

New York State Department of Health AIDS Institute

2016 HIV Quality of Care Program Review

Measuring Stigma and Discrimination Among Healthcare Practice Site Staff (Adapted for New York State)

The Health Policy Project's tool "Measuring HIV Stigma and Discrimination Among Health Facility Staff: Comprehensive Questionnaire" was developed and field tested in China, Dominica, Egypt, Kenya, Puerto Rico, St. Christopher & Nevis. This tool was created to be a brief, globally standardized questionnaire for measuring HIV-related stigma and discrimination in healthcare practice sites as well as a tool to be used in the creation and improvement of stigma reduction programming at the healthcare practice site-level.

The NYSDOH AIDS Institute Stigma Sub-Committee adapted the Health Policy Project "Measuring HIV Stigma and Discrimination Among Health Facility Staff: Comprehensive Questionnaire" for practice sites in NYS to administer to staff. The survey contains questions on healthcare practice site-level and personal-level HIV-related stigma with an additional section on key population-related stigma consisting of people of transgender/gender non-conforming experience, women, men who have sex with men (MSM)/men who identify as gay or bisexual, people of color, and people living with a mental health diagnosis.

This survey will take 15-20 minutes to complete. Your participation in this survey is voluntary and to ensure confidentiality, your name will not be on the survey. Please write or select the answer, as appropriate, that best represents what you think or feel. Your responses will have no adverse effect on your occupational standing.

SECTION 1: BACKGROUND INFORMATION

First we will ask about your background.

1. How old were you at your last birthday? _____ years
2. a. What sex were you assigned at birth?
 Male Female
- b. What is your current gender identity?
 Male Female Trans male/ Trans man Trans female/ Trans woman
 Genderqueer/Gender non-conforming Different identity (please specify) _____
3. What is your sexual orientation?
 Lesbian Gay Bisexual Straight Different orientation (*please specify*) _____
4. What is your race/ethnicity (*check all that apply*)?
 Black /African American Hispanic/Latino(a) Caucasian/White
 American Indian/Alaskan Native Asian Native Hawaiian/Pacific Islander
 Different race/ethnicity (*please specify*) _____
5. What is your current job?
 Cleaning Staff Clinic Manager Patient Educator
 Medical Technician Medical Records Personnel Nurse Nurse Practitioner
 Nutritionist Peer Educator Pharmacist Pharmacy Staff
 Phlebotomist Physician Physician Assistant
 Psychiatrist/psychologist Receptionist Security Guard
 Social Worker/Case Manager Substance Use Counselor
 Different job (*please specify*): _____
6. How many years have you been working at a healthcare practice site that provides HIV care and treatment?
 _____ years
 a. *In a typical week*, approximately how many HIV-positive patients do you provide with care or services?

7. Did you ever receive training in the following subjects? (Check all that apply).
 - a. HIV stigma and discrimination
 - b. Key population stigma and discrimination
 - i. *Key populations = People of transgender/gender non-conforming experience, Women, Men who have sex with men (MSM)/Men who identify as gay or bisexual, People living with mental illness, People of color*
 - c. Patient confidentiality and privacy

SECTION 2: HEALTHCARE PRACTICE SITE ENVIRONMENT

Now we will ask about practices in your healthcare practice site and your experiences working in a site that provides care to people living with HIV.

- 8. *In the past 12 months*, how often have you observed the following in your healthcare practice site?
 - a. Healthcare workers unwilling to care for a patient living with or thought to be living with HIV.
 Never Once or twice Several times Most of the time
 - b. Healthcare workers providing poorer quality of care to a patient living with or thought to be living with HIV than to other patients.
 Never Once or twice Several times Most of the time
 - c. Healthcare workers talking badly about people living with or thought to be living with HIV.
 Never Once or twice Several times Most of the time

SECTION 3: HEALTHCARE PRACTICE SITE POLICIES

Now we are going to ask about the healthcare practice site policy and work environment.

- 9. I will get in trouble at work if I discriminate against patients living with HIV.
 Yes No I don't know

- 10. My healthcare practice site has written guidelines to protect patients living with HIV from discrimination.
 Yes No I don't know

- 11. There are adequate supplies in my healthcare practice site that reduce my risk of becoming infected with HIV.
 Yes No I don't know

- 12. There are standardized procedures/protocols in my healthcare practice site that reduce my risk of becoming infected with HIV.
 Yes No I don't know

Comments:

SECTION 4: OPINIONS ABOUT PEOPLE LIVING WITH HIV

Now we are going to ask about opinions related to people living with HIV.

