

Appendix A. National E-Survey

The survey is made up of three short sections: (i) biographic information; (ii) Likert scale questions probing the facilitators and barriers you have experienced in implementing person-centred care (PCC) in your current working environment; and (iii) four (optional) open-ended questions where you can elaborate on your personal experiences of PCC. The researchers adapted part of this survey from Danemark (2014).

Reference:

Danemark, B. (2014). Patient-centred audiological rehabilitation: facilitating and hindering factors for implementation. *ENT & Audiology News*, 23(23), 71-72.

(i) Biographic information

Q1 What is your current profession?

- Acoustician
- Audiologist
- Audiology assistant
- Dual: Speech-Language Pathologist and Audiologist
- Speech-Language Pathologist
- Speech-Language Pathology assistant

Q2 What sector to you practice in? (Select all applicable)

- Private Practice
- Public Sector
- Academia
- Other (Please Specify) _____

Display This Question:

If Sector (Select all applicable) = Private Practice

Q2.1. When practicing in the private sector, what form of services do you provide: (Select all applicable)

In-Patient

Out-Patient

School-Based

Clinic based

Other (Please Specify) _____

Q2.2. When practicing in the academic sector, what form of services do you provide:(Select all applicable)

- Teaching
- Research
- Postgraduate Student
- Clinical Training- Supervision
- Other (Please Specify) _____

Display This Question:

If Sector (Select all applicable) = Public Sector

Q2.3. When practicing in the public sector, what form of services do you provide: (Select all applicable)

- School-Based
- Clinic based
- In-Patient
- Out-Patient
- Community Service
- Other (Please Specify) _____

Q3 What province do you reside in:

- Gauteng
- Eastern Cape
- Free State
- KwaZulu Natal
- Limpopo
- Mpumalanga
- Northern Cape

- North West
- Western Cape

Q4 What gender do you identify with?

- Male
- Female
- Prefer not to say
- Other _____

Q5 What is your current age:

- < 25
- 26 - 35
- 36 - 45
- 46 - 55
- > 56

Q6 How many years have you been working in the field of communication pathology?

- < 5
- 6 - 10
- 11 - 15
- 16 - 20
- 21 - 35
- > 30

Q7 Current client age profile served (select all applicable):

- 0 to 5 years old
- 6 to 18 years old
- 19 to 65 years old

> 65 years old

Q8 How many clients do you see a day?

- 1 - 5
- 6 - 10
- 11 - 15
- > 15

Q9 What is your first language?

- Afrikaans
- English
- isiXhosa
- isiZulu
- Sepedi
- Sesotho
- Southern Ndebele
- Swazi
- Tsonga
- Tswana
- Venda
- Other (please specify) _____

Q10 What is the most common first language spoken by your clients?

- Afrikaans
- English
- isiXhosa
- isiZulu
- Sepedi
- Sesotho

- Southern Ndebele
- Swazi
- Tsonga
- Tswana
- Venda
- Other (please specify) _____

Q11 Does your language often match that of your client population?

- Yes
- To some extent
- Unsure
- No

Q12 Does your culture and/or religion often match that of your client population?

- Yes
- To some extent
- Unsure
- No

As defined by the Person-Centred Hearing Network (PCHN), a person-centred care approach respects the client's preferences and values, involves their family and friends, reinforces shared decision-making and goal setting, and prioritizes the free flow of information.

Q13 Do you feel you can provide your clients with person-centred care in your current work setting?

- Yes
- To some extent
- Unsure
- No

(ii) Likert scale questions probing the facilitators and barriers you have experienced in implementing person-centred care (PCC) in your current working environment

Q14. Please rank how the factors listed below impact your ability to implement PCC in your current work setting. If you are working in multiple settings, please answer by considering your general experiences with clients.

14.1. Personal factors

This refers to personal emotions and feelings that are triggered in a change process, for example applying a more PCC approach to your clinical practice. Factors could be very different; some facilitating the process and others hindering the process. Personal factors could include passion, engagement, vision, courage, perseverance, confidence, fear, receptivity.

Regarding your own experience, please rank how you consider personal factors to affect your ability to implement PCC?

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

Q 14.2. Client perspectives

Client perspectives can sometimes facilitate a process and sometimes be a barrier. For example, they could be sceptical or enthusiastic about PCC. Client perspective could include education, language, scepticism, sensitive issue, taboo, tradition, customs.

Based on your experience, to what extent do client perspectives affect your ability to implement

PCC?

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

Q14.3. Staff/colleagues' knowledge

Your colleagues' knowledge of PCC may influence your ability to implement and use PCC in your clinical practice successfully. Staff knowledge could include ignorance, profound insight, educational level.

Regarding your own experience, to what extent does staff or your colleagues influence your ability to implement PCC?

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

Q14. 4. Workplace culture

This factor might differ between settings; for example, there might be an open-minded culture or willingness to try new ideas in some places. In other workplaces, the culture might be more dominated by fear of taking risks. Workplace culture could include culture of change, consensus, risk-taking, peer support, communication, status quo.

Regarding your own experience, please rank how you consider workplace factors to affect

implementing PCC.

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

Q14. 5. Resources

Resources such as lack of time or money may affect your ability to implement PCC. Alternatively, applying a PCC approach may help better use existing resources.

Based on your own experiences, how do you consider resources impacting your ability to implement PCC in your current work setting?

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

Q14. 6. Tools

Tools are used as a means to foster change towards PCC. Sometimes working with the tools runs smoothly and makes a task easier; sometimes, it doesn't. For example - the language used in the tools might need translating to another language. Tools could include language, assessment, evidence, modification.

Regarding your own experience, please rank how you consider tools as factors to affect the

change process towards implementing PCC.

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

Q14. 7. Relationships between different professions

Relationships across multidisciplinary teams may trigger various responses when implementing PCC. Relationships between different professions could include aspects of trust, respect, inter-professional collaboration groups, distrust, communication.

Based on your own experiences, do you feel relationships may hinder or support the implementation of PCC in your current work setting?

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

Q14. 8. Regulations/rules

Both internal practice and external rules and regulations can either support or hinder your ability to provide PCC. This could range from practice guidelines to billing constraints. Examples of regulations/rules include protocols, legislation, regulations, practice guidelines, position statements, standards.

Based on your own experiences, how do you consider rules and regulations as a factor in

implementing PCC?

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

Q14.9. Management

Management can be supportive or restrictive in the implementation of PCC. Management could include accountability, autonomy, support, decision-making, organization skills, unclear responsibilities.

Regarding your own experience, please rank how you consider management as a factor to affect your ability to implement PCC.

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

Q14. 10. Sales focus (Hearing devices/Augmentative and Alternative Communication)

Sometimes the emphasis on technology and sales in the workplace can take away from an understanding and willingness to implement PCC. Other times, PCC is facilitated through the purchase and use of specific technology.

Based on your experience, please rank how you consider sales focus to affect your ability to implement PCC.

- Extreme barrier
- Moderate barrier
- Somewhat a barrier
- Neutral
- Somewhat a facilitator
- Moderate facilitator
- Extreme facilitator

(iii) four (optional) open-ended questions

Q15.1 Provide an analogy to describe your experiences of PCC (for example, “getting information from you is like pulling teeth” or “he took to it like a duck to water”): Implementing PCC is like (provide one word or phrase).

Q15.2 Because

Q15.3 I feel the following factors are **current** barriers in my ability to implement PCC

Q15.4 While I feel the following factors **currently** facilitate my ability to implement PCC

Q15.5 But the following factors **would** further facilitate my ability to implement PCC
