



# 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.

<b>Does your job involve direct contact with patients?</b>	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
------------------------------------------------------------	-------------------------------------	------------------------------------

## 1. HOSPITAL CLIMATE

Thinking about the last 6 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
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 associates 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"/>

<b>My direct supervisors have...</b>	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	N/A
s6. ...intervened if associates were not respectful towards 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.	<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.	<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"/>

<b>Hospital staff have...</b>	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 each other <i>respectfully</i> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s18. ...communicated with each other <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 last <b>6 months</b> , how often were the following statements true?	Never	Rarely	Sometimes	Often	Always	Not Sure	N/A
s20. Miscommunication <i>among</i> staff (such as between a doctor and a nurse) affected patient safety.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s21. Miscommunication <i>between</i> 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"/>
s22. 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"/>
s23. 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"/>
s24. The hospital 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"/>
s25. 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"/>
s26. 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"/>
s27. I was 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"/>

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 <b>6 months</b> . How often did you work with a...	Never	Rarely	Sometimes	Often	Always	Not Sure	N/A
s29. Bilingual associate 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"/>
s30. Trained medical interpreter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s31. 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"/>
s32. 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"/>
s33. 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 last <b>6 months</b> , how often did <u>relevant hospital associates</u> ...	Never	Rarely	Sometimes	Often	Always	Not Sure	N/A
s34. ...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"/>
s35. ...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"/>
s36. ...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"/>
s37. ...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"/>
s38. ...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"/>
s39. ...ask patients if they would like help filling out hospital forms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s40. ...notice that patients have difficulty filling out hospital forms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s40. 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 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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s42. ...understandability of the hospital's patient education materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s43. ...signs and maps at the hospital?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s44. ...hospital's informed consent forms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s45. ...availability of translated documents and forms at the hospital?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s46. ...hospital's interpretation services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s47. ...hospital'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"/>
s48. ...hospital's efforts to help patients access community resources (e.g., assistance with medications, nutrition, insurance, legal aid, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
s49. ...hospital'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
s50. When patients are transferred to <u>outside facilities</u> , the hospital 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"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

#### 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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s53. ...the impact of miscommunication on patient safety?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s54. ...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="checkbox"/>
s55. ...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="checkbox"/>
s56. ...interacting with patients from diverse cultural and spiritual backgrounds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s57. ...how to ask patients about their health care values and beliefs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s58. ...how to ask patients about their racial/ethnic background in a culturally appropriate way?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s59. ...how to discuss advance directives in a culturally appropriate way?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s60. ...finding out when patients need an interpreter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s61. ...how to work with interpreters effectively?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s63.	Effective medical interpretation requires specialized training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
s64.	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

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!**