# CAHPS Cultural Competence Item Set 1-31-12

**Core 1.** Our records show that you got care from the provider named below in the last 12 months.

Name of provider label goes here

Is that right?

1☐ Yes
2☐ No → **If No, go to Core #26**

**CU1.** In the last 12 months, how often were the explanations this provider gave you hard to understand because of an accent or the way the provider spoke English?

1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

**CU2.** In the last 12 months, how often did this provider use medical words you did not understand?

1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

**CU3.** In the last 12 months, how often did this provider talk too fast when talking with you?

1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

**CU4.** In the last 12 months, how often did this provider ignore what you told him or her?

1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

**CU5.** In the last 12 months, how often did this provider interrupt you when you were talking?

4☐ Never
3☐ Sometimes
2☐ Usually
1☐ Always

**CU6.** In the last 12 months, how often did this provider show interest in your questions and concerns?

1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

**CU7.** In the last 12 months, how often did this provider answer all your questions to your satisfaction?

1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

**CU8.** In the last 12 months, how often did this provider use a condescending, sarcastic, or rude tone or manner with you?

1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

**CU9.** People sometimes see someone else besides their providers or specialists to help with an illness or to stay healthy. In the last 12 months, have you ever used an acupuncturist?

1☐ Yes

2☐ No

**CU10.** In the last 12 months, have you ever used an herbalist?

1☐ Yes
2☐ No

**CU11.** In the last 12 months, has this provider ever asked you if you have used an acupuncturist or an herbalist to help with an illness or to stay healthy?

1☐ Yes
2☐ No

**CU12.** Some people use natural herbs for health reasons or to stay healthy. Natural herbs include things such as ginseng, green tea, and other herbs. People can take them as a pill, a tea, oil, or a powder.

In the last 12 months, have you ever used natural herbs for your own health?

1☐ Yes
2☐ No

**CU13.** In the last 12 months, has this provider ever asked you if you used natural herbs?

1☐ Yes
2☐ No

**CU14.** In the last 12 months, how often have you been treated unfairly at this provider's office because of your race or ethnicity?

1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

**CU15.** In the last 12 months, how often have you been treated unfairly at this provider's office because of the type of health insurance you have or because you don't have health insurance?

1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

**CU16.** In the last 12 months, did you feel you could tell this provider anything, even things that you might not tell anyone else?

1☐ Yes, definitely
2☐ Yes, somewhat
3☐ No

**CU17.** In the last 12 months, did you feel you could trust this provider with your medical care?

1☐ Yes, definitely
2☐ Yes, somewhat
3☐ No

**CU18.** In the last 12 months, did you feel that this provider always told you the truth about your health, even if there was bad news?

1☐ Yes, definitely
2☐ Yes, somewhat
3☐ No

**CU19.** In the last 12 months, did you feel this provider cared as much as you do about your health?

1☐ Yes, definitely
2☐ Yes, somewhat
3☐ No

**CU20.** In the last 12 months, did you feel this provider really cared about you as a person?

1☐ Yes, definitely
2☐ Yes, somewhat
3☐ No

**CU21.** Using any number from 0 to 10, where 0 means that you do not trust this provider at all and 10 means that you trust this provider completely, what number would you use to rate how much you trust this provider?

- ☐ 0 Do not trust this provider at all
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Trust this provider completely

**CU22.** What is your preferred language? <specify relevant languages>

- ☐ English → **If English, go to Core #24**
- ☐ LANGUAGE 1
- ☐ LANGUAGE 2
- ☐ LANGUAGE 3
- ☐ LANGUAGE 4
- ☐ LANGUAGE 5
- ☐ LANGUAGE 6
- ☐ LANGUAGE 7
- ☐ LANGUAGE 8
- ☐ LANGUAGE 9
- ☐ Some other language

**CU23.** An interpreter is someone who helps you talk with others who do not speak your language. Interpreters can include staff from the doctor's office or telephone interpreters. In the last 12 months, did anyone in this provider's office let you know that an interpreter was available free of charge?

- [1] ☐ Yes
- [2] ☐ No

**CU24**. In the last 12 months, was there any time when you needed an interpreter at this doctor's office?

[1]☐ Yes
[2]☐ No→ **If Never, go to Core #24**

**CU25**. In the last 12 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?

[1]☐ Never
[2]☐ Sometimes
[3]☐ Usually
[4]☐ Always

**CU26.** In the last 12 months, how often did you use an interpreter provided by this office to help you talk with this provider?

[1]☐ Never→ **If Never, go to CU32**
[2]☐ Sometimes
[3]☐ Usually
[4]☐ Always

**CU27**. In the last 12 months, when you used an interpreter provided by this office who was the interpreter you used most often?

☐ A nurse, clerk, or receptionist from this office
☐ An interpreter provided in-person by this office
☐ A telephone interpreter provided by this office
☐ Someone else provided by this office

**CU28**. In the last 12 months, how often did this interpreter treat you with courtesy and respect?

[1]☐ Never
[2]☐ Sometimes
[3]☐ Usually
[4]☐ Always

**CU29.** Using any number from 0 to 10, where 0 is the worst interpreter possible and 10 is the best interpreter possible, what number would you use to rate this interpreter?

- ☐ 0 Worst interpreter possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best interpreter possible

**CU30.** In the last 12 months, did any of your appointments with this provider start late?

- [1] ☐ Yes
- [2] ☐ No

**CU31.** Did any of your appointments start late because you had to wait for an interpreter?

- [1] ☐ Yes
- [2] ☐ No

**CU32.** In the last 12 months, how often did you use a friend or family member as an interpreter when you talked with this doctor?

- [1] ☐ Never→ **If Never, go to Core #24**
- [2] ☐ Sometimes
- [3] ☐ Usually
- [4] ☐ Always

**CU33.** In the last 12 months, did you use friends or family members as interpreters because that was what you preferred?

- [1] ☐ Yes
- [2] ☐ No

**Core 26.** In general, how would you rate your overall health?

1☐ Excellent
2☐ Very good
3☐ Good
4☐ Fair
5☐ Poor

**Core 27.** In general, how would you rate your overall **mental or emotional** health?

1☐ Excellent
2☐ Very good
3☐ Good
4☐ Fair
5☐ Poor

**Core 28.** What is your age?

1☐ 18 to 24
2☐ 25 to 34
3☐ 35 to 44
4☐ 45 to 54
5☐ 55 to 64
6☐ 65 to 74
7☐ 75 or older

**Core 29.** Are you male or female?

1☐ Male
2☐ Female

**Core 30.** What is the highest grade or level of school that you have completed?

1☐ 8th grade or less
2☐ Some high school, but did not graduate
3☐ High school graduate or GED
4☐ Some college or 2-year degree
5☐ 4-year college graduate
6☐ More than 4-year college degree

**Core 31.** Are you of Hispanic or Latino origin or descent?

1☐ Yes, Hispanic or Latino
2☐ No, not Hispanic or Latino

**Core 32.** What is your race? Mark one or more.

1☐ White
2☐ Black or African American
3☐ Asian
4☐ Native Hawaiian or Other Pacific Islander
5☐ American Indian or Alaska Native
6☐ Other

**Core 33.** Did someone help you complete this survey?

1☐ Yes
2☐ No → **Thank you.**
**Please return the completed survey in the postage-paid envelope.**

**Core 34.** How did that person help you? Mark one or more.

1☐ Read the questions to me
2☐ Wrote down the answers I gave
3☐ Answered the questions for me
4☐ Translated the questions into my language
5☐ Helped in some other way

*Please print:* _____

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