

## **Building Trust Through Dialogue: Community Town Halls as a Participatory Dissemination Model in Project ENTRUST**

### **Appendix B.** The ENTRUST Survey

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## Trust Survey: Introduction

Welcome to the Duke Trust Survey. Project ENTRUST is a collaborative program with Duke Health and the community to enhance trustworthiness in Duke Healthcare and Research. This Duke Trust Survey is part of Project ENTRUST. Whether you are a Durham resident, Duke patient, Duke Health employee or community-based organization, your perception of Duke Health is invaluable in helping Duke improve health outcomes, repair mistrust, and enhance trustworthiness. **Your responses to this survey will help to inform Duke on necessary and appropriate solutions to implement change and promote equity in healthcare and research.**

This Trust Survey was created to understand 1) your trust in, and trustworthiness of, Duke Health, 2) potential experiences of discrimination, and 3) your thoughts and beliefs about health/medical research. We also hope to learn about your interactions with healthcare providers and Duke Health overall.

You must be 18 years old or older to participate. Your participation is completely voluntary. We will keep all answers confidential, and we will only share summaries of results at community town hall sessions and with Duke Health leadership. We will not share anything that could identify a specific person. Please only complete this survey one time.

At the end of this survey, you may choose to enter a raffle for a \$100 gift card (50 cards will be given away). Contact information collected for the raffle will be stored separately from your survey responses. Again, your survey responses will remain confidential.

Eligible participants will receive an additional raffle entry for each section. If you are concerned about any questions on this survey or any issues related to our healthcare system or employee experience, please email [trust\\_survey@duke.edu](mailto:trust_survey@duke.edu).

## Eligibility - Age (all)

Please confirm that you are 18 years old or older.

- Yes
- No, I am younger than 18 years old

### ***Ineligible note (under age 18)***

*Thank you for your interest in sharing your experiences with us. Currently, those taking the survey should work at Duke, be a patient at Duke, working at a community-based organization in Durham County, or be a resident of Durham County and 18 years old or older. Since you said you don't fit these categories, we won't ask you to complete this survey. Thank you for being willing, though!*

## Eligibility - Category (all)

Which of the following describes you? Select all that apply. This just helps us know what to ask you in this survey. (S1Q1)

- I live in Durham County.
- I get healthcare at Duke (I am a Duke patient).
- I work at a community-based organization in Durham County. (This includes government, non-profit, religious, etc.)
- I work for Duke Health, Duke School of Medicine, or Duke School of Nursing. None of the above.
- None of the above.

### ***Ineligible note (if "none of the above")***

*Thank you for your interest in sharing your experiences with us. Currently, those taking the survey should work at Duke, be a patient at Duke, working at a community-based organization in Durham County, or be a resident of Durham County and 18 years old or older. Since you said you don't fit these categories, we won't ask you to complete this survey. Thank you for being willing, though!*



## Healthcare Background (Community, Employee, Patient)

### Where You Receive Healthcare

First, we would like to know some information about where you receive healthcare.

Have you ever been a patient at Duke? (S2Q2)

- Yes
- No

Where do you usually go for health care? We know this can change, so think about the past year.

- Duke
- UNC-Chapel Hill
- Good Samaritan
- Lincoln Community Health Center
- Other
- I don't go anywhere for healthcare

Where at Duke do you usually go for healthcare? We know this can change, so think about the past year.

- Main Duke (Erwin Road)
- Duke Regional (Roxboro Street)
- Duke Raleigh
- Duke Primary Care
- Other

In the past year, did you use emergency rooms or urgent care facilities as your main healthcare location?

- Yes
- No

Was there a time in the past year when you needed healthcare, but could not get it?

- Yes
- No

## Duke Healthcare Trustworthiness (S2Q2 "Yes", OR S1Q1 "I get healthcare at Duke")

### Duke Health as a Healthcare Provider

We want to know your thoughts about Duke Health as a healthcare provider. Please complete even if you do not currently use Duke Health for your health care needs.

Please share how much you agree or disagree with each of these statements.

