

MGH/Harvard Survey: Residency Training in Cross-Cultural Care

RESIDENCY TRAINING IN CROSS-CULTURAL CARE

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The Center for Survey Research at
the University of Massachusetts Boston
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Your answers are completely confidential

DIRECTIONS:

Your participation in this study is voluntary. If you come to a question you would rather not answer, feel free to skip it and go on to the next question.

When you have completed the questionnaire, please return it to the Center for Survey Research in the envelope provided.

In which residency program are you currently enrolled?

- | | | | |
|---------------------------------------|--------------------|---------------------------------------|------------|
| <input type="checkbox"/> ₁ | Emergency Medicine | <input type="checkbox"/> ₅ | Pediatrics |
| <input type="checkbox"/> ₂ | Family Medicine | <input type="checkbox"/> ₆ | Psychiatry |
| <input type="checkbox"/> ₃ | Internal Medicine | <input type="checkbox"/> ₇ | Surgery |
| <input type="checkbox"/> ₄ | OB/GYN | | |



IF NONE OF THESE PROGRAMS, PLEASE STOP HERE!



Do not complete the rest of this questionnaire.
Please just return the questionnaire in the envelope provided to the
Center for Survey Research.

SECTION A: TRAINING

For the purposes of this questionnaire, we define culturally diverse patients as patients who are members of a culture different from your own.

1. Besides what you learned in medical school, how much additional instruction during your residency has been devoted to teaching you the cross-cultural aspects of...

	NONE	VERY LITTLE	SOME	A LOT
a. determining how a patient (or pediatric patient's family) wants to be addressed and interacted with?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
b. taking a social history?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
c. assessing the patient's (or pediatric patient's family's) understanding of the cause of his or her illness?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
d. identifying whether a patient (or pediatric patient's family) is mistrustful of the health care system or the physician?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
e. negotiating with the patient (or pediatric patient's family) about key aspects of the treatment plan?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
f. identifying how well a patient (or pediatric patient's family) can read or write English?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
g. identifying religious beliefs that might affect clinical care?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
h. identifying cultural (non-religious) customs that might affect clinical care?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
i. identifying how a patient (or pediatric patient's family) makes decisions with other family members?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
j. delivering services effectively through a medical interpreter?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

2. During your residency, how often have you been formally evaluated with respect to doctor-patient communication?

<input type="checkbox"/> ₁ Often	}	→
<input type="checkbox"/> ₂ Sometimes		
<input type="checkbox"/> ₃ Rarely		
<input type="checkbox"/> ₄ Never		

IF NEVER, GO TO QUESTION 3

2a. In the evaluations you received, how much attention was paid to your ability to handle cross-cultural issues?

₁ None
₂ Very Little
₃ Some
₄ A Lot

3. Please rate each of the following experiences during residency for their usefulness to you in treating culturally diverse populations.

	NOT AT ALL USEFUL	SOMEWHAT USEFUL	USEFUL	VERY USEFUL	DID NOT HAVE DURING RESIDENCY
a. Lectures and seminars	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
b. Case-based discussions	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
c. On-the-job training in community-based settings	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
d. On-the-job training in hospital settings	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
e. The diversity of your colleagues	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

4. At any time during your residency, have you had a role model or mentor you thought was good at providing cross-cultural care?

₁ Yes →
₂ No ↓

4a. How many different role models or mentors of yours were good at providing cross-cultural care?

_____ #

Go to Question 5

5. How prepared do you feel to care for patients (or pediatric patients' families)...

	VERY UNPREPARED	SOMEWHAT UNPREPARED	SOMEWHAT PREPARED	WELL-PREPARED	VERY WELL-PREPARED
a. from cultures different from your own?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
b. with health beliefs or practices at odds with Western medicine?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
c. with a distrust of the U.S. health care system?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
d. with limited English proficiency?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
e. who are new immigrants?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
f. whose religious beliefs affect treatment?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
g. who use alternative or complementary medicines?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
h. who are members of racial and ethnic minorities?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
i. with substance abuse problems?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
j. who are victims of domestic violence?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

SECTION B: CROSS-CULTURAL EXPERIENCES

1. During your residency, about what percentage of your patients were from racial and ethnic minorities, including Black/African American, Hispanic/Latino, Asian/Pacific Islander, Native American/Alaskan Native?

