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:

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:

	Proficiency (Proficiency (speaking)							
	Poor	Basic	Intermediate	Fluent or Native					
Language 1:									
Language 2:									
Language 3:									
Language 4:									
Language 5:									
Language 6:									
Language 7:									
Language 8:									

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

	Proficiency (Proficiency (understanding)							
	Poor	Basic	Intermediate	Fluent or Native					
Language 1:									
Language 2:									
Language 3:									
Language 4:									
Language 5:									
Language 6:									
Language 7:									
Language 8:									

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.

	Confidence in communicating with patients							
	Not at all	Partly	Quite a b it	Completely				
Language 1:								
Language 2:								
Language 3:								
Language 4:								
Language 5:								
Language 6:								
Language 7:								
Language 8:								

Language 1:								
Language 2:								
Language 3:								
Language 4:								
Language 5:								
Language 6:								
Language 7:								
Language 8:								
How confident do you feel communicating with patients using English? Not at all Partly Quite a bit Completely Which of the following strategies for providing optimal care to non-English speaking patients have you been taught by your faculty: O Understanding culture O 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 t	o provide care for a	non-English speakin	ng Chinese patient?					
Not at all	Partly	Quite a bi	t Con	npletely				
Do you feel ready t	o provide care for a	n English-speaking p	patient?					
Not at all	Partly	Quite a bi	t Con	npletely				
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	r patients in their o	wn language	?			
0 1 2	2 3 4	5 6	7 8	9	10			
Have vou had anv	nast clinical encount	ters in which use of a	non-English langu	age would ha	ave			

benefited your communication with the patient but you were only able to use English?

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

Have you had an communicate wit	y past clinical encounters in which you have used a non-English language to h patients?
Yes	No
If yes, which lang	guage(s)? [Type here]
•	did you have such encounters (where use of a non-English language would have ial)? Alternatively, how often did you have those encounters? [Type here]
•	reer in medicine, please rate how important it is for you to be able to be able to pretently with patients who do not speak English (either through translation

- o No use at all
- o Would be nice but not a priority

services or a language that you speak proficiently).

- o 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 First (2019) Second (2018) Third (2017) Fourth (2016) 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 Fluent or Native Intermediate 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? Completely Not at all Partly Quite a bit Do you feel ready to provide care for an English-speaking patient? Partly Ouite a bit Completely

Not at all

Post-Workshop Survey

Year in Medical School Third (2017) Fourth (2016) First (2019) Second (2018) 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 Ouite 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 Ouite useful Extremely Useful Partly 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 worksho	op series add to your	ability to understand spok	ten Mandarin?	
Yes	No			
How confident of	do you feel communi	cating with patients using I	Mandarin?	
Not at all	Partly	Quite a bit	Completely	
How confident of	do you feel communi	cating with patients using l	English?	
Not at all	Partly	Quite a bit	Completely	
Did the worksho	op series add to your	confidence in communicat	ing with patients using Mandarin?	
Yes	No			
Please comment	t on what aspects of t	the workshop could be imp	roved:	
Please comment	t on what aspects of t	the workshop you think sho	ould be kept for future offerings:	
Do you feel read	dy to provide care fo	r a non-English speaking C	Thinese patient?	
Not at all	Partly	Quite a bit	Completely	
Do you feel rea	dy to provide care fo	or an English-speaking pati	ent?	
Not at all	Partly	Quite a bit	Completely	

Blood Pressure Clinic Survey for Medical Students

			Blood Pr	essure C	linic Sur	vey for Me	dical Stude	nts		
Year ii	n Medical S	School								
First (2	(019)		Second	(2018)		Third (201	7)	F	ourth (20	16)
What o	component	s of the	worksho	op did yo	u attend	(check all t	that apply)	?		
	Part 1 - Pr Part 2 - M									
During	g the blood	pressu	re clinic,	did you f	eel you v	were able to	gain the t	rust of	f your pat	ients?
Not at a	all	Part	ly	Ç	uite a bit	t	Completely		Not Si	ure
_	g the blood arin-speaki	-		how conf	ident die	d you feel t	aking the b	lood p	oressure o	f your
Not at a	all		Partly			Quite a bit		C	ompletely	
	g the blood t in Manda		re clinic,	how conf	fident die	d you feel i	ntroducing	yours	elf as a m	edical
Not at a	all		Partly			Quite a bit		C	ompletely	
_	g the blood pressure to	_		did you f	eel you v	were able to	o convey di	rectio	ns about t	aking a
Not at a	all		Partly			Quite a bit		C	ompletely	
How in	nportant d	lo you t	hink it is	to be abl	e to spea	k to your p	oatients in t	heir o	wn langu	age?
0 = No	t at all impo	ortant						10	= Extreme	ely important
0	1	2	3	4	5	6	7	8	9	10
educati	on) to patie	ents rega	ardless of	ethnicity	or their a	~	especting cuesk English.			•
- - -	Greeting a Asking the Keeping is	e patien	t if they a	re comfor		'nín' rather	than 'nĭ' for	older j	patients)	
	ll, how sati ng patients		•	vith your	ability to	o provide p	atient cent	ered c	are to you	ır Mandarin
0 = No	t at all satis	fied						10	= Comple	etely 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 a	11	Some	what	Pro	bably		Definitely	/	Not Su	re
Overall	Overall, how would you rate your experience at the blood pressure clinic?									
0 = I had	d a TERRI	BLE exp	erience				10= I ha	ad an EX	CELLEN	Γ 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					itive				
How would you rate your ability to understand spoken Mandarin?										