Please share how much you agree or disagree with each of these statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
Duke Health will do whatever is needed to make sure I get the best care available/possible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health has created an environment where I feel respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health has created an environment where I feel that my life is valued.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I trust the information that my provider shares with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
I trust the information Duke Health shares with the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health provides me with the information I need about my health and healthcare.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health has created an environment where I feel comfortable reporting a healthcare concern.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When I have concerns or frustrations about my healthcare, I know who at Duke I can contact to express these concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
You should be cautious when dealing with Duke Health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patients have sometimes been deceived or misled by Duke Health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health has sometimes done harmful experiments on patients without their knowledge.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I trust that Duke Health will not share my health information inappropriately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you or others you know (friends, family) ever avoided or hesitated getting healthcare at Duke?

- Yes
- No
- I don't know

Please indicate which statements, if any, described how you have felt while getting healthcare at Duke Health. This includes everyone from the person who makes your appointment to the person who provides you healthcare. **(Check any/all that apply.)**

- I felt treated with less respect than other people.
- I felt that I received poorer service than others.
- A healthcare provider (doctor, nurse, etc) acted as if they were afraid of me.
- A healthcare staff member (scheduling, check-in, front desk, etc.) acted as if they were afraid of me.
- I felt that a healthcare provider (doctor, nurse, etc) was not listening to what I was saying.
- I felt that a healthcare staff member (a Duke Health employee) was not listening to what I was saying.
- None of these has happened to me.

What do you think was/were the main reason(s) for this experience(s)? **Select all that apply.**

- Race or ethnicity
- Shade of skin color
- Gender (including gender identity, gender expression) Sexual orientation
- Religion Age
- Height or weight Disability Education Income level
- Immigration status Veteran/military status Being from a rural area Insurance status
- Other (Specify)

(Optional) Please share up to 3 things that lead you to trust Duke Health providers.

(Optional) Please share up to 3 things that lead you to not trust Duke Health providers.

(Optional) Please share up to 3 things you would recommend to make Duke Health more trustworthy.



## Duke Research Trustworthiness (Community, Patients, Employees)

### Medical / Health Research and Researchers

Next, we are interested in how you feel about health/medical research and researchers at Duke. This is different from healthcare. Instead of asking about the direct care you receive from Duke Health, we are now asking about the research Duke does to improve healthcare, medicine, and treatments.

We are interested in what you think, even if you don't get healthcare from Duke right now.

As a reminder: health/medical research seeks to prevent and treat diseases and improve health. This includes clinical research studies and clinical trials, where people volunteer to participate to help researchers find out if a new treatment, like a new drug or diet or medical device (like a pacemaker) is safe and effective for people.

Before now, have you ever heard of health/medical research, including clinical research studies or clinical trials?

- Yes
- No
- I don't know

Before now, did you know that Duke conducts health/medical research?

- Yes
- No

What are the major reasons you have participated in health/medical research or would consider it in the future? (Check all that apply)

- To meet my healthcare needs It seemed interesting
- To contribute to science
- Because I was paid (money, gift card, etc.)
- Because my healthcare provider suggested it
- Because a friend or family member suggested it
- Because someone else I trust in the community suggested it
- Other
- N/A as I would not participate

What are the major reasons you have not or would not participate in health/medical research?  
(Check all apply)

- I didn't know I could
- I didn't know how to participate or what it involves I was never asked
- The time (total time required, or timing of appointments) would not work for me
- The location was not convenient or it was difficult to access (lack of parking, no public transportation, etc.)
- It didn't seem interesting
- It didn't seem like it would help me It seemed too risky or scary
- I don't trust researchers
- Other
- Not applicable - I would always participate

Please share how much you agree or disagree with each of these statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
I view Duke Health as a trustworthy research institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A Duke Health researcher would never mislead me about anything.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health researchers always put my best interest first (before their own).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health researchers would never intentionally experiment on me without my consent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health researchers will always tell me everything I need to know about a study before getting my consent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	<del>Agree</del>	Neutral	Disagree	Strongly disagree
I completely trust the results of Duke Health research.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I trust research results from Duke over other sources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I trust health researchers at other universities <b>more than</b> I trust health researchers at Duke.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I trust Duke to use my medical information responsibly if it is used in research (for instance, Duke will protect me and/or my privacy).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Optional) Please share up to 3 things that lead you to trust Duke health/medical researchers.