_____ %

2. During your residency, about what percentage of your patients had limited English proficiency?

_____ %

3. During your residency, about what percentage of your patients were from a culture different from your own?

_____ %

4. During your residency experience, how often have cross-cultural issues, including language barriers, resulted in...

	NEVER	RARELY	SOMETIMES	OFTEN
a. patient visits that went on longer than average?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
b. unnecessary patient visits?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
c. unnecessary hospitalization?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
d. increased length of hospital stay?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
e. unnecessary ordering of diagnostic tests?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
f. missed or incorrect diagnoses?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
g. delays in obtaining informed consent?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
h. errors in prescribing medications?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
i. patient noncompliance?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
j. a lower-quality of care?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

5. How much of a problem is each of the following when you are delivering cross-cultural care?

	NO PROBLEM	SMALL PROBLEM	MODERATE PROBLEM	BIG PROBLEM
a. Lack of practical experience in caring for diverse patient populations	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
b. Lack of time to adequately address cultural issues	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
c. Inadequate cross-cultural training during residency	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
d. Poor access to medical interpreters when they are needed	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
e. Poor access to written materials in other languages, including health education pamphlets, consent forms, etc.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
f. Absence of good role models or mentors for cross-cultural care among the faculty	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
g. Dismissive attitudes about cross-cultural care among attending physicians	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
h. Dismissive attitudes about cross-cultural care among your fellow residents	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

6. In the last year, how often have you felt helpless about what to do when providing care involving patients of a culture different from your own?

- ₁ Never
- ₂ Rarely
- ₃ Sometimes
- ₄ Often

Earlier in this survey you rated the amount of training you received in cross-cultural care. Now we would like you to rate your skill level.

7. Please rate how skillful you are at each of the following as you deliver cross-cultural care.

	NOT AT ALL SKILLFUL				VERY SKILLFUL
a. Determining how a patient (or pediatric patient's family) wants to be addressed and interacted with	1	2	3	4	5
b. Taking a social history	1	2	3	4	5
c. Assessing the patient's (or pediatric patient's family's) understanding of the cause of his or her illness	1	2	3	4	5
d. Identifying whether a patient (or pediatric patient's family) is mistrustful of the health care system or the physician	1	2	3	4	5
e. Negotiating with the patient (or pediatric patient's family) about key aspects of the treatment plan	1	2	3	4	5
f. Identifying how well a patient (or pediatric patient's family) can read or write English	1	2	3	4	5
g. Identifying religious beliefs that might affect clinical care	1	2	3	4	5
h. Identifying cultural (non-religious) customs that might affect clinical care	1	2	3	4	5
i. Identifying how a patient (or pediatric patient's family) makes decisions with other family members	1	2	3	4	5
j. Working effectively through a medical interpreter	1	2	3	4	5

SECTION C: RESOURCES

1. During your residency, how often were you in situations where there was a language barrier between you and the patient?

- ₁ Never
- ₂ Rarely
- ₃ Sometimes
- ₄ Often

2. In these situations when there was a language barrier, how often did you use the following to interpret for you in clinical settings?

