

Attachment R

Summary of Revisions Made to the Instruments and Study Procedures

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SUMMARY OF CHANGES MADE TO THE SURVEY INSTRUMENTS AND STUDY PROCEDURES

General Population Instrument

1. Added Introduction: “I’d like to begin by asking you some questions about your health care and health information.”
2. Moved Q.17 to #1
3. Moved Q.18 to #2
4. Moved Q.19 to #4
5. Moved Q.16 to #5
6. Added New item #3
 3. In the last year, have you heard or read anything about racial and ethnic disparities in health and health care in America?
 1. YES → (IF YES, BRIEFLY DESCRIBE AND/OR PROVIDE EXAMPLES)
 2. NO
7. Changed the numbering of all the items due to the above changes.
8. Added “(SELECT ALL THAT APPLY)” to Q.1 (previously Q.17)
9. Added new item # 25:
 25. In general, how would you describe your own health? Would you say it is excellent, very good, good, fair or poor?
 1. EXCELLENT
 2. VERY GOOD
 3. GOOD
 4. FAIR
 5. POOR
 8. (DON’T KNOW)
 9. (REFUSED)

Physicians Instrument

1. Added new introduction- “These first few questions ask about your practice and public health information.”

2. Added new item: Q.1

1. How would you describe the practice where you see most of your patients (i.e., your main practice)?

- General hospital
- Private practice
- Teaching hospital
- Local health department
- Community health clinic
- Campus health center
- Other (Specify _____)

3. Added new item: Q.2

2. What percentage of your patients are (check only one percentage for each group):

	Less than 10%	11- 25%	26-50%	Over 50%
White:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Black or African American	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hispanic/Latino	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asian American/Pacific Islander	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify _____)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Moved Q.18 to #3.

Also in the item (New Q.3), “healthcare” should be changed to “health care” in the item question- “In the last year, have you heard or read anything about racial and ethnic disparities in health and health care in America?”

Response options should be as follows:

- Yes → (If yes, briefly describe _____)
- No

5. Moved Q.19 to #4

6. Moved Q.17 to #5. Add comma after “i.e.” in response option 2- “language assistance services (i.e., bilingual staff, interpreter services)”

7. Deleted Q.16-

In terms of receiving quality health care services, how important do you view the following for patients whose cultural attributes or whose preferred language spoken differs from those of their physician?

a. The patient receives care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

- Very important
- Important
- Moderately important
- Of little importance
- Unimportant

b. The organization/physician employs staff at all levels and across all disciplines who receive ongoing education and training in culturally and linguistically appropriate service delivery.

- Very important
- Important
- Moderately important
- Of little importance
- Unimportant

c. The organization/physician offers language assistance services, including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, in a timely manner during all hours of operation.

- Very important
- Important
- Moderately important
- Of little importance
- Unimportant

8. Changed the numbering of all the items due to the above changes
9. Changed wording of Q.5 (Previously Q.17) to “Does the organization where you currently practice offer the following **(check all that apply):**”
10. Replaced “people” with “doctors” in the intro preceding Q.21 (Previously Q.20) and replaced “are” with “is.”
11. Changed wording on pg.5 (Intro) to “For the next few questions, please think about *African Americans* in our country today.”
12. Changed wording on pg.11 (Intro) to “These last questions are designed to help us better understand the doctors who participate in our survey.”

Interview Scripts

1. Added items after script item S2:

- FLUENT** **INTERVIEWER LANGUAGE OBSERVATION: IS RESPONDENT A FLUENT ENGLISH SPEAKER?**
1 Yes IF YES CONTINUE INTERVIEW IN ENGLISH, GO TO S2TAPE
2 No IF NO GO TO LANG2
- LANG2** IS ANY OTHER LANGUAGE BESIDE ENGLISH SPOKEN IN YOUR HOME?
1 YES (OR DOES NOT UNDERSTAND THE QUESTION IN ENGLISH)
2 NO
- LANG3** WOULD YOU LIKE TO CONTINUE THE INTERVIEW IN ENGLISH OR ANOTHER LANGUAGE SUCH AS SPANISH, CHINESE, VIETNAMESE, KOREAN?
1 CONTINUE THE INTERVIEW IN ENGLISH (GO TO S2TAPE)
2 SPANISH
3 CHINESE
4 VIETNAMESE
5 KOREAN
6 SOME OTHER LANGUAGE (NOTE LANGUAGE AND DISCONTINUE INTERVIEW)

2. Add to the script a note for interviewers to alert respondent- “listen to the response options carefully. If you would like me to repeat them, please let me know.”