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Communication Climate Assessment Toolkit © University of Colorado – Center for Bioethics and Humanities, 2015

Staff Survey

We want to learn how to make communication in the hospital more *patient-centered* and *effective*. Your answers are confidential, so please share your honest experiences. Do not write your name on this survey.

Does your job involve direct contact with patients?	☐ Yes	☐ No

1. HOSPITAL CLIMATE
Thinking about the last 6 months, rate how much you DISAGREE or AGREE with the 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.	☐	☐	☐	☐	○	○
s2. …taken steps to promote a more patient-centered environment.	☐	☐	☐	☐	○	○
s3. …made effective communication with diverse populations a priority.	☐	☐	☐	☐	○	○
s4. …worked to recruit employees that reflect the patient community.	☐	☐	☐	☐	○	○
s5. …rewarded associates and departments that work to improve communication.	☐	☐	☐	☐	○	○

My direct supervisors have…	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	N/A
s6. …intervened if associates were not respectful towards patients.	☐	☐	☐	☐	○	○
s7. …monitored whether I communicate effectively with patients.	☐	☐	☐	☐	○	○
s8. …provided useful feedback on how to improve my communication skills.	☐	☐	☐	☐	○	○
s9. …asked for my suggestions on how to improve communication within the hospital.	☐	☐	☐	☐	○	○
s10. …used my feedback to improve communication within the hospital.	☐	☐	☐	☐	○	○
s11. …encouraged me to get patients more involved in their health care decisions.	☐	☐	☐	☐	○	○
s12. …encouraged me to talk with patients about cultural and spiritual beliefs that might influence their health care.	☐	☐	☐	☐	○	○

Hospital staff have…	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	N/A
s13. …shown that they care about communicating effectively with diverse populations.	☐	☐	☐	☐	○	○
s14. …spoken openly with supervisors about any miscommunications.	☐	☐	☐	☐	○	○
s15. …known whom to call if they have a problem or suggestion.	☐	☐	☐	☐	○	○
s16. …communicated well with patients over the phone.	☐	☐	☐	☐	○	○
s17. …communicated with each other *respectfully*.	☐	☐	☐	☐	○	○
s18. …communicated with each other *effectively* to ensure high quality care.	☐	☐	☐	☐	○	○
s19. …needed more time to communicate well with patients.	☐	☐	☐	☐	○	○

2. LANGUAGE SERVICES

During the last 6 months, how often were the following statements true?	Never	Rarely	Sometimes	Often	Always	Not Sure	N/A
s20. Miscommunication *among* staff (such as between a doctor and a nurse) affected patient safety.	☐	☐	☐	☐	☐	○	○
s21. Miscommunication *between* staff and patients affected patient safety.	☐	☐	☐	☐	☐	○	○
s22. Patients who needed an interpreter were offered one.	☐	☐	☐	☐	☐	○	○
s23. Patients were charged for using interpreters.	☐	☐	☐	☐	☐	○	○
s24. The hospital tracked how long I waited for interpreters.	☐	☐	☐	☐	☐	○	○
s25. It was easy to arrange for an interpreter when needed.	☐	☐	☐	☐	☐	○	○
s26. It was easy to request translated documents.	☐	☐	☐	☐	☐	○	○
s27. I was encouraged to use trained medical interpreters to discuss informed consent with patients with limited English proficiency.	☐	☐	☐	☐	☐	○	○

s28. 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 last 6 months. How often did you work with a…	Never	Rarely	Sometimes	Often	Always	Not Sure	N/A
s29. Bilingual associate who is untrained in interpretation?	☐	☐	☐	☐	☐	○	○
s30. Trained medical interpreter?	☐	☐	☐	☐	☐	○	○
s31. Interpreter over the phone (telephonic interpreter)?	☐	☐	☐	☐	☐	○	○
s32. Patient's adult friend or family?	☐	☐	☐	☐	☐	○	○
s33. Patient's child (under age 18)?	☐	☐	☐	☐	☐	○	○

3. DATA COLLECTION

During the last 6 months, how often did relevant hospital associates…	Never	Rarely	Sometimes	Often	Always	Not Sure	N/A
s34. …collect race and ethnicity information from patients?	☐	☐	☐	☐	☐	○	○
s35. …ask patients what language they prefer using, when the patients registered or scheduled appointments?	☐	☐	☐	☐	☐	○	○
s36. …ask patients if they need an interpreter, when the patients registered or scheduled appointments?	☐	☐	☐	☐	☐	○	○
s37. …have easy access to information on what language patients speak?	☐	☐	☐	☐	☐	○	○
s38. …have easy access to information on whether patients need an interpreter?	☐	☐	☐	☐	☐	○	○
s39. …ask patients if they would like help filling out hospital forms?	☐	☐	☐	☐	☐	○	○
s40. …notice that patients have difficulty filling out hospital forms?	☐	☐	☐	☐	☐	○	○

s40. If so, why?   (You may check more than one)
   ☐(A) Too long   ☐(B) Words too difficult   ☐(C) Wrong languages   ☐(O) Other _____(OO)

