



## Executive Survey

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

### 1. Clinic climate

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

<b>Senior leaders have:</b>	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	N/A
e1. 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"/>
e2. 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"/>
e3. 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"/>
e4. 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"/>
e5. 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"/>
e6. Committed resources to improving communication within the clinic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e7. Received reports describing the clinic's progress toward communication goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

<b>Clinic supervisors have:</b>	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	N/A
e8. 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"/>
e9. Monitored whether staff communicate effectively with patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e10. Provided useful feedback to staff on how to improve communication skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e11. Asked for staff suggestions on how to improve communication within the clinic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e12. Used staff feedback to improve communication within the clinic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e13. Encouraged staff 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"/>
e14. Encouraged staff 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"/>

<b>Clinic staff members have:</b>	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	N/A
e15. 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"/>
e16. 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"/>
e17. 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"/>
e18. 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"/>
e19. Communicated with one another respectfully.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e20. Communicated with one another effectively to ensure high-quality care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e21. 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

<b>During the past six months, how often were the following statements true:</b>	Never	Rarely	Sometimes	Often	Always	Not Sure	N/A
e22. Miscommunication among staff (such as between doctors and nurses) affected patient safety.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e23. Miscommunication between staff and patients affected patient safety.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e24. 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"/>
e25. 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"/>
e26. The clinic tracked how long staff members waited for interpreters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e27. It was easy for staff 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"/>
e28. It was easy for staff 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"/>
e29. Staff members were encouraged to use trained medical interpreters to discuss informed consent with patients with limited English proficiency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

e30. About how long do you think staff members usually wait for an interpreter? \_\_\_\_\_ (minutes)  N/A

<b>If clinic staff needed to work with an interpreter during the past six months, how often do you think they worked with a:</b>	Never	Rarely	Sometimes	Often	Always	Not Sure	N/A
e31. 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"/>
e32. Trained medical interpreter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e33. 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"/>
e34. 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"/>
e35. 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 six months, how often did relevant clinic staff:	Never	Rarely	Sometimes	Often	Always	Not Sure	N/A
e36. 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"/>
e37. 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"/>
e38. 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"/>
e39. 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"/>
e40. 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"/>
e41. Ask patients if they would like help filling out clinic forms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e42. Notice that patients have difficulty filling out clinic forms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e42. 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. Clinic resources

Overall, how would you rate the:	Very Poor	Poor	Fair	Good	Very Good	N/A
e43. Cultural appropriateness of the clinic's patient education materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e44. Understandability of the clinic's patient education materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e45. Signs and maps at the clinic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e46. Clinic's informed consent forms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e47. Availability of translated documents and forms at the clinic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e48. Clinic's interpretation services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e49. 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"/>
e50. 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"/>
e51. Clinic's use of the following assistive communication aids: hearing aids?    Very Poor <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Very Good <input type="checkbox"/> NA <input type="radio"/> eyeglasses?    Very Poor <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Very Good <input type="checkbox"/> NA <input type="radio"/> communication boards?    Very Poor <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Very Good <input type="checkbox"/> NA <input type="radio"/>						

Rate how much you DISAGREE or AGREE with the statements.	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
e52. When patients are transferred to outside facilities, the clinic ensures that crucial patient information is forwarded to the appropriate parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e53. When responsibility for a patient is transferred from one group or individual to another within the clinic, crucial patient information is transferred to the appropriate parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

## 5. Training

How many of your clinicians have received specific training on:	Few or None (0–25%)	Some (26–75%)	All or Most (76–100%)	Not Sure
e54. Communication policies at the clinic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e55. The impact of miscommunication on patient safety?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e56. 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"/>
e57. 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"/>
e58. Interacting with patients from diverse cultural and spiritual backgrounds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e59. How to ask patients about their health care values and beliefs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e60. 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"/>
e61. How to discuss advance directives in culturally appropriate ways?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e62. Finding out when patients need an interpreter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e63. How to work with interpreters effectively?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

Rate how much you disagree or agree with the statements.	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	N/A
e64. Training from the clinic 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"/>
e65. Effective medical interpretation requires specialized training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
e66. 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

Demographic information is for research purposes only and will be kept confidential.

e67. 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)

e68. Are you male or female?

- Male
- Female

e69. Is your background clinical?

- Yes
- No

e70. Do you have any comments about how to improve communication at the clinic? \_\_\_\_\_

**Thank you for helping with this survey!**