

# Decision Support, Surveys & Evaluation May 2023



## Who Are We?

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*For any Checkbox or survey related questions please email: [surveys@islandhealth.ca](mailto:surveys@islandhealth.ca)*

## What Do We Do?

**Lead and advise on surveys and evaluations throughout Island Health**

**Checkbox survey application administration and oversight**

**Manage Island Health's involvement in provincial patient experience surveys.**

**Package and disseminate Island Health's provincial patient experience survey results for use within the organization**

**For more information, tools and resources visit [Decision Support's Evaluation and/or Surveys pages on Island Health's intranet:](#)**

<https://intranet.islandhealth.ca/evaluation>

<https://intranet.islandhealth.ca/evaluation/surveys>

## Evaluation

Evaluating provides a systematic method to study a program, practice, intervention or initiative to understand the extent to which it is achieving its goal. Learnings from an evaluation can help determine what is working well, and where opportunity for improvement exists.

Decision Support's Evaluation intranet page has various tools and resources including:

- **Steps for Planning an Evaluation**
- **Information about logic models**
- **An Evaluation Framework Template**
- **Links to other evaluation resources**



**When Planning an Evaluation:**

- **Create a logic model to develop clarity about the program, to determine what to measure, and identify what needs to be evaluated**
- **When planning an evaluation start with determining what you need to measure by identifying the indicators for how you will know if change has occurred, and then identify how information will be collected (e.g., a survey)**

## Surveys

Surveys can inform decision making, support performance monitoring, and contribute to process improvement; however to use surveys effectively it is important to understand the basic elements of survey design and have dedicated resources for data collection and analysis.

Island Health has two approved survey tools: Checkbox (managed by Decision Support) and REDCap (managed by Research).

Contact [surveys@islandhealth.ca](mailto:surveys@islandhealth.ca) for any of the following:

- **Obtaining a Checkbox Surveys account**
- **Requesting survey consultations advising on or reviewing your methodology and/or analysis plan**
- **Asking specific questions that you might have about Checkbox**



Refer to Decision Support's Surveys intranet page for more information, tools, and resources including a Survey Planning Template

## Patient Experience Data

We represent Island Health on the BC Patient Measurement Steering Committee that oversees provincial patient experience surveys. Both the Acute Inpatient and Emergency Department Patient Experience Surveys are conducted annually with data available in close to real time.

The BC Patient Centred Measurement provincial initiative focuses on the rigorous collection of patient experience feedback.

Contact Katy Mukai to learn more about:

- **What provincial patient experience data is collected**
- **How to access close to real-time data through the BC Patient Centred Measurement's Dynamic Analysis & Reporting Tool (DART)**
- **How existing survey data may help inform the development of a project and/or be useful to support monitoring or evaluation**



To learn more about BC Patient Measurement visit: <https://www.bcpbcm.ca>

## Evaluation

Create a logic model for your project to clearly outline what is required to run the project (inputs), how those inputs will be used (activities), what those activities will achieve (outputs) and what changes are expected from those outputs (outcomes).

### Evaluative Thinking:

- **Clarity:** Be clear about the goal(s) and purpose of the evaluation; including what is being evaluated, what data will be collected, what judgements are to be made and how results will be used.
- **Focus & Prioritization:** You cannot do or look at everything. Be purposeful in deciding what is worth doing and knowing.
- **Explicit Assumptions:** Determine what can and cannot be empirically tested.
- **Measurement:** The fundamental evaluation challenge is determining how to measure and observe what is important. Identify what success will look like and revise as needed.
- **Activities vs. Outcomes:** Confusing processes with outcomes is common. Evaluative thinking looks at the connection between processes and outcomes, and that means distinguishing them and measuring them both.

## Surveys

A survey planning template to support the planning process is available through the Surveys intranet page.

### Key Considerations

- Identify timelines for survey development/programming, survey administration, analysis and reporting.
- Develop a plan to promote the survey to increase the response rate. Communication plans may include introductory/survey invitation emails, FAQs, promotional posters, and how findings will be communicated back to survey participants.
- Develop a data analysis and reporting plan that outlines how the data will be provided and to whom.
- Before launching into a survey, identify individuals responsible for survey design/creation, communication, analysis and reporting.
- Only include “Need to Know” questions, use plain language, and avoid or keep open-ended questions to a minimum. If qualitative data is required, interviews or discussion groups may be a more appropriate method.

## Checkbox

### What is Checkbox?

- ✓ A full-featured, web-based survey and data collection tool
- ✓ Privacy and security approved, with data stored on Island Health servers

### Who is Checkbox for?

- ✓ Island Health staff and medical staff

### How do I get an Island Health Checkbox account?

- ✓ Go to the Surveys intranet page and click on Checkbox Account Request
- ✓ Review the User Agreement
- ✓ Click on the Checkbox account request button and complete the form

### What Resources are available for Checkbox users?

- ✓ Guides and tutorials available on the Surveys intranet page and the Checkbox Help Centre
- ✓ Support through [surveys@islandhealth.ca](mailto:surveys@islandhealth.ca)

## Patient Experience

### Annual Provincial Surveys

- **Emergency Department Sector Survey:** Asked of a sampling of patients who receive care in the ED or at a health care centre during a year-over-year three month period: January 1 – March 31. The ED Patient Experience of Care Survey (EDPEC) is used along with several “Made-in-BC” questions and modules.
- **Acute Inpatient Sector Survey:** Asked of a sampling of patients who receive acute care as a hospital inpatient during a year-over-year six month period: October 1 – March 31. The Canadian Patient Experience Survey (CPES-IC) is used along with several “Made-in-BC” questions and modules.

### Data Availability

- **Dynamic Analysis and Reporting Tool (DART):** Close to real-time data is available through the BC Patient Centred Measurement DART. For information about what is available in the tool or how to get access contact Katy Mukai.
- ED Survey data is available at the health authority and site level.
- Acute IP Survey data is available at the health authority, site, and where applicable, the unit level.