13. Do you strongly agree, agree, disagree or strongly disagree with the following statements?

- a. Most people living with HIV have had many sexual partners.
 Strongly agree Agree Disagree Strongly disagree
- b. People get infected with HIV because they engage in irresponsible behavior.
 Strongly agree Agree Disagree Strongly disagree
- c. Most people living with HIV do not care if they infect other people.
 Strongly agree Agree Disagree Strongly disagree
- d. People living with HIV should feel ashamed of themselves.
 Strongly agree Agree Disagree Strongly disagree
- e. HIV is punishment for bad behavior.
 Strongly agree Agree Disagree Strongly disagree

14. Women living with HIV should be allowed to have babies if they wish.

- Strongly agree Agree Disagree Strongly disagree

15. Please tell us if you strongly agree, agree, disagree or strongly disagree with the following statement:

- a. If I had a choice, I would prefer not to provide services to people who inject illegal drugs.
 Strongly agree → go to question 15b
 Agree → go to question 15b
 Disagree → skip to next section
 Strongly disagree → skip to next section
- b. I prefer not to provide services to people who inject illegal drugs because (check all that apply):
 - i. They put me at a higher risk for disease.
 Strongly agree Agree Disagree Strongly disagree I don't know
 - ii. This group engages in immoral behavior.
 Strongly agree Agree Disagree Strongly disagree I don't know
 - iii. I have not received training to work with this group.
 Strongly agree Agree Disagree Strongly disagree I don't know
 - iv. People who inject illegal drugs are disruptive.
 Strongly agree Agree Disagree Strongly disagree I don't know
 - v. People who inject illegal drugs do not deserve the same amount of treatment/care time as people who do not abuse drugs.
 Strongly agree Agree Disagree Strongly disagree I don't know

Comments:

SECTION 5: QUESTIONS ON KEY POPULATIONS

Now we are going to ask you questions regarding attitudes and stigma in key populations at your healthcare practice site; please answer without consideration toward their HIV status (unless otherwise stated).

Men who have sex with men (MSM)/men who identify as gay or bisexual (all questions in this section refer to MSM/men who identify as gay or bisexual who are not transgender or gender non-conforming)

1. In the past 12 months, how many MSM/men who identify as gay or bisexual have been treated in your healthcare practice site?				
<input type="checkbox"/> 0-10 <input type="checkbox"/> 11-50 <input type="checkbox"/> 51-200 <input type="checkbox"/> 201 or greater <input type="checkbox"/> Not applicable				
2. In the past 12 months, how often have you observed the following in your healthcare practice site?				
	<i>Never</i>	<i>Once or Twice</i>	<i>Several Times</i>	<i>Most of the time</i>
a. Other healthcare workers providing poorer quality of care to a MSM/men who identify as gay or bisexual than to other patients.				
b. Other healthcare workers talking badly about MSM/men who identify as gay or bisexual (ex. making negative comments, speaking harshly to or about, using derogatory language).				
3. Do you agree or disagree with the following statements?				
	<i>Agree</i>	<i>Disagree</i>	<i>I Don't Know</i>	
a. My healthcare practice site has a policy for addressing discriminatory comments and behavior by health facility staff towards MSM/men who identify as gay or bisexual.				
b. My health clinic has MSM/men who identify as gay or bisexual-focused medical and support services that we offer, either in clinic or by referral in the community.				
c. My health clinic offers and provides counseling on pre-exposure prophylaxis (PrEP) and post-exposure prophylaxis (PEP) to MSM/men who identify as gay or bisexual and their sexual partners.				
<i>Please see next page for more questions</i>				

4. Do you strongly agree, agree, disagree or strongly disagree with the following statements about your healthcare practice site?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I Don't Know</i>	<i>Not Applicable</i>
a. My health clinic creates a welcoming environment by having MSM/men who identify as gay or bisexual-positive cues in the clinic (pictures, posters, education materials, resource materials, stickers, buttons, etc.)						
b. I have received training (in-service, cultural competence class, group discussion, etc.), <i>in the past 12 months</i> , on how to properly treat MSM/men who identify as gay or bisexual.						
c. I have received training (in-service, webinar, group discussion, etc.), <i>in the past 12 months</i> , on how to properly screen MSM/men who identify as gay or bisexual for sexually transmitted infections.						
5. Do you strongly agree, agree, disagree or strongly disagree with the following statements?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I Don't Know</i>	<i>Not Applicable</i>
a. I am comfortable talking about sexual practices with MSM/men who identify as gay or bisexual.						

