

SURVEY: PROJECT HEALTHVIEWS, CO

Hi, my name is _____ and I'm a student at UNC. We're working with Salud to try to learn more about their patients in order to improve healthcare here. We have a survey that will only take about 10-15 minutes of your time as you wait for your appointment. The survey is confidential and won't affect your medical treatment, and you can choose not to answer any question. Would you be willing to participate?

[If so, give consent form & make sure they can read it. If not, thank them and move on. Be sure to note how many "refusals" there are.]

Date: _____

Name of interviewer: _____

Place of interview: _____

General Information: Nationality, Household, & Employment

- 1) **Where do you live (town/city)?** _____
- 2) **In what country were you born?** _____
- 3) **[IF FROM OUTSIDE THE U.S.] How long have you resided in the U.S.?**
 - 1 Under one year
 - 2 1-5 years
 - 3 6-10 years
 - 4 More than 10 years
 - 88 N/A
 - 99 Doesn't know/doesn't want to respond
- 4) **How many people live in your household, including yourself?** _____
- 5) **Are you employed? [IF "NO," SKIP TO QUESTION #9]**
 - 1 Yes
 - 2 No
 - 99 Doesn't know/doesn't want to respond
- 6) **[IF EMPLOYED]: What is your job or occupation(s)?** _____
- 7) **[IF EMPLOYED]: How many hours do you work per week at your job(s)?**
 - 1 Less than 20 hours
 - 2 21-39 hours
 - 3 40-50 hours
 - 4 More than 50 hours
 - 88 N/A
 - 99 Doesn't know/doesn't want to respond

Health and Health-seeking

- 8) **In general, how would you say your overall health is? (circle one)**

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 99 Doesn't know/doesn't want to respond

9) In general, how would you say your mental/emotional health is? (circle one)

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 99 Doesn't know/doesn't want to respond

How often do you seek help from the following types of people or options for health problems?

#		Never	Every once in awhile	Frequently	Doesn't know what it is	Doesn't want to respond
10)	Pharmacist	1	2	3	4	99
11)	Herbalist	1	2	3	4	99
12)	Family/friends	1	2	3	4	99
13)	Psychologist, psychiatrist, or other type of therapist or counselor	1	2	3	4	99
14)	Alternative practitioner (e.g., acupuncture, chiropractor, energy healing, meditation, yoga)	1	2	3	4	99
15)	"Folk" healer (e.g. curandero, sobador, huesero)	1	2	3	4	99
16)	Religious healer or spiritist	1	2	3	4	99

17)	Doctor/clinic	1	2	3	4	99
18)	Other (write in) _____ _____	1	2	3	4	99

Additional Comments:

Social, Economic, and Cultural Factors

19) How do you pay for your medical expenses?

- 1 I have private insurance
- 2 I have Medicaid
- 3 I have Medicare
- 4 I pay out of pocket with a discount
- 5 I pay out of pocket full price
- 6 Other _____
- 99 Doesn't know/doesn't want to respond

20) [IF NO INSURANCE] Why don't you have insurance?

- 1 In process of getting it
- 2 Don't have access to it
- 3 Difficulty with administrative or bureaucratic process
- 4 Cultural or language difficulties
- 5 Too expensive
- 6 Don't know enough about it
- 7 Other
- 99 Doesn't know/doesn't want to respond

Additional Comments:

21) How often do you have trouble paying for your medical care?

- 1 Never
- 2 Sometimes
- 3 Often
- 4 Always
- 99 Doesn't know/doesn't want to respond

Additional Comments:

22) Generally speaking, how often do you feel you have family and friends you can rely on or ask for help?

- 1 Never
- 2 Sometimes
- 3 Often
- 4 Always
- 99 Doesn't know/doesn't want to respond

Additional Comments:

23) Have you ever had trouble communicating with or understanding your healthcare provider?

- 1 Never
- 2 Sometimes
- 3 Often
- 4 Always
- 99 Doesn't know/doesn't want to respond

Additional Comments [FOLLOW UP IF THEY SAY THEY HAVE HAD TROUBLE COMMUNICATING WITH HEALTHCARE PROVIDER]:

Experience of Care

I'm going to read a series of phrases. Please tell me your level of agreement with each one – whether you strongly agree, agree, aren't sure, disagree, or strongly disagree.

#		Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree	N/A (e.g. has no healthcare)	Doesn't want to respond
24)	My healthcare team at Salud always explains things in a way I can understand.	1	2	3	4	5	6	99
25)	My healthcare team at Salud takes care of my needs and those of my family.	1	2	3	4	5	6	99
26)	I feel as though my healthcare team at Salud treats me with courtesy and respect.	1	2	3	4	5	6	99

27)	I feel as though my healthcare team at Salud listens carefully to me.	1	2	3	4	5	6	99
28)	I have the opportunity to ask my healthcare team at Salud questions and get answers that I understand.	1	2	3	4	5	6	99
29)	I feel comfortable asking my healthcare team questions and giving them feedback.	1	2	3	4	5	6	99
30)	I would recommend Salud to friends and family.	1	2	3	4	5	6	99

Additional Comments:

31) What questions do you wish your healthcare provider/healthcare team had asked you at your last appointment?

Comments:

32) What suggestions do you have for Salud / your healthcare provider to improve the way you receive care?

Additional Comments:

33) Are you familiar with or have you used the following services AT SALUD? (circle up to 2 options)

- 1 I have used dental services at Salud
- 2 I have used behavioral services at Salud
- 3 I know Salud offers dental services but haven't used them
- 4 I know Salud offers behavioral services but haven't used them
- 5 I didn't know Salud offered dental services
- 6 I didn't know Salud offered behavioral services
- 99 Doesn't want to respond

34) Would you be willing to participate in a more in-depth interview in future steps of this project?

- 1 Yes
- 2 No

If yes: telephone number or email: _____

General demographics

35) Gender

- 1 Male
- 2 Female
- 3 Other _____

36) How old are you? _____

37) What is the highest level of school you have completed?

- 1 No schooling
- 2 Elementary school or less
- 3 Middle school
- 4 Some high school
- 5 High school degree or equivalent (GED)
- 6 Some college or 2-year degree
- 7 Bachelor's degree
- 8 Graduate or professional degree
- 99 Doesn't know/doesn't want to respond

38) Which race/ethnicity best describes you?

- 1 White/Euroamerican
- 2 Hispanic/Latino
- 3 Black/African-American
- 4 Asian
- 5 Arab
- 6 American Indian or Indigenous
- 7 Native Hawaiian or Pacific Islander
- 8 Multi-ethnic or multi-racial _____
- 9 Other _____
- 99 Doesn't know/doesn't want to respond

39) What language do you feel most comfortable speaking?

- 1 English
- 2 Spanish
- 3 Somali
- 4 Chinese
- 5 Vietnamese
- 6 Arabic
- 7 Burmese
- 8 Indigenous language (e.g., Navajo, Hopi, Mixtec, Zapotec)
- 9 Russian
- 10 Tagalog
- 11 Other: _____
- 99 Doesn't know/doesn't want to respond

Additional Comments: