

Appendix

Appendix: Clinician survey.

23/12/2024, 12:27

Person-Centred Care Communication Survey



Person-Centred Care Communication Survey

Thank you for participating in this short survey to help us understand the training and support available to health professionals in developing communication skills for person-centered care and shared decision making.

Person-centred care and shared decision making can be described as "a partnership among practitioners, patients, and their families that ensures that decisions respect the persons' wants, needs, and preferences, and that people have the education and support they need to make decisions and participate in their own care" (Institute of Medicine, 2001).

You are invited to take part in this project. Please read the information below before deciding whether or not to take part. If you decide not to participate, thank you for considering this request. This survey should take about 6 minutes of your time.

* Required

A co-design approach to utilising AI to improve communication skills within healthcare

INFORMATION FOR PARTICIPANTS

Ko wai ahau / Who am I?

My name is Melita Macdonald and I am a Masters student enrolled in *HLTH551 Professional Project* at Te Herenga Waka—Victoria University of Wellington. This project is work towards the final course of my Masters degree. I am also the Manager of the Simulation Service at Health NZ | Te Whatu Ora Capital, Coast and Hutt Valley.

He aha te whāinga mō tēnei rangahau / What is the aim of the project?

The purpose of this survey is to help us understand the training and support available to health professionals in developing communication skills for person-centred care and shared decision making. We aim to co-design a novel teaching and feedback tool for clinicians that supports increased capability in person-centred communication. Through improving the clinician's communication skills, we aim to empower patients and whānau - enabling increased health literacy, shared decision-making and equity of health outcomes. This project assignment has been approved by the Te Herenga Waka—Victoria University of Wellington Human Ethics Committee, Reference number #0000031569.

Ka pēhea tō āwhina mai / How can you help?

Your participation will support the project outcomes by providing a contemporary picture of the communication skills learning you engaged in as an undergraduate – and in your current role.

Ka ahatia ngā kōrero ka tukuna mai / What will happen to the information you give?

Your survey responses are anonymous. This means that nobody, including me or my supervisor will be aware of your identity. By answering it, you are giving consent for me to use your responses in the report that is written about the project. Your answers will remain completely anonymous and unidentifiable. Once you submit the survey, it will be impossible to retract your answer. Please do not include any personal identifiable information in your responses.

He aha ngā hua o te rangahau / What will the project produce?

The information from the project will be used in my final Project Report assignment and possibly academic publications and conferences.

Me hemea ngā pātai, he raruraru rānei, me whakapā ki a wai / If you have any questions or problems, who can you contact?

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Note that all responses are anonymous

Participating in this survey implies that you are willing for anonymous data collected to be used to inform an improvement project run by the Simulation Service, HNZ | Te Whatu Ora Capital, Coast and Hutt Valley.

1. What is your primary field of clinical practice at present? *

- Doctor - PGY1
- Doctor - PGY2
- Doctor - PGY3 or above including Registrars and SMOs
- Registered Nurse - NETP
- Registered Nurse (not NETP) - New Zealand qualified
- Registered Nurse - Internationally qualified
- Registered Nurse - Nurse Practitioner
- Midwife - New Graduate
- Midwife - Not new graduate
- Allied Health Profession
- Scientific or Technical Profession

2. Please select your age group *

- 20 - 25 years
- 26 - 30 years
- 31 - 35 years
- 36 - 40 years
- 41 - 45 years
- 46 - 50 years
- 50 years +

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3. Please indicate your ethnicity - choose as many that apply *

- Māori
- European/Pākehā
- Pacific Peoples
- Asian
- Middle Eastern
- Latin American
- African
- Other

4. Please indicate your gender *

- Woman
- Man
- Non-binary
- Prefer not to say

5. How many years of experience have you had working in healthcare? *

- 0-1 year
- 1-2 years
- 2-5 years
- 5-10 years
- More than 10 years

6. How comfortable and confident are you currently with explaining medical or care-related information in a way that is clear and understandable to people in your care and their whānau? *

- Very comfortable and confident
- Somewhat comfortable and confident
- Neutral
- Somewhat uncomfortable and apprehensive
- Very uncomfortable and apprehensive

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Person-Centred Care Communication Survey

Undergraduate Communication Skills Training - Person Centred Care

7. Did your undergraduate programme include any specific training in communication skills to support **person-centred care**? *

Yes

No

8. What type of training did you receive? *Select all that apply* *

Workshops

Coursework

Online learning

Role play

Simulations

Patient feedback

Other

9. How well did this training prepare you to effectively communicate with people and their whānau to enable person-centred care? *

Very effective

Somewhat effective

Neutral

Somewhat ineffective

Not effective

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Person-Centred Care Communication Survey

Undergraduate Communication Skills Training - Shared Decision Making

10. Did your undergraduate programme include any specific training in communication skills to support **shared decision making**? *

- Yes
- No

11. What type of training did you receive? *Select all that apply* *

- Workshops
- Coursework
- Online learning
- Role play
- Simulations
- Patient feedback
- Other

12. How well did this training prepare you to effectively communicate with people and their whānau to enable shared decision making? *

- Very effective
- Somewhat effective
- Neutral
- Somewhat ineffective
- Not effective

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Person-Centred Care Communication Survey

Your Current Workplace

13. Does your workplace provide opportunities to attend training where you can **practice and receive feedback** on your person-centred communication skills (e.g. lectures, role-playing, simulations)? *

- Yes (often)
- Yes (sometimes)
- Rarely
- No

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Person-Centred Care Communication Survey

Your Current Workplace

14. How easy is it to attend communication skills training when it is available? *



15. Have you attended any communications skills training at work in the last year? *

Yes

No

16. What communication skills training have you attended at work in the last year? *

17. How much time did the training take? *

0-1 hour

1-2 hours

2-3 hours

3-4 hours

4 - 8 hours

1-2 days

Other

18. How useful and applicable was the training to your work? *



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Person-Centred Care Communication Survey

'On the Job' Learning and Mentoring

19. In your current workplace, do you have opportunities to **observe** experienced colleagues demonstrate person-centered communication skills? *

- Yes (often)
- Yes (sometimes)
- Rarely
- No

20. In your current workplace, do you have the opportunity to **receive feedback** from experienced colleagues on your person-centred communication skills with real people in your care or their whānau? *

- Yes (often)
- Yes (sometimes)
- Rarely
- No

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Person-Centred Care Communication Survey

'On the Job' Learning and Mentoring

21. Is the feedback you receive beneficial to improving your skills? *

- Yes
- Somewhat
- No

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'On the Job' Learning and Mentoring

22. Would feedback be useful to help you improve your skills? *

- Yes
- Perhaps - please explain why below
- No - please explain why below

23. Please explain why you feel feedback may not be useful to help you improve your skills

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Person-Centred Care Communication Survey

AI-Based Learning

24. Would you be open to using an interactive AI tool that could provide evidence-based feedback and suggestions for improving your communication skills to support person-centred care and shared decision making? *

Yes

Maybe

No

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AI-Based Learning

25. What features would you find most helpful in an interactive AI tool for communication skills development and feedback? (Select all that apply) *

- Identifying my areas of strength and areas for improvement based on simulated interactions with the tool/avatar
- Offering feedback on the clarity and understandability of language I use
- Offering feedback on cultural appropriateness of the communication and approach I use
- Providing examples of clear and person-centered communication
- Providing examples of opportunities for shared decision-making
- Other

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Person-Centred Care Communication Survey

AI-Based Learning

26. What potential benefits do you think there might be to using evidenced-based AI tools for communication skills development? *

- Ease of access to training
- Evidenced based - reliability and validity
- Ability to practice more often
- Tailored feedback
- No risk to you or the patient and whānau when practicing
- Less threatening
- Having a transcript or summary of the interaction of the AI tool and key learning points
- Other

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AI-Based Learning

27. Please describe any concerns you may have about using AI tools for communication skills development.

28. Thank you for your participation in this survey! Please add any other thoughts or comments below.

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