication within the hospital/clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s11. Encouraged me to get patients more involved in their health care decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s12. Encouraged me to talk with patients about cultural and spiritual beliefs that might influence their health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

Hospital/clinic staff members have:	Strongly disagree	Disagree	Agree	Strongly agree	Not sure	N/A
s13. Shown that they care about communicating effectively with diverse populations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s14. Spoken openly with supervisors about any miscommunications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s15. Known whom to call if they have a problem or suggestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s16. Communicated well with patients over the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s17. Communicated with one another <i>respectfully</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s18. Communicated with one another <i>effectively</i> to ensure high-quality care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s19. Needed more time to communicate well with patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

2. Language services

During the past <i>six months</i> , how often were the following statements true?	Never	Rarely	Sometimes	Often	Always	Not sure	N/A
s20. Patients who needed an interpreter were offered one.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s21. Patients were charged for using interpreters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s22. The hospital/clinic tracked how long I waited for interpreters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s23. It was easy to arrange for an interpreter when needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s24. It was easy to request translated documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s25. I was encouraged to use trained medical interpreters to discuss informed consent with patients who have limited English proficiency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

s26. How long did you usually wait for an interpreter? _____ (minutes) N/A

Think about the times you needed to work with an interpreter during the past <i>six months</i> . How often did you work with a:	Never	Rarely	Sometimes	Often	Always	Not sure	N/A
s27. Bilingual staff member who is untrained in interpretation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s28. Trained medical interpreter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s29. Interpreter over the phone (telephonic interpreter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s30. Patient's adult friend or family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s31. Patient's child (under age 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

3. Data collection

During the past <i>six months</i> , how often did <i>relevant hospital/clinic staff</i> :	Never	Rarely	Sometimes	Often	Always	Not sure	N/A
s32. Collect race and ethnicity information from patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s33. Ask patients what language they prefer using, when the patients registered or scheduled appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s34. Ask patients if they need an interpreter, when the patients registered or scheduled appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s35. Have easy access to information on what language patients speak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s36. Have easy access to information on whether patients need an interpreter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s37. Ask patients if they would like help filling out hospital/clinic forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s38. Notice that patients have difficulty filling out hospital/clinic forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s38. If so, why? (You may check more than one.) <input type="checkbox"/> (A) Too long <input type="checkbox"/> (B) Words too difficult <input type="checkbox"/> (C) Wrong languages <input type="checkbox"/> (O) Other _____ (OO)							

4. Hospital/clinic resources

Overall, how would you rate the:	Very poor	Poor	Fair	Good	Very good	N/A
s39. Cultural appropriateness of the hospital's/clinic's patient education materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s40. Understandability of the hospital's/clinic's patient education materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s41. Signs and maps at the hospital/clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s42. Hospital's/clinic's informed consent forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s43. Availability of translated documents and forms at the hospital/clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s44. Hospital's/clinic's interpretation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s45. Hospital's/clinic's level of involvement in the local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s46. Hospital's/clinic's efforts to help patients access community resources (e.g., assistance with medications, nutrition, insurance, legal aid)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

5. Training

Have you ever received specific training on:	Never	Over 5 years ago	Within the past 5 years	Not sure	N/A
s47. Communication policies at the hospital/clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s48. The impact of miscommunication on patient safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s49. The importance of communicating with patients in plain language instead of using technical terms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s50. Ways to check whether patients understand instructions (such as the "teach-back" or the "show me" methods)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s51. Interacting with patients from diverse cultural and spiritual backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s52. How to ask patients about their health care values and beliefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s53. How to ask patients about their racial/ethnic background in a sensitive way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s54. Finding out when patients need an interpreter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s55. How to work with interpreters effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

Rate how much you disagree or agree with these statements.	Strongly disagree	Disagree	Agree	Strongly agree	Not sure	N/A
s56. Training <i>from the hospital/clinic</i> has helped staff communicate better with patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s57. Effective medical interpretation requires specialized training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s58. A patient's family member or friend can usually interpret as effectively as a trained medical interpreter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

6. Information about you

s59. How many hours do you work at the hospital/clinic each week?

- 35 or more
- 24–34
- 13–23
- 12 or less

s61. Do you consider yourself to be: (You may check more than one.)

- (A) Hispanic or Latino/Latina (country of origin: _____)(AA)
- (B) American Indian or Alaska Native
- (C) Asian (country of origin: _____)(CC)
- (D) Black or African-American
- (E) African (country of origin: _____)(EE)
- (F) White
- (G) Native Hawaiian or Pacific Islander
- (O) Other: _____(OO)

s63. Do you speak any language other than English?

- No
- Yes, I have some skills in another language but am not fluent
- Yes, I am fluent in one or more language(s) other than English

s64. In what work situations do you speak a language other than English? (You may check more than one.)

- (A) Does not apply
- (B) Registration and scheduling
- (C) Providing directions
- (D) Interpret during medical visit
- (E) Providing care in language
- (O) Other: _____(OO)

s65. How often do you speak a language other than English for your job?

- Every day
- Almost never
- Once a week
- Once a month

s66. What is your language training? (You may check more than one.)

- (A) None
- (B) General language course(s)
- (C) Medical terminology
- (D) Interpretation
- (O) Other: _____(OO)

s67. Do you have any comments about how to improve communication at the hospital/clinic? _____

s60. Are you male or female?

- Male
- Female

s62. What is your staff category?

- Physician staff
- Nursing staff
- Social work
- Patient liaison/education
- Physician/medical assistant
- Reception/front desk
- Administration
- Building services/maintenance
- Other: _____(OO)

Thank you for helping with this survey!