

**On Line Version**  
**PHYSICIAN END-OF-STUDY QUESTIONNAIRE**  
**PATIENT-PHYSICIAN PARTNERSHIP STUDY**

**THE BRIDGE STUDY**

Thank you for participating in this study of patient-physician communication funded by the National Heart, Lung, and Blood Institute, the Agency for Healthcare, Research and Quality, and the Fetzer Foundation. Physicians who have already agreed to be part of the Patient-Physician Partnership to Improve HBP Adherence Study or the Bridge Study have been invited to participate. Please begin the survey when you have 20 minutes of uninterrupted time and are in a location with few distractions.

The survey is divided into 4 sections. The first section deals with your practice and experiences, the second section includes questions about cultural issues in healthcare and the third section includes 3 cognitive tests. In section 4, frequently asked questions have been created to provide you with more information. Please sign the consent form you received in the mail and return it in the self-addressed, stamped envelope that was provided. If you need another consent form or you have further questions you may call Dr. Lisa A. Cooper at Johns Hopkins University at (410) 614-3659 or email her at [lisa.cooper@jhmi.edu](mailto:lisa.cooper@jhmi.edu).

**STATEMENT OF CONFIDENTIALITY**

Your participation in this study is completely voluntary and you are free to discontinue participation at any time by closing your browser to end the session. Your personal access code will not be associated with your answers to the survey, and all links to your name will be destroyed once you complete the survey.

Please do not discuss this study with your colleagues because this may compromise the integrity of this study.

**Privacy Statement**

This survey uses the same secure hypertext transfer protocol (HTTPS) that banks and other commercial websites uses to transfer credit card information in an encryption format. This provides strong security for data transfer to and from our website and no personally identifying information will be collected.

This research also uses transient or "session" cookies to track progress through individual studies. However, these session tags disappear once a web browser is closed. No permanent cookies will be stored on participant machines.

1. In general, would you say your **physical** health is:

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

2. In general, would you say your **emotional** health is:

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

3. Within the past two years, have you participated in a continuing medical education (CME) training course in **communication skills**? Yes 1 No 2

Note: this includes one of the Triple P or Bridge Study clinician interventions.

3a. How would you rate the communication skills training you received?

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

4. Within the past two years, have you ever completed a CME course or conference focused on **hypertension management**? Yes 1 No 2

Note: This includes the Triple P clinician intervention

4a. How would you rate the **hypertension management** training you received?

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

5. Within the past two years, have you ever completed a CME course or conference focused on **depression management**? Yes 1 No 2

Note: This includes the Bridge Study clinician intervention.

5a. How would you rate the **depression management** training you received?

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

6. Have you participated in a CME course or conference focused on **diabetes management**? Yes 1 No 2

6a. How would you rate the **diabetes management** training you received?

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

7. Have you participated in a CME course or conference focused on **chronic kidney disease management**? Yes 1 No 2

7a. How would you rate the **chronic kidney disease management** training you received?

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

8. Have you participated in a CME course or conference focused on **cultural competence or cultural diversity**? Yes 1 No 2

8a. How would you rate the **cultural competence or cultural diversity** training you received?

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

	very confident	somewhat confident	not very confident	not at all confident
9a. How confident are you in your ability to care for <b>patients with hypertension</b> ?	1	2	3	4
9b. How confident are you in your ability to care for: <b>patients with depression</b> ?	1	2	3	4
9c. How confident are you in your ability to care for: <b>patients who have diabetes</b> ?	1	2	3	4
9d. How confident are you in your ability to care for: <b>patients who have chronic kidney disease</b> ?	1	2	3	4
9e. How confident are you in your ability to care for: <b>patients who do not adhere to your recommendations</b> ?	1	2	3	4
9f. How confident are you in your ability to care for: <b>socially disadvantaged patients</b> ?	1	2	3	4
9g. How confident are you in your ability to care for: <b>ethnic minority patients</b> ?	1	2	3	4

10. When there are a variety of treatment options, how often do you:

	Very often	Often	Sometimes	Rarely	Never
a. Give patients a <b>choice</b> in the decision?	0	1	2	3	4
b. Make an effort to give patients <b>control</b> over their treatment?	0	1	2	3	4
c. Ask patients to take <b>responsibility</b> for their treatment?	0	1	2	3	4

11. With respect to your practice today, please indicate your level of agreement or disagreement with the following

patient care issue:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
a. I am able to communicate effectively with my patients.	1	2	3	4	5
b. It is easy for me to gain patients' trust.	1	2	3	4	5
c. I am able to establish patients as partners in their treatment.	1	2	3	4	5

For questions 12-20, if you are not sure, please give us your best guess or estimate.