4. HOSPITAL RESOURCES

Overall, how would you rate the…	Very Poor	Poor	Fair	Good	Very Good	N/A
s41. …cultural appropriateness of the hospital's patient education materials?	☐	☐	☐	☐	☐	○
s42. …understandability of the hospital's patient education materials?	☐	☐	☐	☐	☐	○
s43. …signs and maps at the hospital?	☐	☐	☐	☐	☐	○
s44. …hospital's informed consent forms?	☐	☐	☐	☐	☐	○
s45. …availability of translated documents and forms at the hospital?	☐	☐	☐	☐	☐	○
s46. …hospital's interpretation services?	☐	☐	☐	☐	☐	○
s47. …hospital's level of involvement in the local community?	☐	☐	☐	☐	☐	○
s48. …hospital's efforts to help patients access community resources (e.g., assistance with medications, nutrition, insurance, legal aid, etc.)?	☐	☐	☐	☐	☐	○

s49. …hospital's use of the following assistive communication aids:

hearing aids?	Very Poor ☐	Poor ☐	Fair ☐	Good ☐	Very Good ☐	NA ○
eyeglasses?	Very Poor ☐	Poor ☐	Fair ☐	Good ☐	Very Good ☐	NA ○
communication boards?	Very Poor ☐	Poor ☐	Fair ☐	Good ☐	Very Good ☐	NA ○

Rate how much you DISAGREE or AGREE with the statements.	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
s50. When patients are transferred to <u>outside facilities</u>, the hospital ensures that crucial patient information is forwarded to the appropriate parties.	☐	☐	☐	☐	○
s51. When responsibility for a patient is transferred from one group or individual to another <u>within the hospital</u>, crucial patient information is transferred to the appropriate parties.	☐	☐	☐	☐	○

5. TRAINING

Have you <u>ever</u> received specific and adequate training on…	No Training	Training was Inadequate	Training was Adequate	Not Sure
s52. …communication policies at the hospital?	☐	☐	☐	☐
s53. …the impact of miscommunication on patient safety?	☐	☐	☐	☐
s54. …the importance of communicating with patients in plain language instead of using technical terms?	☐	☐	☐	☐
s55. …ways to check whether patients understand instructions (such as the teach-back or the "show-me" methods)?	☐	☐	☐	☐
s56. …interacting with patients from diverse cultural and spiritual backgrounds?	☐	☐	☐	☐
s57 …how to ask patients about their health care values and beliefs?	☐	☐	☐	☐
s58. …how to ask patients about their racial/ethnic background in a culturally appropriate way?	☐	☐	☐	☐
s59. …how to discuss advance directives in a culturally appropriate way?	☐	☐	☐	☐
s60. …finding out when patients need an interpreter?	☐	☐	☐	☐
s61. …how to work with interpreters effectively?	☐	☐	☐	☐

Rate how much you DISAGREE or AGREE with the statements.	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	N/A
s62. Training <u>from the hospital</u> has helped me communicate better with patients.	☐	☐	☐	☐	○	○
s63. Effective medical interpretation requires specialized training.	☐	☐	☐	☐	○	○
s64. A patient's family member or friend can usually interpret as effectively as a trained medical interpreter.	☐	☐	☐	☐	○	○

6. INFORMATION ABOUT YOU

s65. How many hours do you work at the hospital each week?

☐ 35 or more   ☐ 13-23

☐ 24-34   ☐ 12 or less

s66. Are you male or female?

☐ Male

☐ Female

s67. Do you consider yourself to be: (You may check more than one)

☐ (A) Hispanic or Latino/a (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)

s68. 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)

s69. What is the principal area of the hospital that you work in? _____

s70. 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 1 or more language other than English

s71. In what work situations do you speak a language other than English? (You may check more than one)

☐ (A) Does Not Apply   ☐ (D) Interpret During Medical Visit

☐ (B) Registration and Scheduling   ☐ (E) Providing Care in Language

☐ (C) Providing Directions   ☐ (O) Other: _____(OO)

s72. How often do you speak a language other than English for your job?

☐ Every Day   ☐ Almost Never

☐ Once a Week   ☐ Never

☐ Once a Month

s73. What is your language training? (You may check more than one)

☐ (A) None   ☐ (D) Interpretation

☐ (B) General Language Course   ☐ (O) Other: _____(OO)

☐ (C) Medical Terminology

s74. Do you have any comments about how to improve communication at the hospital? _____

_____

Thank you for helping with this survey!