

Guide for STC Patient Surveying

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Introduction

This written guide outlines what Specialist Team Care (STC) Collaborative clinics need to do to administer the STC Patient Surveys. Participating clinics are responsible for gathering surveys from patients over the course of the project. Collecting data on the patient experience is important to understanding how well clinics are doing to implement team-based care to improve the patient experience.

Survey Background

The survey is a brief questionnaire for patients to complete after their appointment. The survey questions are borrowed from existing questionnaires and have been adapted for this collaborative.

Data Collection Strategy

Timing

The survey should be completed by patients immediately after their appointment (or as soon as possible). This can be completed at the first (initial) consult or subsequent (follow-up) consults, whichever makes the most sense from a patient's perspective for evaluating the received at the clinic.

Sampling

Sample patients that are representative of the patient population that receive team-based care. Collect "just enough" data by collecting a few each clinic day. Over the course of weeks and months, the sample size will grow over time.

Start small and scale up once you have established a process that works.

1. Asking the Patient

Ask the patient whether they are comfortable and interested in completing a survey. Any team member can ask. It may be helpful to have several team members mention the survey, so it's reinforced. For example, the specialist or nurse can mention it after the consult "Please see the receptionist at the front to complete a survey." The MOA can then give the survey. Sample script:

Thanks for coming in.

Our clinic is introducing a team-based model of care. We'd like to hear about how your visit went today. Would you be interested in filling out a short survey? It will help us in improving the patient experience. It will only take a few minutes and is completely anonymous. We will only see a summary from many patients over time.

If you do not wish to complete this survey, you will still receive the care and follow-up you need. You can complete it by hand (paper form) or on your phone before you leave – here's a QR Code that you can scan onto your phone to access the page.

2. Answering Questions and Concerns

Patients may have more questions before consenting to completing a survey. See Appendix A. Frequently Asked Questions for examples of questions and answers you might need to be prepared for.

3. Giving the Survey

After getting patient consent, you can give them the survey. There are a few options available for you:

- A. Paper version ([printable PDF available here](#)).
- B. Electronic version. This can be accessed by asking the patient to scan the QR code below on their phone (patient must have data). Scanning the QR code will open a web page with the survey. This practice is commonplace in restaurants with their menus today.



Web link: <https://checkbox.doctorsofbc.ca/stc-patient-survey>

*Idea: Your EMR may have the ability to notify patients by email after appointments.
This could be one way of automating the process.*

4. Collecting Surveys (Paper)

If you are collecting paper surveys, you will need to have a collection box. Make sure it's secure so patients feel safe to provide anonymous feedback (think of what polling stations do). You may ask patients to fold their paper survey and drop it in the box.

5. Sending Survey Results (Paper)

For paper surveys: Scan, PDF, and email the patient surveys to the STC Collaborative team: admin@unstck.ca. Please also include the clinic name and month they were collected.

Surveys collected electronically don't require any work from you. Results will be automatically collected and reported to the STC Collaborative.

6. Collecting Consent for Follow-Up Surveys

After collecting patient surveys, the STC Collaborative plans to collect follow-up patient surveys three months after their visit. The follow-up survey is intended to ask patients on their acute care utilization. To do this, we require you to collect consent from patients for further surveying. Sample script:

Would you be open to being contacted for a follow-up survey three months from now?

➤ **If yes, give them sign-up sheet (Appendix B) to collect consent and contact information.**

It may be helpful to provide more information:

- Reasons for collecting contact information (email and phone are needed for reaching you).
Contact information will:
 - Not be used for marketing or fundraising.
 - Only be used for follow-up surveying (by the Specialist Team Care Collaborative team).
- Answer questions to overcome hesitancy from patients about providing information.
- Reminder that patient feedback is important for understanding and improving team care.
- Patients will always receive the care they need, regardless of feedback.

7. Putting Up Signage

You may want to signal to patients that the clinic will be collecting feedback from patients. You can borrow and adapt signage (sample below):



SCAN HERE:



Dear patients,

We would like to know what you think about the care you received at the clinic today. Use your phone and scan the code to fill out our survey.

All responses will remain confidential and anonymous. The clinic will only see a summary from many patients over time.

If you do not wish to complete the survey, you will still receive the care you need. There are other ways for you to give feedback so please feel free to talk with the clinic staff. This survey is expected to take less than five minutes.

You can access these poster files (they are designed in PowerPoint) using the files and links below:

Landscape Version:



STC Patient Survey
Clinic Signage Land:

[Web link to PowerPoint File \(Landscape Version\)](#)

Portrait Version:



STC Patient Survey
Clinic Signage Portr.

[Web link to PowerPoint File \(Portrait Version\)](#)

Appendix A – Frequently Asked Questions

What is new with this approach to (team-based) care?

Your doctor has hired additional staff as part of his care team (nursing and allied health professionals). This is so you and other patients can receive timely, high-quality care.

What is the purpose of this survey?

The purpose of this survey is to allow patients to provide feedback about the care they experienced with their specialists who are providing team-based care. Understanding a patient's experience is important to improving and providing patient-centred care.

Who is involved in this survey or initiative?

Doctors of BC provides funding and support for projects such as this Specialist Team Care Collaborative (introducing team-based care for specialists).

How were these questions selected?

These questions were selected by the project's planning team. They are a brief set of questions that are borrowed from standard survey questions. We only ask a few questions that look at the important aspects of your care such as: trust, respect, and communication. The follow-up survey asks patients on whether they needed to seek care elsewhere (such as visiting the emergency department or urgent care centre). A goal of this project is to keep people healthy through improving access to specialist care so they don't need to go to hospital for care.

What are the benefits of completing this survey?

This provides us information on patient's experience with specialist team care. This information will be used to evaluate and improve our work.

Who can I contact if I have more questions about this survey?

You can contact the project team by email: admin@unstck.ca.

How do I know if I was admitted through the emergency department?

You went to the ED to seek care (you were triaged or registered, or your treatment was initiated in the ED). You are considered admitted if you went through the ED and transferred to a hospital unit (bed).

I would like to provide specific comments on my visit. Is that possible?

If you have other feedback, you could provide them directly to us (the clinic team).

Will I be contacted again in the future?

No, patients will only be asked to complete this survey once and at follow-up, three months from now (with your consent).

Can I complete this survey if I have already completed one?

If you have completed this survey, you are not eligible to complete it again.

I would prefer to take the survey using another method. What are the options?

We have a paper option and electronic (QR code).

What if I change my mind? Can I quit part way through?

Your participation is voluntary and you do not have to answer any or all of the questions. However, to ensure quality of the survey, please answer all questions if you can.

What will you do with the information you collect?

The information collected in this survey will help provide patient perspectives on the care services they received at their specialist's offices. It can be used by service providers, decision-makers, researchers and funders to inform and improve patient-centred care.

Will these data be publicly reported?

These results will be used by planners to learn about the work. Only a summary of results (combination of responses and not individual responses) will be reported to health care leaders and administrators involved in this work.