12. What percentage of your patients are different from you in terms of race and ethnicity? \_\_\_\_\_ %

Note: If you are not sure, please give us your best guess or estimate.

13. What percentage of the **physicians** in your office are:

(a) \_\_\_\_\_ % white  
 (b) \_\_\_\_\_ % African-American  
 (c) \_\_\_\_\_ % Hispanic  
 (d) \_\_\_\_\_ % Asian-American  
 (e) \_\_\_\_\_ % Other ethnic group

Note: If you are not sure, please give us your best guess or estimate.

Note: Percentages must add exactly to 100. Please complete each box even if the answer is zero.

14. What percentage of **other personnel** working in your office are:

(a) \_\_\_\_\_ % white  
 (b) \_\_\_\_\_ % African-American  
 (c) \_\_\_\_\_ % Hispanic  
 (d) \_\_\_\_\_ % Asian-American  
 (e) \_\_\_\_\_ % Other ethnic group

Note: If you are not sure, please give us your best guess or estimate.

Note: Percentages must add exactly to 100. Please complete each box even if the answer is zero.

15. Do you have patient education materials that are specifically tailored to your patients' race/ethnicity? **Yes** **No**  
 1 2

Note: If you are not sure, please give us your best guess or estimate.

16. Are patient educational materials in any language other than English offered in your office? **Yes** **No**  
 1 2

Note: If you are not sure, please give us your best guess or estimate.

17. For patients with chronic disease like asthma, diabetes, depression or hypertension, is a particular staff person, not a physician, identified for them to follow-up with or communicate with (chronic disease management)? **Yes** **No**  
 1 2

Note: If you are not sure, please give us your best guess or estimate.

18. Who is most likely to provide the health education to patients with chronic disease?

a. Physician  
 b. Nurse  
 c. Nurse's Aide  
 d. Community Health Worker  
 e. Social Worker  
 f. Other:

Note: If you are not sure, please give us your best guess or estimate.

19. Does your organization provide cultural diversity training for **physicians**? **Yes** **No**  
 1 2

Note: If you are not sure, please give us your best guess or estimate.

20. Does your organization provide cultural diversity training for <b>staff</b> ? Note: If you are not sure, please give us your best guess or estimate.	Yes 1	No 2
For questions 21-26, please circle your level of agreement with the following statements:		
	Strongly agree	Agree
	Neither agree or disagree	Somewhat disagree
	Strongly disagree	I prefer not to answer this question*
Note: We have tried to avoid objectionable questions. Nevertheless you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.		
21. Regardless of one's race, anyone can succeed in the United States if they try hard enough.	1	2
22. Being white carries significant advantages in our society.	1	2
23. I have the responsibility to learn about all the different groups of people that make up our society.	1	2
24. Racial minorities should conform to the customs and values of the racial majority	1	2
25. I should be aware of the different cultures that exist within my practice.	1	2
26. Everyone should have equal access to health care, regardless of race or social class.	1	2
What percentage of the time do you do the following when you care for patients from cultures different than your own?	0%-25%	26%-50%
27. When I see a patient from a culture unfamiliar to me, I seek information about his/her culture.	1	2
Note: If you are not sure, please give us your best guess or estimate.		
28. I ask patients to tell me about their own explanations of illness.	1	2
Note: If you are not sure, please give us your best guess or estimate.		
29. I adapt my care to patient's preferences.	1	2
Note: If you are not sure, please give us your best guess or estimate.		
30. I welcome feedback from co-workers about how I relate to patients from different cultures.	1	2
Note: If you are not sure, please give us your best guess or estimate.		

31. I remove barriers (e.g. lack of insurance, need for interpreter) that affect the quality of health care for patients of different cultures.

1

2

3

4

Note: If you are not sure, please give us your best guess or estimate.

32. Which group undergoes the **highest rate** of diabetes-related lower-leg amputations?

- a. Caucasians
- b. Hispanic Americans
- c. African Americans
- d. Asian Americans

Note: If you are not sure, please give us your best guess or estimate.

33. Which one of the following conditions is **least prevalent** among recent immigrants or refugees to the U.S.?

- a. Post traumatic stress disorder
- b. Hepatitis
- c. Tuberculosis
- d. Scurvy

Note: If you are not sure, please give us your best guess or estimate.

34. Language barriers are associated with which of the following outcomes?

- a. Reduced physician productivity
- b. Poorer patient adherence
- c. Lower rates of diagnostic tests
- d. Higher rates of nosocomial infection

Note: If you are not sure, please give us your best guess or estimate.