	NEVER	RARELY	SOMETIMES	OFTEN
a. A professional medical interpreter in-person	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
b. A professional interpreter by telephone	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
c. Other hospital employees and medical staff, including physicians	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
d. Adult friends or adult members of a patient's family	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
e. Children under the age of 12 from the patient's family	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

3. On which of the following interpreter topics did you receive instruction during your residency?

	YES	NO
a. A patient's legal right to have a professional medical interpreter	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
b. The procedure for obtaining a medical interpreter at your hospital	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
c. Potential dangers of using untrained interpreters, including family members	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
d. How to maintain eye contact with the patient when using an interpreter	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
e. How to respond when you sense that the interpreter has misinterpreted the content of your (or the patient's) remarks	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
f. How to use repeat-back techniques to verify patient's (or pediatric patient's family's) understanding of your diagnosis and instructions	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

SECTION D: YOUR SPECIALTY

1. Within your specialty, which of the following do you expect to treat during your medical career?

<u>NO</u>	<u>YES</u>		IF YES
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Heart disease	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Depression	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Schizophrenia	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Eating disorders	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Asthma	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Vaginitis	→

1a. How prepared do you feel to treat patients with this condition?

VERY UNPREPARED	SOMEWHAT UNPREPARED	SOMEWHAT PREPARED	WELL-PREPARED	VERY WELL-PREPARED
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

2. Within your specialty, on which of the following do you expect to be counseling patients during your medical career?

<u>NO</u>	<u>YES</u>		IF YES
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Smoking	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Weight loss	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Exercise	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Terminal illness	→

2a. How prepared do you feel to counsel patients on this?

VERY UNPREPARED	SOMEWHAT UNPREPARED	SOMEWHAT PREPARED	WELL-PREPARED	VERY WELL-PREPARED
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

3. Within your specialty, which of the following do you expect to perform during your medical career?

<u>NO</u>	<u>YES</u>		IF YES
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Take a general medical history	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Hysterectomy	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Laparoscopic cholecystectomy	→
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	Intubation	→

3a. How prepared do you feel to perform this task or procedure?

VERY UNPREPARED	SOMEWHAT UNPREPARED	SOMEWHAT PREPARED	WELL-PREPARED	VERY WELL-PREPARED
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

4. How important do you feel it is for physicians in your specialty to consider the patient's culture when providing care?

- ₁ Not at all important
- ₂ Not very important
- ₃ Moderately important
- ₄ Very important

SECTION E: PERSONAL AND PROFESSIONAL CHARACTERISTICS

1. Are you...

- ₁ Male?
₂ Female?

2. How important is it to you to practice in a setting that has a diverse racial and ethnic patient mix?

- ₁ Not at all important
₂ Not very important
₃ Moderately important
₄ Very important

3. Please indicate your race and ethnicity.

- ₁ White, not of Hispanic origin
₂ Black, not of Hispanic origin
₃ Asian or Pacific Islander
₄ Native American or Alaskan Native
₅ Hispanic/Latino/Latina
₆ Other _____

4. Were you born in the United States?

- ₁ Yes
₂ No

5. Do you speak any languages besides English?

- ₁ Yes →
₂ No ↓

IF NO, CONTINUE
NEXT PAGE

What language(s) do you speak?

- a. _____
 b. _____
 c. _____
 d. _____

Do you speak this language well enough to use it when treating patients?

YES NO

- | | | |
|----|---------------------------------------|---------------------------------------|
| a. | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| b. | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| c. | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| d. | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |

6. Are you a graduate of a medical school in either the United States or Puerto Rico?

₁ Yes

₂ No

7. Have you had any medical training or have you provided medical care outside of the United States and Puerto Rico?

₁ Yes

₂ No

8. Where is your residency program located?

Institution/Hospital: _____

City: _____

State: _____

9. Are you scheduled to complete your current residency in 2004?

₁ Yes

₂ No (if not, in what year? _____)

10. What is the highest grade in school your mother completed?

₁ 8th grade or less

₂ Completed some high school

₃ High school graduate or equivalent (e.g., GED)

₄ Completed some college, but no degree

₅ College graduate (e.g., B.A., B.S., A.B.)

₆ Completed at least some graduate school

₇ Not sure

*THANK YOU FOR COMPLETING THIS QUESTIONNAIRE. PLEASE RETURN IT TO THE
CENTER FOR SURVEY RESEARCH IN THE POSTAGE-PAID ENVELOPE PROVIDED.*

Center for Survey Research
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