Comments:

People of transgender and gender non-conforming experience (TGNC)

1. In the past 12 months, how many transgender/gender non-conforming (TGNC) patients have been treated in your healthcare practice site?				
<input type="checkbox"/> 0-1 <input type="checkbox"/> 2-10 <input type="checkbox"/> 11-20 <input type="checkbox"/> 21-40 <input type="checkbox"/> 41 or greater <input type="checkbox"/> Not applicable				
2. In the past 12 months, how often have you observed the following in your healthcare practice site?				
	<i>Never</i>	<i>Once or Twice</i>	<i>Several Times</i>	<i>Most of the time</i>
a. Other healthcare workers providing poorer quality of care to TGNC patients than to other patients.				
b. Other healthcare workers talking badly about TGNC people (ex. making negative comments, speaking harshly to or about, using derogatory language).				
3. Do you agree or disagree with the following statements?				
	<i>Agree</i>	<i>Disagree</i>	<i>I Don't Know</i>	
a. My healthcare practice site has a policy for addressing discriminatory comments and behavior by healthcare workers towards TGNC people.				
b. My healthcare practice site has gender-neutral bathrooms available for TGNC patients, and makes patients aware of this.				
c. My healthcare practice site has TGNC-focused medical and support services that we offer, either in clinic or by referral in the community.				
d. My healthcare practice site offers and provides counseling on pre-exposure prophylaxis (PrEP) and post-exposure prophylaxis (PEP) to TGNC and their sexual partners.				
<i>Please see next page for more questions</i>				

4. Do you strongly agree, agree, disagree or strongly disagree with the following statements about your healthcare practice site?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I Don't Know</i>	<i>Not Applicable</i>
a. My healthcare practice site creates a welcoming environment by having TGNC-positive cues in the clinic (pictures, posters, education materials, resource materials, stickers, buttons, etc.)						
b. My healthcare practice site has provided guidance to make sure staff refers to TGNC patients by the name and pronoun that corresponds with their gender identity.						
c. I have received training (in-service, cultural competence class, group discussion, etc.), <i>in the past 12 months</i> , on how to properly treat TGNC patients.						
d. I have received training (in-service, webinar, group discussion, etc.), <i>in the past 12 months</i> , on how to properly screen TGNC patients for sexually transmitted infections.						
5. Do you strongly agree, agree, disagree or strongly disagree with the following statements?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I Don't Know</i>	<i>Not Applicable</i>
a. I am knowledgeable on the drug interactions between hormone therapy and HIV medication.						
b. I believe that genital status determines a person's gender.						
c. I am comfortable talking about sexual practices with TGNC patients.						

Comments:

Women

1. In the past 12 months, how often have you observed the following in your healthcare practice site?						
	<i>Never</i>	<i>Once or Twice</i>	<i>Several Times</i>	<i>Most of the time</i>		
a. Other healthcare workers providing poorer quality of care to female patients than to other patients.						
b. Other healthcare workers talking badly about women (ex. making negative comments, speaking harshly to or about, using derogatory language).						
2. Do you agree or disagree with the following statements?						
	<i>Agree</i>		<i>Disagree</i>		<i>I Don't Know</i>	
a. My healthcare practice site has a policy for addressing discriminatory comments and behavior by healthcare workers towards women.						
b. My healthcare practice site has female-focused medical and support services that we offer, either in clinic or by referral in the community.						
c. My healthcare practice site offers and provides counseling on pre-exposure prophylaxis (PrEP) and post-exposure prophylaxis (PEP) to female patients and their sexual partners.						
3. Do you strongly agree, agree, disagree or strongly disagree with the following statements about your healthcare practice site?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I Don't Know</i>	<i>Not Applicable</i>
a. My healthcare practice site has displays (pictures, posters, education materials, resource materials, etc.) promoting women's health.						
b. My healthcare practice site supports HIV-positive women who want to have children.						
c. My healthcare practice site has resources to help women who are juggling many responsibilities (such as single mothers, women who are head of household, etc.). Examples could be extended hours, babysitting, open access, etc.						
d. I have received training (in-service, cultural competence class, group discussion, etc.), <i>in the past 12 months</i> , on how to properly treat women living with HIV.						

