

**CROSS-CULTURAL DOCTOR-PATIENT COMMUNICATION  
 NEEDS ASSESSMENT**

1. How relevant are ethnic, racial, and sociocultural factors in your clinical care of patients?  
 1 2 3 4 5  
 Not at all Not very Somewhat Relevant Extremely

2. How competent do you feel in communicating with patients of different cultural and/or socioeconomic backgrounds?  
 1 2 3 4 5  
 Not at all Not very Somewhat Fairly Extremely

3. How competent do you feel in dealing with the following sociocultural issues or situations?  
*(please place appropriate number in blank space)*  
 1 2 3 4 5  
 Not at all Not very Somewhat Fairly Extremely

- \_\_\_ a. Caring for a patient who insists on using or seeking alternative therapies or healers
- \_\_\_ b. Identifying beliefs that are not expressed by the patient or caregiver but might interfere with the treatment regimen
- \_\_\_ c. Addressing patients in culturally appropriate ways that result in a therapeutic alliance.
- \_\_\_ d. Being attentive to nonverbal cues or to the use of culturally specific gestures that might have different meanings in different cultures.
- \_\_\_ e. Interpreting different cultural expressions of pain, distress, and suffering.
- \_\_\_ f. Discussing sexuality with people in whose culture such issues are highly sensitive
- \_\_\_ g. Making mental health referrals which in some cultures might be seen as stigmatizing.
- \_\_\_ h. Advising a patient to change behaviors or practices related to cultural beliefs that impair one's health.
- \_\_\_ i. Working with a colleague who makes derogatory remarks about patients from particular ethnic or socioeconomic groups.

4. Please indicate ON THE LEFT SIDE of the item **how often** you use the following to facilitate communication with patients of different backgrounds. Please indicate ON THE RIGHT SIDE of the item **how useful** you find the following in terms of improving communication with patients of different backgrounds

HOW OFTEN USED					HOW USEFUL				
1	2	3	4	5	1	2	3	4	5
Not at all	Not very	Somewhat	Fairly	Very	Not at all	Not very	Somewhat	Useful	Extremely

- \_\_\_ a. Making the patient feel welcome \_\_\_\_\_
- \_\_\_ b. Making a personal connection with the patient \_\_\_\_\_
- \_\_\_ c. Listening carefully to the patient \_\_\_\_\_
- \_\_\_ d. Working closely with the interpreter \_\_\_\_\_
- \_\_\_ e. Using skills of paraphrasing, clarifying, and summarizing \_\_\_\_\_
- \_\_\_ f. Acting as the patient's advocate in the health care system \_\_\_\_\_
- \_\_\_ g. Expressing concern for the patient \_\_\_\_\_
- \_\_\_ h. Eliciting the patient's agenda \_\_\_\_\_
- \_\_\_ i. Clarifying patient's expectations for visit \_\_\_\_\_

HOW OFTEN USED					HOW USEFUL				
1	2	3	4	5	1	2	3	4	5
Not at all	Not very	Somewhat	Fairly	Very	Not at all	Not very	Somewhat	Useful	Extremely
_____	j. Summarizing patient's concerns _____								
_____	k. Eliciting the patient's self-diagnosis _____								
_____	l. Negotiating treatment plan within context of the patient's life _____								
_____	m. Providing simple, clear explanations of diagnosis and treatment _____								
_____	n. Showing respect for the patient _____								
_____	o. Using the patient's primary language whenever possible _____								
_____	p. Addressing language difficulties directly _____								
_____	q. Maintaining tight control of the interview _____								
_____	r. Allowing time for the patient to tell his/her story _____								
_____	s. Allowing time for the patient to ask questions _____								
_____	t. Having patient repeat back instructions to make sure they were understood _____								
_____	u. Knowing something about the patient's cultural background _____								
_____	v. Other: _____								

5. Please indicate to what extent the following are problems you have in communicating with patients of different cultural and/or socioeconomic backgrounds?

	1	2	3	4	5
	Not a problem	A slight problem	A moderate problem	A fairly serious problem	An extremely serious problem
_____	a. Insufficient time				
_____	b. Interpreter does not appear to adequately translate patient and/or physician statements				
_____	c. Patient talks too much to interpreter				
_____	d. Interpreter is a child or inappropriate for some reason				
_____	e. Difficulty establishing rapport and connection with patient				
_____	f. Patient's history is rambling and disorganized				
_____	g. Patient provides inconsistent or contradictory information				
_____	h. Patient presents too many problems				
_____	i. Difficulty getting patient to understand diagnosis				
_____	j. Difficulty reconciling patient's self-diagnosis with physician diagnosis				
_____	k. Difficulty getting patient to understand implications of diagnosis				
_____	l. Patient does not seem to "buy-in" to treatment plan				
_____	m. Patient's cultural beliefs about illness interfere with diagnosis and treatment.				
_____	n. Patient uses culturally based alternative therapies that the physician is not familiar with or does not agree with				
_____	o. Patient does not seem interested in self-care or health maintenance				
_____	p. Patient appears to agree with physician, but then does not follow-through with treatment or lifestyle changes				
_____	q. Patient does not want to participate in a partnership with physician				
_____	r. Patient does not appear to trust the physician				
_____	s. Other: _____				

6. How useful do you think learning about the following topics would be in terms of improving your communication skills with patients of different cultural and/or socioeconomic backgrounds?

1                      2                      3                      4                      5  
Not at all      Not very      Somewhat      Fairly      Extremely

- \_\_\_\_\_ a. Your own attitudes toward different cultural and/or socioeconomic backgrounds  
\_\_\_\_\_ b. Your past experiences with people of different cultural and/or socioeconomic backgrounds  
\_\_\_\_\_ c. Health beliefs of people of different cultural and/or socioeconomic backgrounds  
\_\_\_\_\_ d. Expectations held by persons from different cultural and/or socioeconomic backgrounds about what a physician should do and how a physician should behave  
\_\_\_\_\_ e. Skills for working efficiently and effectively with interpreters  
\_\_\_\_\_ f. Patient communication and interaction skills

7. What are some potential challenges to integrating ethnic, cultural, and socioeconomic issues into training? (circle all that apply)

- a. These issues are already adequately addressed through other forums  
b. Lack of interest among learners  
c. Lack of interest among faculty  
d. Time constraints  
e. Lack of relevant didactic materials  
f. These issues might offend some people  
g. Resentment of having these topics take up limited curricular time  
h. Belief that cultural competence can't be taught  
i. Other challenges: \_\_\_\_\_

8. How useful do you think the following formats would be to teach cross-cultural communication information?

1                      2                      3                      4                      5  
Not at all      Not very      Somewhat      Fairly      Extremely

- \_\_\_\_\_ a. Large group lecture  
\_\_\_\_\_ b. Small group discussion  
\_\_\_\_\_ c. One-on-one observation and feedback of your interactions with patients  
\_\_\_\_\_ d. Web-based discussions  
\_\_\_\_\_ e. Other web-based teaching (eg., interactive videos, readings)

Thank you very much for your cooperation!  
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