General Survey of Language Ability and Language Gaps Among Medical Students

Originally appeared online at: https://survey.ubc.ca/s/medlang/needs/ - will be unavailable starting 2018 February 26 due to change in contract between UBC and survey provider.

This survey should take no more than 15 minutes of your time. Please review the consent document (attached to email) carefully before submitting the survey. Thank you very much!

**Year in Medical School:**


**Site**

VFMP  IMP  SMP  NMP

Please list the languages you speak other than English (specify dialect if applicable) and select your proficiency in each:

<table>
<thead>
<tr>
<th>Language</th>
<th>Proficiency (speaking)</th>
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<tbody>
<tr>
<td>Language 1:</td>
<td>Poor</td>
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<td>Language 2:</td>
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<td>Language 3:</td>
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<td>Language 7:</td>
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<td>Language 8:</td>
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</tbody>
</table>

Please list the languages you understand other than English (specify dialect if applicable) and select your proficiency in each:

<table>
<thead>
<tr>
<th>Language</th>
<th>Proficiency (understanding)</th>
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<tbody>
<tr>
<td>Language 1:</td>
<td>Poor</td>
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<td>Language 7:</td>
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<td>Language 8:</td>
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</tbody>
</table>
How confident do you feel communicating with patients using languages (other than English) that you speak? Please include languages that you can speak, but may not feel comfortable communicating to patients in.

<table>
<thead>
<tr>
<th>Language</th>
<th>Confidence in communicating with patients</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not at all</td>
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<tr>
<td>Language 1:</td>
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<td>Language 2:</td>
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<td>Language 7:</td>
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<td>Language 8:</td>
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</tbody>
</table>

How confident do you feel communicating with patients using English?

<table>
<thead>
<tr>
<th></th>
<th>Not at all</th>
<th>Partly</th>
<th>Quite a bit</th>
<th>Completely</th>
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</tbody>
</table>

Which of the following strategies for providing optimal care to non-English speaking patients have you been taught by your faculty:

- Understanding culture
- Understanding and identifying specific barriers in communicating with your patients
- Learning basic phrases in other languages to establish a good relationship/understanding
- Communicating through an interpreter
- Other, please specify... [Type here]

Do you feel ready to provide care for a non-English speaking Chinese patient?

<table>
<thead>
<tr>
<th></th>
<th>Not at all</th>
<th>Partly</th>
<th>Quite a bit</th>
<th>Completely</th>
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Do you feel ready to provide care for an English-speaking patient?

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<th></th>
<th>Not at all</th>
<th>Partly</th>
<th>Quite a bit</th>
<th>Completely</th>
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</table>

Where do you plan on practicing after graduation?

<table>
<thead>
<tr>
<th></th>
<th>Urban setting</th>
<th>Rural setting</th>
<th>Unsure</th>
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</table>

How important do you think it is to be able to speak to your patients in their own language?

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<tr>
<th>Rating</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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</table>

Have you had any past clinical encounters in which use of a non-English language would have benefited your communication with the patient but you were only able to use English?

If yes, which language(s)? [Type here]
Have you had any past clinical encounters in which you have used a non-English language to communicate with patients?

Yes No

If yes, which language(s)? [Type here]

How many times did you have such encounters (where use of a non-English language would have been/was beneficial)? Alternatively, how often did you have those encounters? [Type here]

For your own career in medicine, please rate how important it is for you to be able to communicate competently with patients who do not speak English (either through translation services or a language that you speak proficiently).

- No use at all
- Would be nice but not a priority
- Would be helpful
- Very important

Would you be interested in receiving resources/attending workshops to learn about medical terminology in different languages?

Yes No

If yes, which language(s)? [Type here]
Pre-Workshop Survey

Year in Medical School

What component of the workshop are you attending today?
☐ Mandarin Workshop Part 1 (Basics of Mandarin)
☐ Mandarin Workshop Part 2 (Simple Medical Mandarin)

How would you rate your ability to speak Mandarin?
None    Poor    Basic    Intermediate    Fluent or Native

How would you rate your ability to understand spoken Mandarin?
None    Poor    Basic    Intermediate    Fluent or Native

How confident do you feel communicating with patients using Mandarin?
Not at all    Partly    Quite a bit    Completely

How confident do you feel communicating with patients using English?
Not at all    Partly    Quite a bit    Completely

Do you feel ready to provide care for a non-English speaking Chinese patient?
Not at all    Partly    Quite a bit    Completely

Do you feel ready to provide care for an English-speaking patient?
Not at all    Partly    Quite a bit    Completely
Post-Workshop Survey

Year in Medical School


What components of the workshop did you attend (check all that apply)?
- Mandarin Workshop Part 1 (Basics of Mandarin)
- Mandarin Workshop Part 2 (Simple Medical Mandarin)

How useful do you feel that each of the following elements of the workshop was to you?

Please be sure to distinguish "did not use/attend" from "not at all useful" (as in, 'I used it, but I didn't find it useful').

