

## 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 (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 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 bit	Completely
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:**

- 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

**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

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

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

First (2019)

Second (2018)

Third (2017)

Fourth (2016)

### 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:**

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

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**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

First (2019)

Second (2018)

Third (2017)

Fourth (2016)

### 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







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

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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)			
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Language 6:				
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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
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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)**

- 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').**

	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:**

- 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?**

	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 clinic			

**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