(Optional) Please share up to 3 things that lead you to not trust Duke health/medical researchers.

(Optional) Please share up to 3 changes you would recommend to make Duke Health research more trustworthy.

## Duke Employee Trust (Employees)

Opinions of Duke Health for Duke Employees

We want to hear about your opinions of Duke Health given your experiences as a Duke employee. Please share how much you agree or disagree with each of these statements.

	Strongly Agree	<u>Agree</u>	Neutral	Disagree	Strongly disagree
Duke Health has created an environment where I <b>feel welcomed</b> as an employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health has created an environment where I <b>feel respected</b> as an employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duke Health has created an environment where I <b>feel that I am valued</b> as an employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We next want to hear your beliefs about what people in the Durham community think about Duke Health.

	Strongly Agree	<u>Agree</u>	Neutral	Disagree	Strongly disagree
Patients feel Duke Health will do whatever is needed to make sure patients get the best care available/possible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patients feel Duke Health creates an environment where they feel respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community members view Duke Health as a trustworthy research institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community members completely trust the results of Duke Health research.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## **CBO Trust (CBO)**

Duke Health as a Partner to Community Organizations

We would like to learn a bit about how you see Duke Health as a partner to community organizations, particularly regarding matters related to trust in partnership with Duke.

For example, this could be a research partnership, a partnership in providing healthcare or related social services, or an education or workforce development partnership.

At any community-based organizations that you're in, have you personally been involved in an organizational partnership with Duke Health?

- Yes
- No

You indicated your organization **has been** involved in a partnership with Duke Health. We are interested in your thoughts based on this experience.

Below are some statements about the relationship between Duke Health and its partners. Please share how much you agree or disagree with each of these statements.

When we refer to “partners,” we mean your organization and its Duke Health partners.

	Strongly Agree	<u>Agree</u>	Neutral	Disagree	Strongly Disagree
I am confident that our organization will receive recognition and credit for our contributions to the partnership.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mutual respect exists in the partnership.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our Duke Health partners respect the population being served.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our Duke Health partners understand the cultural beliefs and/or practices of the organizations and community (or communities) involved in the partnership.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strongly Agree	<u>Agree</u>	Neutral	Disagree	Strongly Disagree
I trust the decisions Duke Health partners make about issues that are important to our projects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can rely on Duke Health as a partner when working on projects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
In my view, Duke Health partnerships have been effective for my organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If given the choice, I would have my organization partner with Duke Health again.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



You indicated your organization has **NOT** been involved in a partnership with Duke Health before.

We are still interested in your thoughts about what a partnership with Duke Health would look like.

Below are some statements about the relationship between Duke Health and its partners.

Please share how much you agree or disagree with each of these statements.

	Strongly Agree	<u>Agree</u>	Neutral	Disagree	Strongly Disagree
I would be confident that our organization would receive recognition and credit for our contributions to the partnership.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mutual respect would exist in the partnership.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our Duke Health partners would respect the population being served.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our Duke Health partners would understand the cultural beliefs and/or practices of the organizations and community (or communities) involved in the partnership.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In my view, a Duke Health partnership would be effective for my organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If given the choice, I would have my organization partner with Duke Health going forward.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Action and information (all)

### Overall View & How You Want Information Shared

Finally, we want to ask some broad questions about your view of Duke Health and how you may like to have additional information shared with you.

Please share how much you agree with the following statement: "I view Duke Health as a trustworthy institution."

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

How does your trust in healthcare providers at Duke Health compare to healthcare providers at other places?

We are interested even if you are not a Duke patient.