4. Do you strongly agree, agree, disagree or strongly disagree with the following statements?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I don't know</i>	<i>Not Applicable</i>
a. I think most women living with HIV have been promiscuous in their sexual history.						

Comments:

People with a mental health diagnosis

1. In the past 12 months, how often have you observed the following in your healthcare practice site?						
	<i>Never</i>	<i>Once or Twice</i>	<i>Several Times</i>	<i>Most of the time</i>		
a. Other healthcare workers providing poorer quality of care to patients living with a mental health diagnosis than to other patients.						
b. Other healthcare workers talking badly about people with a mental health diagnosis (ex. making negative comments, speaking harshly to or about, using derogatory language).						
2. Do you agree or disagree with the following statements?						
	<i>Agree</i>		<i>Disagree</i>		<i>I Don't Know</i>	
a. My healthcare practice site has a policy for addressing discriminatory comments and behavior by healthcare workers towards people with a mental health diagnosis.						
b. My healthcare practice site offers focused medical and mental health services for people with a mental health diagnoses, either on-site or by referral in the community.						
3. Do you strongly agree, agree, disagree or strongly disagree with the following statements about your healthcare practice site?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I Don't Know</i>	<i>Not Applicable</i>
a. My healthcare practice site supports patients with a mental health diagnosis by providing on-site mental health services or easy access to off-site mental health services.						
b. In my healthcare practice site, it is obvious which people have a mental health diagnosis (for example: where they check-in, where they wait to be seen, how they check out, etc.).						
c. I have received training (in-service, cultural competence class, group discussion, etc.), <i>in the past 12 months</i> , on how to properly treat patients with a mental health diagnosis.						

4. Do you strongly agree, agree, disagree or strongly disagree with the following statements?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I Don't Know</i>	<i>Not Applicable</i>
a. I am more comfortable helping a person who has a physical illness than I am helping a person with a mental health diagnosis.						
b. I think that most people with a mental health diagnosis are unpredictable.						
c. I think that most people with a mental health diagnosis are dangerous.						

Comments:

People of color

1. In the past 12 months, how often have you observed the following in your healthcare practice site?						
	<i>Never</i>	<i>Once or Twice</i>	<i>Several Times</i>	<i>Most of the time</i>		
a. Other healthcare workers providing poorer quality of care to patients of color than to other patients.						
b. Other healthcare workers talking badly about people of color (ex. making negative comments, speaking harshly to or about, using derogatory language).						
2. Do you agree or disagree with the following statements?						
	<i>Agree</i>		<i>Disagree</i>		<i>I Don't Know</i>	
a. My healthcare practice site has a policy for addressing discriminatory comments and behavior by healthcare workers towards people of color.						
3. Do you strongly agree, agree, disagree or strongly disagree with the following statements about your healthcare practice site?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I Don't Know</i>	<i>Not Applicable</i>
a. My healthcare practice site creates a welcoming environment in the clinic for people of varying ethnicities and races (such as through pictures, posters, education materials, resource materials, stickers, buttons, etc.)						
b. My healthcare practice site provides supportive services to help people of color to successfully remain in care.						
c. My healthcare practice site provides supportive services to people of color who have financial and housing needs/responsibilities.						
d. My healthcare practice site provides supportive services to help people of color to successfully get into treatment.						
e. Members of my healthcare practice site's staff are culturally diverse.						
f. I have received training, <i>in the past 12 months</i> , in cultural competence on how to provide equal quality of care to people of color.						
g. I have received training, <i>in the past 12 months</i> , on how to provide the best quality of care to people of varying cultures.						

4. Do you strongly agree, agree, disagree or strongly disagree with the following statements?						
	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>I Don't Know</i>	<i>Not Applicable</i>
a. I believe that most people of color will be less adherent to treatment and therefore, I do not prescribe treatment as frequently.						
b. I believe that most people of color are not as ready for treatment and need to be prepared longer before being prescribed medications.						

Comments:
