



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.

Senior leaders have:	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"/>

Clinic supervisors have:	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"/>

Clinic staff members have:	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

During the past six months, how often were the following statements true:	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

If clinic staff needed to work with an interpreter during the past six months, how often do you think they worked with a:	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!