**Mandarin Workshop Part 1**

Did not attend  Not at all useful  Partly useful  Quite useful  Extremely Useful

Practicing with peers fluent in Mandarin in Mandarin Workshop Part 1

Did not attend  Not at all useful  Partly useful  Quite useful  Extremely Useful

**Mandarin Workshop Part 2**

Did not attend  Not at all useful  Partly useful  Quite useful  Extremely Useful

Practicing with volunteer patients in Mandarin Workshop Part 2

Did not attend  Not at all useful  Partly useful  Quite useful  Extremely Useful

**Chinese/English Health Care Provider Phrasebook**

Did not use  Not at all useful  Partly useful  Quite useful  Extremely Useful

How would you rate your ability to speak Mandarin?

None  Poor  Basic  Intermediate  Fluent or Native

How would you rate your ability to understand spoken Mandarin?

None  Poor  Basic  Intermediate  Fluent or Native

Did the workshop series add to your ability to speak Mandarin?

Yes  No
Did the workshop series add to your ability to understand spoken Mandarin?
Yes    No

How confident do you feel communicating with patients using Mandarin?
Not at all    Partly    Quite a bit    Completely

How confident do you feel communicating with patients using English?
Not at all    Partly    Quite a bit    Completely

Did the workshop series add to your confidence in communicating with patients using Mandarin?
Yes    No

Please comment on what aspects of the workshop could be improved:
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Please comment on what aspects of the workshop you think should be kept for future offerings:
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Do you feel ready to provide care for a non-English speaking Chinese patient?
Not at all    Partly    Quite a bit    Completely

Do you feel ready to provide care for an English-speaking patient?
Not at all    Partly    Quite a bit    Completely
Blood Pressure Clinic Survey for Medical Students

Year in Medical School

What components of the workshop did you attend (check all that apply)?
☐ Part 1 - Pronunciation and Basic Greetings
☐ Part 2 - Medical Interviews in Mandarin

During the blood pressure clinic, did you feel you were able to gain the trust of your patients?
Not at all   Partly   Quite a bit   Completely   Not Sure

During the blood pressure clinic, how confident did you feel taking the blood pressure of your Mandarin-speaking patients?
Not at all   Partly   Quite a bit   Completely

During the blood pressure clinic, how confident did you feel introducing yourself as a medical student in Mandarin?
Not at all   Partly   Quite a bit   Completely

During the blood pressure clinic, did you feel you were able to convey directions about taking a blood pressure to your patients?
Not at all   Partly   Quite a bit   Completely

How important do you think it is to be able to speak to your patients in their own language?
0 = Not at all important   10 = Extremely important
0  1  2  3  4  5  6  7  8  9  10

We all strive to provide patient-centered care (building rapport, respecting cultural norms, and patient education) to patients regardless of ethnicity or their ability to speak English. For example, during the blood pressure clinic, patient centered care might have looked like:
- Greeting a patient with a smile
- Asking the patient if they are comfortable
- Keeping in mind to use respectful terms (like 'nín' rather than 'nǐ' for older patients)

Overall, how satisfied were you with your ability to provide patient centered care to your Mandarin speaking patients today?
0 = Not at all satisfied   10 = Completely satisfied
0  1  2  3  4  5  6  7  8  9  10
Based on your experience in the blood pressure clinic today, how likely would you be to use Mandarin phrases in your future practice?

Not at all       Somewhat       Probably       Definitely       Not Sure

Overall, how would you rate your experience at the blood pressure clinic?

0 = I had a TERRIBLE experience       10= I had an EXCELLENT experience

0 1 2 3 4 5 6 7 8 9 10

How would you rate your ability to speak Mandarin?

Poor       Basic       Intermediate       Fluent or Native

How would you rate your ability to understand spoken Mandarin?

Poor       Basic       Intermediate       Fluent or Native
Blood Pressure Clinic Survey for Community Members
(alternate version also provided in Traditional Chinese, not included in this Appendix)

During the blood pressure clinic today, do you feel the medical student who took your blood pressure gained your trust?
Not at all  Partly  Quite a bit  Completely  Not Sure

During the blood pressure clinic today, did you understand what the medical student was telling you to do when measuring your blood pressure?
Not at all  Partly  Quite a bit  Completely

How important is it for you to have a health care provider who can speak with you in Mandarin?
0 = Not at all important  10= Extremely important
0  1  2  3  4  5  6  7  8  9  10

Overall, how satisfied were you with the care you received from the medical student in the blood pressure clinic today?
0 = Not at all satisfied  10 = Completely satisfied
0  1  2  3  4  5  6  7  8  9  10

How comfortable would you be to see a health care provider who speaks to you only in English?
0 = Not at all comfortable  10 = Completely comfortable
0  1  2  3  4  5  6  7  8  9  10

How comfortable would you be to see a health care provider who has learned some basic Mandarin phrases (such as simple questions about pain and other symptoms), but who is not a native speaker?
0 = Not at all comfortable  10 = Completely comfortable
0  1  2  3  4  5  6  7  8  9  10

