Survey Instrument Used for Assessing the Cultural Competency Training Outcomes

I. Demographic Information
   1. Gender
   2. Ethnic/cultural identity (self reported)
   3. Language
   4. Profession
   5. Years in profession

II. Knowledge
   1. Health care systems and providers discriminate against patients based on
      a. how well they speak English
      b. their race or ethnic background
      c. their sexual orientation
      d. physical disability
   2. Culture, race, and ethnicity can be interchangeably used
   3. Health differences exist between races/ethnic groups
   4. Patients’ health beliefs impact access to health care
   5. Patients’ health beliefs impact use of health care
   6. Patients’ race/ethnicity influences access to health care
   7. Cultural factors influence communication between a patient
   8. Minority patients experience racism and discrimination while seeking health care.
   9. Health care providers should
      a. learn about the cultural and health beliefs of patients
      b. greet patients in a culturally appropriate manner
      c. ask patients about their perspectives on illness
      d. ask patients about the use of folk remedies
      e. examine patients in a culturally appropriate manner
      f. develop a culturally sensitive health plan for patients
      g. acknowledge family members’ roles in patients’ health care decisions
      h. pay attention to nonverbal cues or gestures when interacting with patients

III. Skills
   1. I can effectively work with health care interpreters
   2. I can successfully deal with cross-cultural adherence problems
   3. I can successfully deal with cross-cultural misunderstandings
   4. I can effectively deal with patients with limited English proficiency
   5. I can pay attention to expressions of pain, distress, isolation, & disagreement