35. Who is the **least preferred** person to serve as an interpreter for a limited English speaking patient?

- a. A telephone interpreter
- b. Family member who is a minor
- c. Bilingual staff member
- d. Trained medical interpreter

Note: If you are not sure, please give us your best guess or estimate.

36. Which one of the following requires hospitals to provide free interpreter services to patients who are limited in English proficiency?

- a. Hill-Burton Act
- b. Title VI of the Civil Rights Act
- c. JCAHO Accreditation
- d. Medicare Policies

Note: If you are not sure, please give us your best guess or estimate.

37. Which one of the following is **not** one of the three leading causes of mortality among African Americans?

- a. Heart disease
- b. Cancer
- c. Substance abuse
- d. Cerebrovascular disease

Note: If you are not sure, please give us your best guess or estimate.

38. Which one of the following has a **lower incidence** rate but a **higher mortality** rate among African-American women compared to European American women?
- a. Cerebrovascular disease
  - b. Coronary artery disease
  - c. COPD
  - d. Breast Cancer

Note: If you are not sure, please give us your best guess or estimate.

39. Following a MI, who is least likely to undergo revascularization procedures (percutaneous transluminal coronary angioplasty or coronary artery bypass grafting)?
- a. White males
  - b. White females
  - c. African-American males
  - d. African-American females

Note: If you are not sure, please give us your best guess or estimate.

40. Which ethnic/racial group is the **least likely** to have health care coverage?
- a. African Americans
  - b. Hispanics
  - c. American Indians
  - d. Asian Americans

Note: If you are not sure, please give us your best guess or estimate.

41. Which one of the following is **NOT** believed to be a factor contributing to healthcare disparities among ethnic and racial minority groups?
- a. Low health literacy
  - b. Genetics
  - c. Clinician bias
  - d. Access to care

Note: If you are not sure, please give us your best guess or estimate.

42. How often do you think about your race?

- a. Never
- b. At least once a year
- c. At least once a month
- d. At least once a week
- e. At least once a day
- f. At least once an hour
- g. Constantly

d. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*

43. Within the past 12 months, on average, how do you think you were treated compared to people of other races?

- a. Better
- b. Worse
- c. The same

d. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*

44. This question is about your experiences getting care **in health care settings**. Within the past 12 months, when you went to get health care, how do you think you were treated compared to people of other races?

- a. Better
- b. Worse
- c. The same

d. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*

45. Within the past 30 days, have you felt emotionally upset (for example, angry, sad or frustrated) as a result of how **OTHER PEOPLE** were treated based on their race?

- a. Yes
- b. No

c. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*

46. In general, members of which group are more likely to be cooperative patients?

- a. African American Patients are extremely more likely.
- b. African American Patients are much more likely.
- c. African American Patients are moderately more likely.
- d. African American and European American patients are equally likely.
- e. European American patients are moderately more likely.
- f. European American patients are much more likely.
- g. European American patients are extremely more likely.

h. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*

47. Please rate your opinion about African Americans.
10. They are the most highly cooperative patients.
  - 9.
  - 8.
  - 7.
  - 6.
  5. They are moderately cooperative patients.
  - 4.
  - 3.
  - 2.
  - 1.
  0. They are the least cooperative patients.

11. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*

48. Please rate your opinion about European Americans.
10. They are the most highly cooperative patients.
  - 9.
  - 8.
  - 7.
  - 6.
  5. They are moderately cooperative patients.
  - 4.
  - 3.
  - 2.
  - 1.
  0. They are the least cooperative patients.

11. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*

49. Which statement best describes you?
- a. I strongly prefer European Americans to African Americans
  - b. I moderately prefer European Americans to African Americans.
  - c. I like European Americans and African Americans equally.
  - d. I moderately prefer African Americans to European Americans.
  - e. I strongly prefer African Americans to European Americans.

f. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*

50. My feelings towards African Americans are:

- 10. Extremely warm
- 9. Very warm
- 8. Warm
- 7. Moderately warm
- 6. Somewhat warm
- 5. Neither warm nor cold
- 4. Somewhat cold
- 3. Moderately cold
- 2. Cold
- 1. Very cold
- 0. Extremely cold

11. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*

51. My feelings toward European Americans are:

- 10. Extremely warm
- 9. Very warm
- 8. Warm
- 7. Moderately warm
- 6. Somewhat warm
- 5. Neither warm nor cold
- 4. Somewhat cold
- 3. Moderately cold
- 2. Cold
- 1. Very cold
- 0. Extremely cold

11. I prefer not to answer this question.\*

*\*We have tried to avoid objectionable questions. Nevertheless, you can choose to omit responses. Please minimize use of this option. The research conclusions will be on strongest grounds if all questions are answered.*