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Subproject C:

Staff training towards cultural competence

Clinical Cultural Competency Training Evaluation Questionnaire – Post

(CCCTEQ-POST)

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MFH – Project – Subproject C:

Questionnaire to evaluate staff training towards cultural competence

Based on:

CLINICAL CULTURAL COMPETENCY QUESTIONNAIRE (POST-TRAINING VERSION) ¹

Why fill in this evaluation questionnaire?

- The Information you provide in this questionnaire will be used to evaluate the training in which you have taken part.
- Your cooperation enables the hospital organisation to optimise the training in cultural competence.
- On European level this information will be used to develop well grounded European recommendations on staff training toward cultural competence.
- Your cooperation can considerable contribute to increase recognition of importance of staff training towards cultural competence.

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!

¹Robert C. Like (2001). Center for Healthy Families and Cultural Diversity, Department of Family Medicine, UMDNJ-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 EVALUATION 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 responses that you have given before the training to your current responses. Linking the information of both questionnaires will allow measurement of changes during the course.

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"/>



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	Not at all	A Little	Some what	Quite a Bit	Very	Does not apply
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"/>

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"/>

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	Not at all	A Little	Some what	Quite a Bit	Very	Does not apply
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"/>
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"/>

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	Not at all	A Little	Some what	Quite a Bit	Very	Does not apply
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"/>
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"/>

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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"/>

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

		Not at all	A Little	Some what	Quite a Bit	Very
a.	Racial, ethnic, or cultural identity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Racial, 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"/>



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F. Education and Training

1. Which of the following cultural competency training modules were you able to attend partly or entirely? (mark with a cross)

(Please adapt this question to your specific training schedule)

	Attended Part of Module	Attended Entire Module
Module 1: Raising Awareness and Providing Knowledge	<input type="checkbox"/>	<input type="checkbox"/>
Module 2: Providing Knowledge and Developing Skills	<input type="checkbox"/>	<input type="checkbox"/>
Module 3: Follow up 1. Experimental learning	<input type="checkbox"/>	<input type="checkbox"/>
Module 4: Follow up 2. Experimental learning	<input type="checkbox"/>	<input type="checkbox"/>

2. Overall, how satisfied were you with the quality of these cultural competency training sessions? (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"/>

3. My desire to learn more about the subject of culturally competent health care has: (Cross one field)

Decreased a Lot	Decreased Somewhat	Remained the same	Increased Somewhat	Increased a lot
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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G. IMPACT

1. To what extent do you think the cultural competency training has had an impact on your ability to cope with the demands in your work activities? (cross one field)

None	A Little	Some	Quite a Lott	Very Significant	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Thank you very much!

