

migrant-friendly hospitals

Subproject C:

Staff training towards cultural competence

Clinical Cultural Competency Questionnaire – Pre (CCCTQ-PRE)

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MFH – Project – Subproject C:

Staff training towards cultural competence: Enable hospital staff to better handle cross-cultural encounters – Baseline Questionnaire

Based on:

**CLINICAL CULTURAL COMPETENCY QUESTIONNAIRE
(PRE-TRAINING VERSION) ¹**

Why fill in this questionnaire?

- Information you provide in this questionnaire will be relevant on the European level (as basis for developing European recommendations and instruments)!
- But you can also contribute to quality improvement in your own hospital:
 1. Your experiences will form an important basis for monitoring and improving the training you are going to participate in
 2. The data you provide should also be a general basis to improve your work situation.

Thank you very much for your cooperation!

CONFIDENTIALITY INFORMATION:

Your individual responses of this questionnaire will be kept CONFIDENTIAL and will be seen as part of the European Project research of LBI Vienna as European coordinator only.

No data that will allow for identification of individual responses will be made available to your hospital.

In order to protect your anonymity:

- After completing the questionnaire please put it in the envelope and seal it!
- Sealed envelopes will be collected in your hospital and forwarded to LBI Vienna unopened!

¹ Adapted with permission from Robert C. Like (2001). Center for Healthy Families and Cultural Diversity, Department of Family Medicine, University of Medicine and Dentistry of New Jersey-Robert Wood Johnson Medical School, Project sponsored by Aetna Foundation 151 Farmington Avenue Hartford, CT 06156 USA
http://www.aetna.com/foundation/main_mission.htm

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CLINICAL CULTURAL COMPETENCY QUESTIONNAIRE

A. Demographic Characteristics

1. Date of birth (year/month/day): Year _____ Month _____ Day _____

Please provide exact Date of birth, this will serve as code to link your responses before the training to the second survey that will be conducted after the training – to allow exact measurement of change as part of course evaluation

2. Sex: Male Female

3. Nationality: _____

4. Country of origin: _____

5. Self rated ethnic background: _____

6. Do you speak any languages other than English? Yes No

If Yes, please specify: _____

7. What is your profession and function in the hospital (e.g. doctor, nurse, physiotherapist etc.; department head, resident)

8. In which department are you working?



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B. Knowledge

If you find any question not relevant for your professional duties or sphere of work, please choose field DOES NOT APPLY.

How **KNOWLEDGEABLE** are you about each of the following subject areas?
(cross one field)

	Not at all	A Little	Some what	Quite a Bit	Very	Does not apply
1. Demographics of diverse ethnic groups within the hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Sociocultural characteristics of diverse ethnic groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Health risks experienced by diverse ethnic groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Health disparities experienced by diverse ethnic groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Sociocultural issues in treatment/care in your department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Ethnopharmacology (i.e., variations in medication responses in diverse ethnic populations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Different Healing Traditions (e.g., Ayurvedic Medicine, Traditional Chinese Medicine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Historical and contemporary impact of racism, bias, prejudice and discrimination in health care experienced by various population groups in your country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. National/Regional Policies dealing with cultural diversity in health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Your Hospital Policy on the subject of cultural diversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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C. Skills

How **SKILLED** are you in dealing with socio-cultural issues in the following areas of patient care? (cross one field)

	Not at all	A Little	Some what	Quite a Bit	Very	Does not apply
1. Greeting patients in a culturally sensitive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Eliciting the patient's perspective about health and illness (e.g., its etiology, name, treatment, course, prognosis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Eliciting information about use of folk remedies and/or other alternative healing modalities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Eliciting information about use of folk healers and/or other alternative practitioners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Performing a culturally sensitive physical examination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Prescribing/negotiating a culturally sensitive treatment plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Providing culturally sensitive patient education and counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Providing culturally sensitive clinical preventive services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Providing culturally sensitive care for dying patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Assessing health literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Working with medical interpreters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Dealing with cross-cultural conflicts relating to diagnosis or treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Dealing with cross-cultural adherence/compliance problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	Not at all	A Little	Some what	Quite a Bit	Very	Does not apply
14. Dealing with cross-cultural ethical conflicts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Apologizing for cross-cultural misunderstandings or errors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D. Encounters/Situations

How **COMFORTABLE** do you feel in dealing with the following cross-cultural encounters or situations? (cross one field)

	Not at all	A Little	Some what	Quite a Bit	Very	Does not apply
1. Caring for patients from culturally diverse backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Caring for patients with limited English proficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Caring for a patient who insists on using or seeking folk healers or alternative therapies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Identifying beliefs that are not expressed by a patient or caregiver but might interfere with the treatment regimen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Being attentive to nonverbal cues or the use of culturally specific gestures that might have different meanings in different cultures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Interpreting different cultural expressions of pain, distress, and suffering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Advising a patient to change behaviours or practices related to cultural beliefs that impair one's health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Speaking in an indirect rather than a direct way to a patient about his/her illness if this is more culturally appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	Not at all	A Little	Some what	Quite a Bit	Very	Does not apply
9. Breaking "bad news" to a patient's family first rather than to the patient if this is more culturally appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Working with health care professionals from culturally diverse backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Working with a colleague who makes derogatory remarks about patients from a particular ethnic group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Treating a patient who makes derogatory comments about your ethnic background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Dealing with patients who make derogatory comments about other patients ethnic background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Dealing with large groups of family members accompanying and visiting patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Dealing with patients having culturally different eating habits (e.g. Ramadan, certain standards of food like halal or kosher etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Supporting patients need to practice their religion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E. Awareness

1. How **IMPORTANT** do you believe sociocultural issues are in your interactions with: (cross one field)

	Not at all	A Little	Some what	Quite a Bit	Very
a. Patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Other visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Colleagues from your own profession	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Other staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2. How **AWARE** are you of your own? (cross one field)

	Not at all	A Little	Some what	Quite a Bit	Very
a. Ethnic or cultural identity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ethnic or cultural stereotypes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Biases and prejudices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How **IMPORTANT** do you feel it is for health professionals to receive training in cultural diversity and/or multicultural health care? (Cross one field)

Not at all	A Little	Somewhat	Quite a Bit	Very
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F. Education and Training

1. **HOW MUCH TRAINING** in cultural diversity have you previously had? (cross one field)

	None	A Little	Some	Quite a Bit	A Lot
a. In school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. In basic professional education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. During vocational training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. In specific training in the hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. In continuous (professional) education outside the hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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2. What are some potential challenges to integrating training about culturally competent health care in health care organizations and clinical practice?

3. Please offer any further comments or suggestions that you may have.

Thank you very much!