Intermediate

Fluent or Native

Poor

Basic

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 al	11	Partl	y	(Quite a bit		Complet	ely	Not S	ure
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 a	11]	Partly		Q	uite a bi	t	Co	mpletely	
How im	portant	is it for y	ou to hav	ve a heal	th care pr	ovider v	who can sp	eak with	ı you in M	landarin?
0 = Not	at all imp	ortant						10=	= Extremel	y important
0	1	2	3	4	5	6	7	8	9	10
	, how sat e clinic t		re you w	ith the c	are you re	eceived f	from the n	nedical st	tudent in 1	the blood
0 = Not	at all sati	sfied						10 =	= Complet	ely satisfied
0	1	2	3	4	5	6	7	8	9	10
How co	mfortabl	le would y	you be to	see a he	alth care	provide	r who spea	aks to yo	u only in	English?
0 = Not	at all con	nfortable						10 = Co	ompletely	comfortable
0	1	2	3	4	5	6	7	8	9	10
						_				c Mandarin tive speaker?
0 = Not	at all con	nfortable						10 = Cc	ompletely	comfortable
0	1	2	3	4	5	6	7	8	9	10
Overall	, how wo	ould you r	ate your	experie	nce at the	blood p	ressure cl	inic toda	y ?	
0 = I had	d a TERF	RIBLE exp	perience				10= I ha	ad an EX	CELLENT	experience
0	1	2	3	4	5	6	7	8	9	10
How wo	ould you	rate your	ability t	o under	stand spol	ken Eng	lish?			
None	one Poor Basic Intermediate Fluent or Native					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/ - will be unavailable starting 2018 February 26 due to change in contract between UBC and survey provider.

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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:

	Proficiency (speaking)				
	Poor	Basic	Intermediate	Fluent or Native	
Language 1:					
Language 2:					
Language 3:					
Language 4:					
Language 5:					
Language 6:					
Language 7:					
Language 8:					

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

	Proficiency (understanding)			
	Poor	Basic	Intermediate	Fluent or Native
Language 1:				
Language 2:				
Language 3:				
Language 4:				
Language 5:				
Language 6:				
Language 7:				
Language 8:				

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.

Not at all Partly Quite a bit Completely

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

- o Mandarin Workshop Part 1 (Basics of Mandarin) on January 14/15 in Vancouver
- o Mandarin Workshop Part 2 (Simple Medical Mandarin) on January 21/22 in Vancouver
- o Mandarin Blood Pressure Clinic on January 30 in Vancouver
- o 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)

- o Chinese/English Health Care Provider Phrasebook
- o Blood pressure clinic
- o Chinese/English Health Care Provider Phrasebook (in print)
- o 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').

	Did not use/attend	Not at all useful	Partly useful	Quite useful	Extremely useful
Mandarin					
Workshop Part					
1					
Practicing with					
peers fluent in					
Mandarin in					
Part 1					
Mandarin					
Workshop Part					
2					
Practicing with					
volunteer					
patients in Part					
2					
Chinese/English					
Health Care					
Provider					
Phrasebook					
SCCHC blood					
pressure clinic					

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

0	Understanding culture
0	Understanding and identifying specific barriers in communicating with your patients
0	Learning basic phrases in other languages to establish a good relationship/understanding

Communicating through an interpreter

Other, please sp Do you feel ready to pr	ecify [Type	e here]	lish speaking	Chinese pati	ient?			
Not at all	Partly		Quite a bit		Completely			
Do you feel ready to pr	ovide care f	or an English	-speaking pa	tient?				
Not at all	Partly		Quite a bit		Completely			
Where do you plan on	practicing a	fter graduati	on?					
Urban setting	Rural setting		Unsure	Unsure				
How important do you	think it is to	o be able to s	oeak to your j	patients in th	eir own langu	age?		
0 1 2	3	4 5	6	7 8	9	10		
Did you have any encor January of this year?	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 yo encounters? [Type here		h cencounters	? Alternative	ely, how often	did you have	those		
Thinking back on these encounters, were any of the following elements of the SCCHC Mandarin workshop useful to you?								
	Yes		No		Did not use			
Mandarin Workshop Part 1								
Practicing with peers fluent in Mandarin in Part 1								
Mandarin Workshop Part 2								
Practicing with volunteer patients in Part 2								
Chinese/English Health Care Provider Phrasebook								
SCCHC blood pressure								

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

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