

# Provider Follow up Survey

Please complete the survey below.

Thank you!

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**Thank you for agreeing to complete this survey. We will not share your responses with anyone in your clinic/unit. Please remember you can skip any questions you prefer not to answer.**

1. How well do you think the nurses and providers in your clinic/ on your unit work as a team?

- 1 Do not work well at all as a team
- 2
- 3
- 4
- 5
- 6 Work very well as a team
- I prefer not to answer

2. In general, how efficient do you feel you are in your visits/encounters?

- 1 Not at all efficient
- 2
- 3
- 4
- 5
- 6 Extremely efficient
- I prefer not to answer

3. How cohesive do you feel the entire clinic/unit (including front staff, nurses, nursing assistants, HUCs, and/or providers) is?

- 1 Not at all cohesive
- 2
- 3
- 4
- 5
- 6 Extremely cohesive
- I prefer not to answer

4. How much do you feel the entire clinic/unit has a common goal?

- 1 Does not have a common goal at all
- 2
- 3
- 4
- 5
- 6 Totally has a common goal
- I prefer not to answer

5. How much do you feel staff in your clinic/ on your unit treat each other with respect?

- 1 Do not treat with respect at all
- 2
- 3
- 4
- 5
- 6 Completely treat with respect
- I prefer not to answer

**For the following questions, please read each statement carefully and indicate how you feel on a scale of 1 to 5 where 1 is "Disagree" and 5 is "Agree".**

|  | Disagree 1            | 2                     | 3                     | 4                     | 5 Agree               | I prefer not to answer |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------------|
| 6. My patients and/or their caregivers do not want me to investigate psychosocial problems.                    | <input type="radio"/>  |
| 7. I cannot help patients with problems I have not experienced myself.   | <input type="radio"/>  |
| 8. I focus on organic disease because I cannot treat psychosocial problems.                                    | <input type="radio"/>  |
| 9. If I address psychosocial issues, patients will reject these issues and never return.                       | <input type="radio"/>  |
| 10. I feel guilty probing the psychosocial concerns of my patients.  | <input type="radio"/>  |
| 11. I find great satisfaction in treating psychosocial problems in patients in my practice.                    | <input type="radio"/>  |
| 12. I cannot help a patient with a psychosocial problem I have not resolved myself.                            | <input type="radio"/>  |
| 13. The psychosocial problems we all experience do not significantly influence the onset or course of disease. | <input type="radio"/>  |
| 14. One reason I do not consider information about psychosocial problems is the limited time I have available. | <input type="radio"/>  |
| 15. Evaluating/treating psychosocial problems will cause me to be more overburdened.                           | <input type="radio"/>  |

- |  |                       |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 16. So many issues to be investigated when seeing patients that I do not always consider psychosocial factors. | <input type="radio"/> |
| 17. Investigating issues of psychosocial problems decreases my efficiency.                                     | <input type="radio"/> |
| 18. Patients will become more dependent on me if I raise psychological concerns.                               | <input type="radio"/> |
| 19. Exploring psychosocial issues with the patient often causes me pain.                                       | <input type="radio"/> |

**The following questions are statements of job related feelings. Please read each statement carefully and decide if you ever feel this way about your job. If you have never had this feeling, select "0" (zero) before the statement. If you have had this feeling, indicate how often you feel it by selecting the number (from 1 to 6) that best describes how frequently you feel that way.**

|   | (0) Never             | (1) A few times a year | (2) Once a month or less | (3) A few times a month | (4) Once a week       | (5) A few times a week | (6) Every day         | I prefer not to answer |
|---|-----------------------|------------------------|--------------------------|-------------------------|-----------------------|------------------------|-----------------------|------------------------|
| 20. I feel emotionally drained from my work.  | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 21. I feel used up at the end of the workday.   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 22. I feel fatigued when I get up in the morning and have to face another day on the job. | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 23. I can easily understand how my patients feel about things.                            | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 24. I feel I treat some patients as if they were impersonal objects.                      | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 25. Working with people all day is really a strain for me.                                | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 26. I deal very effectively with the problems of my patients.                             | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 27. I feel burned out from my work.   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 28. I feel I'm positively influencing other people's lives through my work.               | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 29. I've become more callous toward people since I took this job.                         | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 30. I worry that this job is hardening me emotionally.                                    | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 31. I feel very energetic.  | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 32. I feel frustrated by my job.  | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |
| 33. I feel I'm working too hard on my job.  | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/>    | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>  |

- 34. I don't really care what happens to some patients.
- 35. Working with people directly puts too much stress on me.
- 36. I can easily create a relaxed atmosphere with my patients.
- 37. I feel exhilarated after working closely with my patients.
- 38. I have accomplished many worthwhile things in this job.
- 39. I feel like I'm at the end of my rope.
- 40. In my work, I deal with emotional problems very calmly.
- 41. I feel patients blame me for some of their problems.

**The next few questions are about the intervention you received as part of the coaching project.**

**How helpful did you find the coaching in improving how you...**

|  | Not at all helpful    | A little helpful      | Somewhat helpful      | Fairly helpful        | Very helpful          | I prefer not to answer |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------------|
| 42. Recognize patient negative emotion.                                  | <input type="radio"/>  |
| 43. Respond to patient negative emotion.                                 | <input type="radio"/>  |
| 44. Collaboratively set the agenda with the patient.                     | <input type="radio"/>  |
| 45. Assess how patients like to make decisions.                          | <input type="radio"/>  |
| 46. Promote behavior change among my patients.                           | <input type="radio"/>  |
| 47. Avoid confronting or persuading patients when they disagree with me. | <input type="radio"/>  |

48. Since receiving the coaching, have you made any changes in your clinical practice?

- Yes  
 No  
 I prefer not to answer

|   | None                  | A little bit          | Somewhat              | A good amount         | A great deal          | I prefer not to answer |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------------|
| 49. How much impact do you think the coaching will have on your effectiveness in communicating with patients? | <input type="radio"/>  |
| 50. How much do you think the coaching will assist you with challenging conversations?                        | <input type="radio"/>  |
| 51. How much of the coaching did you believe represented effective communication skills?                      | <input type="radio"/>  |
| 52. Overall, how much did you feel the coaching was worth your time?  | <input type="radio"/>  |

53. On a scale from 1 to 5 where 1 is "would not recommend at all" and 5 is "would definitely recommend", how much would you recommend this coaching to a colleague?

- 1 Would not recommend at all
- 2
- 3
- 4
- 5 Would definitely recommend
- I prefer not to answer

54. In what way would you improve the coaching?

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55. What was the most helpful aspect of the coaching?

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56. What was the least helpful aspect of the coaching?

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