- I trust Duke Health providers more than healthcare providers at other places
- I trust Duke Health providers the same as healthcare providers at other places
- I trust Duke Health providers less than healthcare providers at other places
- Not sure

What is the best way for us to share information about survey results? Select all that apply.

- In-person town hall meeting
- Through a community/civic organization (examples include religious institutions and community organizations that advocate for healthcare)
- Zoom meeting or webinar Messages through MyChart
- Website/web-based resources
- Duke newsletter
- Others
- I do not know, or this is not applicable to me

## Participant background (comm, patient, employee)

### Demographics

Lastly, we want to know a bit more about you. This will help us understand the experiences and views of people from different backgrounds.

After this, you will be able to share information for your entry into the raffle.

What terms best express how you describe your current gender identity? Select all that apply.

- Male
- Female Non-binary
- Transgender
- None of these describe me
- Prefer not to answer

Do you identify as Lesbian, Gay, Bisexual, Pansexual, or Asexual?

- Yes
- No
- I prefer not to answer

Are you of Hispanic, Latino, or Spanish origin?

- No, not of Hispanic, Latino, or Spanish origin
- Yes

What is your race? Select all that apply.

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

How old are you?

- 18-29 years
- 30-39 years
- 40-49 years
- 50-59 years
- 60-69 years
- 70 years or older

What's your zip code? \_\_\_\_\_

How many years have you lived in that zip code? Please answer with a number. \_\_\_\_\_

Is English your primary language?

- Yes
- No

What is the highest level of school you completed? (select one)

- Elementary
- Intermediate or middle school
- High school
- Two-year or community college
- Vocational or technical school
- Undergraduate college
- Graduate school (master's degree, JD, MBA, PhD, etc.)
- Unknown

What is your main insurance type?

- Private Medicare
- Medical Assistance or NC Medicaid
- VA
- No insurance
- Other
- Do not know

Without giving exact dollars, how would you describe your household's financial situation right now?

- I still have enough money for special things I want after paying the bills.
- I have enough money to pay the bills, but little spare money to buy extra or special things.
- I have money to pay the bills, but only because I have cut back on things I would usually buy or spend money on.
- I am having difficulty paying the bills, no matter what I do

Think about everyone living in your household. What is your household's combined income for one year (last year), before taxes?

- \$0 to \$9,999
- \$10,000 to \$14,999
- \$15,000 to \$19,999
- \$20,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$199,999
- \$200,000 or more

## Employee participant background (employees)

These questions are just for Duke Health/School of Medicine/School of Nursing employees. This is so we can understand more of your work context.

Which of the following best describes your role at Duke/Duke Health?

- Healthcare
- Research
- Healthcare and research
- Other

In your role at Duke/Duke Health, do you interact with patients, research participants, or the broader community for research purposes?

- Yes, direct patient care (this includes provider, RN, and allied health professional such as NA, CMA)
- Yes, indirect patient care (this includes transport, patient support assistant or PSA, patient nutrition, environmental services or EVS, etc.)
- Yes, direct work with research participants or community members for research purposes
- Not, not directly working with patients, research participants, or community members for research purpose

## CBO Demographics (CBO)

These questions are just for people from community-based organizations. This is so we can understand more about the context of your organization.

What kind of community-based organization do you work at? Select the option that best applies.

- Government
- Non-profit
- Religious
- Other:

What issues does your organization primarily address? Select all that apply.

- Health
- Housing
- Transportation
- Education
- Employment
- Social Services
- Other:

What kind of partnership does your organization have with Duke Health? Select all that apply.

- Research partnership
- Healthcare provision partnership
- Social services partnership
- Education/training/workforce development partnership
- Other:

How recently has your organization partnered with Duke? Select one.

- Current, active partnership with Duke 1-3 years ago
- 4 or more years ago
- Never partnered with Duke
- I don't know

How long has your organization been a partner with Duke?

- Less than 1 year 1-3 years
- 4 or more years
- Never partnered with Duke
- I don't know

Which best describes your role in your organization?

- Executive leadership or director
- Manager
- Coordinator
- Other: