

HSPN Provider Experience Survey FAQ

SURVEY TOOL

What is provided by Evaluators/HSPN?

HSPN will provide OHTs access to a Provider Experience Survey which will be available in two formats:

- 1) PDF printable format
- 2) web-based version.

Where can I find the PDF version of this survey?

The Provider Experience Survey can be found at <https://hspn.ca/evaluation/oht/provider-and-patient-experience-surveys/provider-experience-survey/>.

Is the survey available French?

Yes, the survey and accompanying materials are available in French.

Can OHTs add additional questions to the survey?

No, HSPN does not have the capacity to add questions to the existing survey.

When will the survey be ready for administration?

July, 2021.

SURVEY PLANNING & ADMINISTRATION

How do we start surveying providers?

To access the survey:

- 1) The OHT evaluation contact person emails OHT.evaluation@utoronto.ca to notify HSPN their intention to administer the survey.
- 2) The HSPN OHT Evaluation team will email the OHT a survey package containing:
 - a general user link to the Provider Experience Survey;
 - a DOCX file with suggested wording for the provider survey invitation email;
 - a PDF of the information letter to send along with the survey invitation email for informed consent;
 - a PDF document outlining the steps OHTs are to follow to administer the survey.
- 3) Once an OHT sends the survey link to their providers, please email HSPN evaluation team at OHT.Evaluation@utoronto.ca so that they can mark the survey start date (T₀).

Who can be surveyed?

The Provider Experience Survey is intended for all provider types involved in the care of patients/clients through the OHT. OHTs determine which providers to survey. OHTs can survey a specific type of provider, or all provider types.

How large should the sample size be?

OHTs determine how many providers to survey. However, HSPN can only provide data to OHTs if there are 10 or more respondents.

How will the survey be administered?

OHTs are responsible for distributing the survey and following up with participants.

OHTs email providers the survey link using the suggested wording in the DOCX file, along with the information letter for informed consent as an attachment (PDF file sent in the survey package).

If OHTs opt to use paper survey, they can download a PDF of the survey at [HSPN.ca](https://www.hspn.ca). However, please note, *OHTs are responsible for entering the survey responses into the web platform using the general user link provided.*

How often will participants be surveyed?

Providers are intended to be surveyed once during a 6-week data collection period.

How will OHTs know if they are getting a high enough response rate?

Four weeks following T_0 , HSPN will provide the OHT with a count of the number of responses it has received from providers of that OHT.

How often should participants be sent reminders?

At least once every two weeks following the initial invitation (i.e., T_0) is recommended to ensure better response rates.

As the Provider Experience Survey will be run for a 6-week period, OHTs are to follow-up with non-respondents four weeks following T_0 , and encourage them to complete the survey, informing them that 14 days remain for data collection.

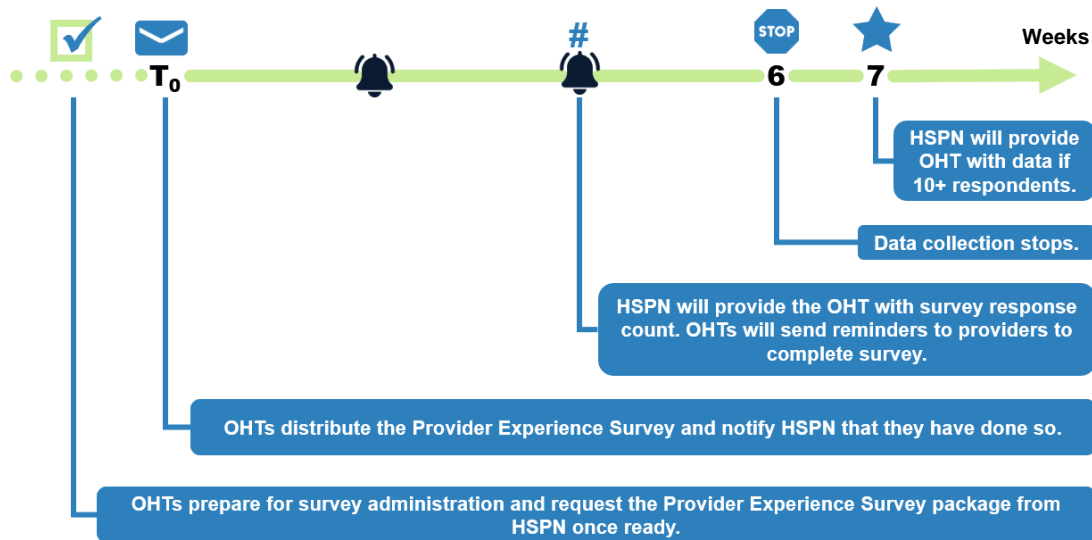
How will OHTs know who to follow-up with?

OHTs will need to keep a database of the providers they sent invitations and keep track of respondents; HSPN cannot share who has responded to the survey with the OHTs due to privacy and research ethics requirements.

SURVEY RESULTS

When will OHTs get results back?

HSPN will send de-identified data a week after the end of the 6-week data collection period (if there are 10 or more respondents).



For more details, please watch: <https://youtu.be/ZqfnRMNLYMs>

How will OHTs get survey results back?

HSPN will email the OHT evaluation contact an XLSX file with de-identified data and OHTs will be responsible for analyzing the results. Here is an example of what this may look like:

	O	P	Q	R	S	T	U	V
1	Which of the following describes your work/care setting within your OHT? *Required (choice=Community health agency (e.g., mental health, addiction, etc.))	Which of the following describes your work/care setting within your OHT? *Required (choice=Community support services (e.g., housing, peer support, food bank, etc.))	Which of the following describes your work/care setting within your OHT? *Required (choice=Other)	Please specify your work/care setting within your OHT. *Required	Please rate your current OHT Involvement. *Required	When your patients/clients have an Emergency Room visit, how often do you know the reason for the visit? *Required	When your patients/clients are admitted to the hospital, how often do you know the reason for the admission? *Required	How often do you know about all the visits that your patients/clients make to other health care providers (including physicians and other care providers)? *Required
2	Unchecked	Checked	Unchecked		Low: Not directly involved in the design or implementation of the new care pathways			
3	Unchecked	Unchecked	Unchecked		High: Actively involved in the design or implementation of new care pathways	Rarely	Never	Never
4	Unchecked	Unchecked	Unchecked		High: Actively involved in the design or implementation of new care pathways	Sometimes	Sometimes	Never
5	Unchecked	Checked	Unchecked		None			

Note: Questions that are “Select all that apply” will have answers as *Checked* or *Unchecked*.

What information will be removed in the process of de-identification?

HSPN will remove names, email addresses, and survey timestamps from the dataset.

HSPN may also combine certain demographics into larger groups to prevent identification if the frequency of the response is <6.

How should results be analyzed/displayed?

OHTs may want to focus only on certain questions on the survey, or report the percentage of respondents who selected the top two (i.e., favourable) options by domain. Depending on the sample size, OHTs may want to stratify results by provider type.

For ideas on how to display and interpret results, OHTs may wish to refer to HSPN's *Ontario Health Team Central Evaluation – Formative Evaluation: Findings from the Organizing for OHTs Survey* report, available at <http://hspn.ca/wp-content/uploads/2020/11/OOHT-Survey-Report-Final3.pdf>.