RESIDENCY TRAINING IN
CROSS-CULTURAL CARE

FALL 2003

Conducted by:

The Massachusetts General Hospital,
Institute for Health Policy,
Joseph R. Betancourt, M.D., M.P.H.
Joel S. Weissman, Ph.D.

Sponsored by:

The California Endowment,
The Commonwealth Fund

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?

- ☐ 1 Emergency Medicine
- ☐ 5 Pediatrics
- ☐ 2 Family Medicine
- ☐ 6 Psychiatry
- ☐ 3 Internal Medicine
- ☐ 7 Surgery
- ☐ 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...

   a. determining how a patient (or pediatric patient's family) wants to be addressed and interacted with?
   
   b. taking a social history?
   
   c. assessing the patient's (or pediatric patient's family's) understanding of the cause of his or her illness?
   
   d. identifying whether a patient (or pediatric patient's family) is mistrustful of the health care system or the physician?
   
   e. negotiating with the patient (or pediatric patient's family) about key aspects of the treatment plan?
   
   f. identifying how well a patient (or pediatric patient's family) can read or write English?
   
   g. identifying religious beliefs that might affect clinical care?
   
   h. identifying cultural (non-religious) customs that might affect clinical care?
   
   i. identifying how a patient (or pediatric patient's family) makes decisions with other family members?
   
   j. delivering services effectively through a medical interpreter?
2. During your residency, how often have you been formally evaluated with respect to doctor-patient communication?

- □ 1. Often
- □ 2. Sometimes
- □ 3. Rarely
- □ 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.

<table>
<thead>
<tr>
<th>NOT AT ALL USEFUL</th>
<th>SOMEWHAT USEFUL</th>
<th>USEFUL</th>
<th>VERY USEFUL</th>
<th>DID NOT HAVE DURING RESIDENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ 1</td>
<td>□ 2</td>
<td>□ 3</td>
<td>□ 4</td>
<td>□ 5</td>
</tr>
</tbody>
</table>

a. Lectures and seminars
b. Case-based discussions
c. On-the-job training in community-based settings
d. On-the-job training in hospital settings
e. The diversity of your colleagues

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)...

a. from cultures different from your own?

b. with health beliefs or practices at odds with Western medicine?

c. with a distrust of the U.S. health care system?

d. with limited English proficiency?

e. who are new immigrants?

f. whose religious beliefs affect treatment?

g. who use alternative or complementary medicines?

h. who are members of racial and ethnic minorities?

i. with substance abuse problems?

j. who are victims of domestic violence?
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...

   a. patient visits that went on longer than average?
      NEVER RARELY SOMETIMES OFTEN
      ☐ 1  ☐ 2  ☐ 3  ☐ 4

   b. unnecessary patient visits?
      ☐ 1  ☐ 2  ☐ 3  ☐ 4

   c. unnecessary hospitalization?
      ☐ 1  ☐ 2  ☐ 3  ☐ 4

   d. increased length of hospital stay?
      ☐ 1  ☐ 2  ☐ 3  ☐ 4

   e. unnecessary ordering of diagnostic tests?
      ☐ 1  ☐ 2  ☐ 3  ☐ 4

   f. missed or incorrect diagnoses?
      ☐ 1  ☐ 2  ☐ 3  ☐ 4

   g. delays in obtaining informed consent?
      ☐ 1  ☐ 2  ☐ 3  ☐ 4

   h. errors in prescribing medications?
      ☐ 1  ☐ 2  ☐ 3  ☐ 4

   i. patient noncompliance?
      ☐ 1  ☐ 2  ☐ 3  ☐ 4

   j. a lower-quality of care?
      ☐ 1  ☐ 2  ☐ 3  ☐ 4
5. How much of a problem is each of the following when you are delivering cross-cultural care?

<table>
<thead>
<tr>
<th>NO PROBLEM</th>
<th>SMALL PROBLEM</th>
<th>MODERATE PROBLEM</th>
<th>BIG PROBLEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

a. Lack of practical experience in caring for diverse patient populations

b. Lack of time to adequately address cultural issues

c. Inadequate cross-cultural training during residency

d. Poor access to medical interpreters when they are needed

e. Poor access to written materials in other languages, including health education pamphlets, consent forms, etc.

f. Absence of good role models or mentors for cross-cultural care among the faculty

g. Dismissive attitudes about cross-cultural care among attending physicians

h. Dismissive attitudes about cross-cultural care among your fellow residents

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:

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>NO</th>
<th>YES</th>
<th>IF YES</th>
<th>VERY UNPREPARED</th>
<th>SOMEWHAT UNPREPARED</th>
<th>SOMEWHAT PREPARED</th>
<th>WELL-PREPARED</th>
<th>VERY WELL-PREPARED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Heart disease</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Depression</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Schizophrenia</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Eating disorders</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Asthma</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Vaginitis</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>NO</th>
<th>YES</th>
<th>IF YES</th>
<th>VERY UNPREPARED</th>
<th>SOMEWHAT UNPREPARED</th>
<th>SOMEWHAT PREPARED</th>
<th>WELL-PREPARED</th>
<th>VERY WELL-PREPARED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Smoking</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Weight loss</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Exercise</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Terminal illness</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
3. Within your specialty, which of the following do you expect to perform during your medical career?

<table>
<thead>
<tr>
<th>NO</th>
<th>YES</th>
<th>IF YES</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>Take a general medical history</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
<td>Hysterectomy</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
<td>Laparoscopic cholecystectomy</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
<td>Intubation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>VERY UNPREPARED</th>
<th>SOMEWHAT UNPREPARED</th>
<th>SOMEWHAT PREPARED</th>
<th>WELL-PREPARED</th>
<th>VERY WELL-PREPARED</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

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...
   - [ ] Male?
   - [ ] Female?

2. How important is it to you to practice in a setting that has a diverse racial and ethnic patient mix?
   - [ ] Not at all important
   - [ ] Not very important
   - [ ] Moderately important
   - [ ] Very important

3. Please indicate your race and ethnicity.
   - [ ] White, not of Hispanic origin
   - [ ] Black, not of Hispanic origin
   - [ ] Asian or Pacific Islander
   - [ ] Native American or Alaskan Native
   - [ ] Hispanic/Latino/Latina
   - [ ] Other ___________________________

4. Were you born in the United States?
   - [ ] Yes
   - [ ] No

5. Do you speak any languages besides English?
   - [ ] Yes
   - [ ] No
   If No, Continue Next Page

   What language(s) do you speak?
   - [ ] __________________________
   - [ ] __________________________
   - [ ] __________________________
   - [ ] __________________________

   Do you speak this language well enough to use it when treating patients?
   - [ ] Yes
   - [ ] No
   - [ ] __________________________
   - [ ] __________________________
   - [ ] __________________________
   - [ ] __________________________
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  
University of Massachusetts at Boston  
100 Morrissey Boulevard  
Boston, MA 02125