

**VA Shared Decision Making Questionnaire
ADMINISTRATIVE STAFF**

1. How does your role in the shared decision making project affect your job?

I now have to do:

Significantly more work
Slightly more work
Less work
No Difference

2. How does the shared decision making project affect the functioning of your firm's front desk? The project results in:

Definitely more work
Slightly more work
No effect
Don't know

3. How does the use of the video affect the number of phone calls which need to be handled at the front desk?

More calls
No change

4. Do you think that using the PSA shared decision making video in clinic to educate and involve patients in decision making is worth the effort?

Definitely Yes
Possibly
Doubtful
Definitely no
Don't know

5. Explain your answers to number 4.

6. Do you have any other comments or suggestions on how to improve the shared decision making project?

7. Do you need support or training from us in the use of the shared decision making videos?