Overall, how would you rate your experience at the blood pressure clinic today?
0 = I had a TERRIBLE experience  10= I had an EXCELLENT experience
0  1  2  3  4  5  6  7  8  9  10

How would you rate your ability to understand spoken English?
None  Poor  Basic  Intermediate  Fluent or Native

How would you rate your ability to speak English?
None | Poor | Basic | Intermediate | Fluent or Native
---|---|---|---|---
**How would you rate your ability to understand spoken Mandarin?**
Poor | Basic | Intermediate | Fluent or Native

**How would you rate your ability to speak Mandarin?**
Poor | Basic | Intermediate | Fluent or Native

**How would you rate the medical student’s ability to speak Mandarin?**
None | Poor | Basic | Intermediate | Fluent or Native
**Follow-up Survey of Language Ability and Language Gaps Among Medical Students**

Originally appeared online at: [https://survey.ubc.ca/s/medlang/followup/](https://survey.ubc.ca/s/medlang/followup/) - will be unavailable starting 2018 February 26 due to change in contract between UBC and survey provider.

This survey should take no more than 15 minutes of your time. Please review the consent document (attached to email) carefully before submitting the survey. Thank you very much!

**Year in Medical School:**

- First (2019)
- Second (2018)
- Third (2017)
- Fourth (2016)

**Site**

- VFMP
- IMP
- SMP
- NMP

Please list the languages you speak other than English (specify dialect if applicable) and select your proficiency in each:

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Please list the languages you understand other than English (specify dialect if applicable) and select your proficiency in each:

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<td>Language 8:</td>
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</table>
How confident do you feel communicating with patients using Mandarin?

We held a medical Mandarin workshop as part of this project, so we will ask some questions about Mandarin in this survey however, we are interested in hearing about your experiences in all other languages, too.

<table>
<thead>
<tr>
<th>Not at all</th>
<th>Partly</th>
<th>Quite a bit</th>
<th>Completely</th>
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</thead>
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Which of the following workshops, if any, did you attend? (check all that apply)

- Mandarin Workshop Part 1 (Basics of Mandarin) on January 14/15 in Vancouver
- Mandarin Workshop Part 2 (Simple Medical Mandarin) on January 21/22 in Vancouver
- Mandarin Blood Pressure Clinic on January 30 in Vancouver
- CCMS Chinese Language Workshop
- Other Mandarin Workshops (please specify): [Type here]

Which of the following, if any, resources did you use? (check all that apply)

- Chinese/English Health Care Provider Phrasebook
- Blood pressure clinic
- Chinese/English Health Care Provider Phrasebook (in print)
- Chinese/English Health Care Provider Phrasebook (online at [website address])
- Other resources (please specify): [Type here]
- None of these

How useful do you feel that each of the following elements of our workshop was to you? Please be sure to distinguish "did not use/attend" from "not at all useful" (as in, 'I used it, but I didn't find it useful').

<table>
<thead>
<tr>
<th>Did not use/attend</th>
<th>Not at all useful</th>
<th>Partly useful</th>
<th>Quite useful</th>
<th>Extremely useful</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandarin Workshop Part 1</td>
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<td></td>
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<tr>
<td>Practicing with peers fluent in Mandarin in Part 1</td>
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<tr>
<td>Mandarin Workshop Part 2</td>
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<tr>
<td>Practicing with volunteer patients in Part 2</td>
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<tr>
<td>Chinese/English Health Care Provider Phrasebook</td>
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<tr>
<td>SCCHC blood pressure clinic</td>
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</tbody>
</table>
Which of the following strategies for providing optimal care to non-English speaking patients have you been taught by your faculty:

- Understanding culture
- Understanding and identifying specific barriers in communicating with your patients
- Learning basic phrases in other languages to establish a good relationship/understanding
- Communicating through an interpreter
- Other, please specify... [Type here]

Do you feel ready to provide care for a non-English speaking Chinese patient?

Not at all          Partly          Quite a bit          Completely

Do you feel ready to provide care for an English-speaking patient?

Not at all          Partly          Quite a bit          Completely

Where do you plan on practicing after graduation?

Urban setting       Rural setting     Unsure

How important do you think it is to be able to speak to your patients in their own language?

0  1  2  3  4  5  6  7  8  9  10

Did you have any encounters in which you used Mandarin to communicate with patients since January of this year?

Yes          No

How many times did you have such encounters? Alternatively, how often did you have those encounters? [Type here]

Thinking back on these encounters, were any of the following elements of the SCCHC Mandarin workshop useful to you?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Did not use</th>
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<tbody>
<tr>
<td>Mandarin Workshop Part 1</td>
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For your own career in medicine, please rate how important it is for you to be able to communicate competently with patients who do not speak English (either through translation services or a language that you speak proficiently).

- No use at all
- Would be nice but not a priority
- Would be helpful
- Very important