

## PATIENT EXPERIENCE OF SOCIAL CARE MEASURE: INSTRUCTIONS AND INCLUSION QUESTION

### PATIENT INSTRUCTIONS

The following survey is intended to better understand your perspective about being asked questions about your social / financial situation in the context of a healthcare interaction.

### [INCLUSION QUESTION TO BE ASKED IF SCREENING STATUS UNKNOWN]

In the last year, have you been asked about your **social or financial situation** (such as your housing, food, job, transportation, utilities, and other related needs) by anyone on your healthcare team in any healthcare interaction, for example in a healthcare clinic, urgent care/ emergency room, or hospital or through your healthcare insurance provider? *This also includes surveys you receive electronically.*

☐ Yes ☐ No

*[IF NO, STOP HERE]*

*[IF YES, CONTINUE TO NEXT QUESTION]*

# PATIENT EXPERIENCE OF SOCIAL CARE MEASURE

For the following questions, think about **the last time** you were asked about your social or financial situation (such as housing, food, job, transportation, utilities affordability and/or conditions) in any healthcare interaction.

*Please rate the items below based on your experience.*

	Definitely (4)	Mostly (3)	Somewhat (2)	Not at all (1)
1. I understood why I was being asked questions about my social or financial situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My care team talked to me about my social or financial situation clearly and in my preferred language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I felt like I could trust my care team with information about my social or financial situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My care team asked me about my social or financial situation in a way that was respectful towards me and/or my culture.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. When you were asked about your social or financial situation (such as housing, food, job, transportation, or utilities affordability and/or conditions) **did you want the healthcare team to give you resources, information, or referrals related to your social or financial situation?**

☐ Yes ☐ No

# PATIENT EXPERIENCE OF SOCIAL CARE MEASURE

How much does each of the following statements apply to the experience you had **after** you were asked about your social or financial situation in that healthcare interaction?

	Definitely (4)	Mostly (3)	Somewhat (2)	Not at all (1)	I did not receive any resources, information or referrals at the time of the encounter
6. The resources, information, or referrals I received were up to date and relevant to my situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The resources, information, or referrals I received helped me with my social and/or financial situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SKIP LOGIC: ASK ITEM #8 ONLY IF ITEM 6 and/or 7 is positive (scored 1-4); if Items 6 and 7 = 0, skip to question 9.**

**8. After the initial encounter where you were given resources, information, or referrals** related to your social/financial situation, did someone from the healthcare team check in with you at a later date to see if you needed additional help with your social or financial needs?

☐ Yes ☐ No

**9. How would you rate the overall experience of sharing your social or financial situation** in the healthcare interaction?

*Use any number from 0 to 10, where 0 is the worst experience possible with care related to your social or financial situation in a healthcare setting and 10 is the best experience possible.*

☐0☐1☐2☐3☐4☐5☐6☐7☐8☐9☐10☐I don't know

## PATIENT EXPERIENCE OF SOCIAL CARE MEASURE: SCORING

### Patient Experience of Social Care Measure Scoring Information

- Patient Experience of Sharing Social or Financial Situation: Average of items 1-4
- Patient Experience of Assistance: Average of items 6-7
- Overall Experience of Social Care: Item 9 (single item)
- For each scaled score, a higher numeric score indicates a more positive experience.

Note: Items 5 and 8 are optional. They are not factored into the scaled scores, though can provide additional context around receipt of care.