

UNIVERSITY OF WASHINGTON SCHOOL OF MEDICINE



Quality of Communication Questionnaire

INTERVIEWER-ADMINISTERED VERSION

RESPONDENT ID _____

INTERVIEW DATE ____ / ____ / ____

Start time ____ : ____

Stop time ____ : ____

TOTAL TIME ____ (minutes)

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DOCTOR COMMUNICATION

We would like to know, in as much detail as possible, how good the doctor taking care of your lung/respiratory problems is at talking with you about your illness and the types of care that you would want if you became sicker or too sick to speak for yourself. We know that many people think very highly of their doctors. To help us improve communication between doctors and their patients, please be critical.

Using the following scale, where “0” is the worst you could imagine, and “10” is the best you could imagine, please tell me the best number for each statement.

*Interviewer: use response 888 when doctor did not do
Turn to the response scale card and read response options*

When talking with Doctor x_____ about important issues like becoming very ill, how good is he/she at:

	The very worst I could imagine										The very best I could imagine		Didn't Do	Don't Know
	0	1	2	3	4	5	6	7	8	9	10	888	999	
1. Using words that you can understand.	0	1	2	3	4	5	6	7	8	9	10	888	999	
2. Looking you in the eye.	0	1	2	3	4	5	6	7	8	9	10	888	999	
3. Including your loved ones in decisions about your illness and treatment.	0	1	2	3	4	5	6	7	8	9	10	888	999	
4. Answering all your questions about your illness and treatment.	0	1	2	3	4	5	6	7	8	9	10	888	999	
5. Listening to what you have to say.	0	1	2	3	4	5	6	7	8	9	10	888	999	
6. Caring about you as a person.	0	1	2	3	4	5	6	7	8	9	10	888	999	
7. Giving you his/her full attention.	0	1	2	3	4	5	6	7	8	9	10	888	999	

When talking with Doctor x_____ about important issues like becoming very ill, how good is he/she at:

	The very worst I could imagine										The very best I could imagine		Didn't Do	Don't Know
	0	1	2	3	4	5	6	7	8	9	10	888	999	
8. Talking with you about your feelings concerning the possibility that you might get sicker.	0	1	2	3	4	5	6	7	8	9	10	888	999	
9. Talking to you about the details concerning the possibility that you might get sicker.	0	1	2	3	4	5	6	7	8	9	10	888	999	
10. Talking to you about how long you might have to live.	0	1	2	3	4	5	6	7	8	9	10	888	999	
11. Talking to you about what dying might be like.	0	1	2	3	4	5	6	7	8	9	10	888	999	
12. Talking with your loved ones about what your dying might be like.	0	1	2	3	4	5	6	7	8	9	10	888	999	
13. Involving you in the decisions about the treatments that you want if you get too sick to speak for yourself.	0	1	2	3	4	5	6	7	8	9	10	888	999	
14. Asking about the things in life that are important to you.	0	1	2	3	4	5	6	7	8	9	10	888	999	
15. Respecting the things in your life that are important to you.	0	1	2	3	4	5	6	7	8	9	10	888	999	
16. Asking about your spiritual or religious beliefs.	0	1	2	3	4	5	6	7	8	9	10	888	999	
17. Respecting your spiritual or religious beliefs.	0	1	2	3	4	5	6	7	8	9	10	888	999	

The next two questions ask you to rate how comfortable this doctor is in talking about dying and about how well this doctor communicates with you.

18. How comfortable do you feel your doctor is talking about dying? On the scale below,

0 = “not at all comfortable and 10 = “extremely comfortable” (Circle one number)

Not at all comfortable											Extremely comfortable		<i>I do not know</i>
0	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

19. Overall, how would you rate this doctor’s communication with you? On the scale below,

0 = “the very worst I could imagine” and 10 = “the very best I could imagine” (Circle one number)

The very worst I could imagine											The very best I could imagine
0	1	2	3	4	5	6	7	8	9	10	