## Staff Survey

**Provider Organizational Health Literacy Perceptions Survey**

*This survey is about the health literacy practices that happen within the Virginia Department of Health. Health literacy practices are all customer-centered care activities and protocols that involve making sure customers can understand and act on health-related information provided to them.*

*Choose one answer for each question unless directed otherwise. Please answer honestly; your individual responses will only be seen by the research team at Virginia Tech.*

**The first set of questions asks you about health literacy practices you may do during your job.**

1. I know how to identify, prepare and simplify written materials so they are easier to read.

☐ Always ☐Usually ☐Sometimes ☐Rarely/Never ☐Not sure ☐Not applicable for my role

2. I use clear oral communication techniques (e.g., uses plain, everyday words, limit to 3-5 main points, and information is specific and concrete).

☐ Always ☐Usually ☐Sometimes ☐Rarely/Never ☐Not sure ☐Not applicable for my role

3. I have received awareness and sensitivity training about health literacy issues.

☐ Always ☐Usually ☐Sometimes ☐Rarely/Never ☐Not sure ☐Not applicable for my role

4. I ask customers to state key points in their own words (i.e., teach-back method) to assess understanding of care instructions.

☐ Always ☐Usually ☐Sometimes ☐Rarely/Never ☐Not sure ☐Not applicable for my role

5. I encourage customers to ask questions by using these words: “What questions do you have?” instead of “Do you have any questions?”

☐ Always ☐Usually ☐Sometimes ☐Rarely/Never ☐Not sure ☐Not applicable for my role

6. I work with customers to discuss priorities and develop action plans to promote changes in behaviors or practices.

☐ Always ☐Usually ☐Sometimes ☐Rarely/Never ☐Not sure ☐Not applicable for my role

7. I demonstrate knowledge and sensitivity to customers’ cultural beliefs and customs.

☐ Always ☐Usually ☐Sometimes ☐Rarely/Never ☐Not sure ☐Not applicable for my role

**This next set of questions asks you to rate how well *your unit* engages in different health literacy practices to help your customers better understand and be able to act on health-related information. When answering these questions, think about your unit, or the group in your health district that you regularly work with.**

*Written Communication Practices*

8. All forms intended for customer use or data collection are concise, limit jargon, and are designed using standard techniques to make them easy to read.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

9. At least one staff member knows how to identify, prepare and simplify written materials so they are easier to read.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

10. Staff pilot test new written materials for appeal and comprehension with a few customers.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

11. Staff have reviewed all of our written materials to check how easy they are to read using a readability formula.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

12. Customer education materials are concise, limit jargon, and are designed using standard techniques to make them easy to read.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

13. Lab and test results letters are concise, limit jargon, and are designed using standard techniques to make them easy to read (e.g., avoid the use of “positive” or “negative” results).

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

14. Appointment slips are clear and concise. They provide contact information for customers with questions and, when needed, include preparation instructions that are easy to understand.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

15. Staff assesses customer’s language preference.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

*Oral Communication Practices*

16. Staff uses clear oral communication techniques (e.g., uses plain, everyday words, limit to 3-5 main points, and information is specific and concrete)

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

17. Staff does not use medical jargon when communicating with customers (e.g., not using words like anticoagulant, hypertension, NPO).

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

18. Staff does not talk too fast when communicating with customers.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

19. Staff members have received awareness and sensitivity training about health literacy issues.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

20. All levels of practice staff have agreed to support changes to improve customer understanding.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

21. Staff offers everyone help regardless of appearance (e.g., filling out forms, giving directions).

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

22. Staff members who have customer contact can identify behaviors that may indicate literacy problems.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

23. Staff uses audio/video materials and/or visual aids to promote better understanding and enhance communication with customers (e.g., food models for portion sizes, model of body part, and instructional videos).

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

24. Staff talks with customers about any education materials they receive during the visit and emphasizes the important information.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

25. Staff asks customers to state key points in their own words (i.e., teach-back method) to assess understanding of care instructions.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

26. Staff encourages customers to ask questions by using these words: “What questions do you have?” *instead of* “Do you have any questions?”

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

27. Staff uses trained interpreters or language services with customers who do not speak English well.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

28. When staff gives directions for finding the office, they refer to familiar landmarks and public transportation routes as needed.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

29. Our staff reviews medications with customers at least annually, and after any significant medical event to ensure concordance between customer and clinical recommendations.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

30. Our staff discusses different methods for taking medications correctly and offers customers assistance setting up a system (e.g., pill box, pill chart).

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

*Self-Management and Empowerment Practices*

31. Staff creates an environment that encourages our customers to ask questions and get involved with their care.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

32. Staff encourages customers to write down questions while waiting for their appointment.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

33. Staff have clear roles and responsibilities about teaching customers’ self-management skills (e.g., dietary advice, using a glucometer or inhaler).

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

34. Our staff contacts our customers between office visits to ensure understanding or to follow up on plans made during the visit.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

35. Staff confirms (by mail or phone) customer follow through after a referral is made.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

36. Our unit requests feedback from customers.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

37. Staff work with customers to discuss priorities and develop action plans to promote changes in behaviors and practices.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

*Supportive Systems*

38. Staff asks customers if they need extra support and offers to work together with them.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

39. Staff assesses customer’s non-medical barriers and takes initiative to address them and provide appropriate referrals or extra support as needed.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

40. Staff assists customers to find affordable medications and fill out applications as needed.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

41. Staff asks customers if they would like help understanding their bills or insurance forms.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

42. Staff maintains an updated list of community resources and refers customers as needed.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

43. Staff helps customers to access community-based programs (e.g., adult literacy, English for speakers of other languages, stop smoking, weight loss).

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

44. Staff demonstrates knowledge and sensitivity to customers’ cultural beliefs and customs.

☐ Doing Well ☐ Needs Improvement ☐ Not doing ☐ Not sure ☐ Not applicable

**The last set of questions asks about you so we can learn about more about the people taking the survey.**

45. Which unit do you work *most* closely with?

☐ Administrative ☐ Environmental Health ☐ Epidemiology & Emergency Response

☐ Health Education ☐ Nursing ☐ WIC ☐ Other

46. Which health district do you work in *most often*?

☐ Cumberland Plateau ☐ Lenowisco ☐ Mt Rogers ☐ New River

47. What is your position title? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

48. How many years have you been in this position? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

49. How many years have you been working with VDH? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

50. What is your highest level of educational attainment?

☐ High School Diploma / GED ☐ Associate’s degree ☐ Bachelor’s degree ☐ Graduate degree

51. I have completed previous professional development about health literacy, including learning strategies to help those with low health literacy be better able to understand and act on health-related information.

☐ Yes ☐ No ☐ Not Sure

If yes, can you please describe what this/these experiences?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

52. Ensuring that customers understand the health-related information provided to them could strengthen the effect of services provided to by VDH

☐ Strongly Disagree ☐Disagree ☐Neither Disagree or Agree ☐ Agree ☐Strongly Agree

Please describe why you choose this answer.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

53. What is your gender?

🞏 Male 🞏 Female 🞏 Other 🞏 Do not wish to answer

54. What year were you born? \_\_\_\_\_\_\_

55. Which of the following best describes you? *Choose all that apply*.

🞏 White 🞏Black/African American 🞏 Asian   
🞏 Native Hawaiian / Pacific Islander 🞏 American Indian/Alaskan Native 🞏 Other \_\_\_\_\_\_\_\_\_\_\_\_   
🞏 I do not wish to reply