

# Ontario Health Team Patient Survey FAQ

## SURVEY TOOL

### **What is the *OHT Patient Survey*?**

It's a survey designed to measure things that individuals felt were relevant to having a good experience in the health system such as accessing care, care transitions, having someone to count on, being heard, knowing how to manage their own health, health status, feeling safe, and digital/virtual care.

### **Why would an OHT use this survey?**

Ontario is advancing the Quadruple Aim as a framework for health system improvement and accountability which includes Patient Experience as an essential component. Improving patient experience is a primary reason for implementing Ontario Health Teams.

Using this survey provides demographic information and experience information that identifies areas for improvement relating to social determinants of health and equity measurements including socioeconomic, race/ethnicity, age and gender.

### **In what format is the *OHT Patient Survey* available?**

The *OHT Patient Survey* 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 PDF version of the *OHT Patient Survey* can be found at <https://hspn.ca/evaluation/oht/provider-and-patient-experience-surveys/patient-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, the HSPN does not have the capacity to add questions to the existing survey.

## SURVEY PLANNING & ADMINISTRATION

### **How do we start surveying patients?**

To access the survey:

- 1) Your OHT evaluation contact person emails [OHT.evaluation@utoronto.ca](mailto:OHT.evaluation@utoronto.ca) to notify the HSPN their intention to administer the survey.
- 2) The HSPN OHT Evaluation team will email your OHT a survey package containing:
  - two OHT-specific general user links, (one in English, the other in French);
  - a DOCX file with suggested wording for the patient survey invitation email;
  - PDFs of the information letter to send along with the survey invitation email for informed consent, in both English and French;

- a PDF document outlining the steps OHTs are to follow to administer the survey in both English and French.
- 3) Once your OHT sends the survey link to patients, please email the HSPN evaluation team at [OHT.Evaluation@utoronto.ca](mailto:OHT.Evaluation@utoronto.ca) so that they can mark the survey start date ( $T_0$ ).

### **Who can be surveyed?**

The *OHT Patient Survey* is intended for all patients receiving care from an OHT.

### **What if patients are unable to respond to the survey due to care needs (e.g., palliative care, disability, etc.)?**

Patients can receive help from a friend or caregiver to complete the survey.

### **How large should the sample size be?**

OHTs determine how many patients to survey. However, the 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 can email patients the survey link using the suggested wording in the DOCX file, along with the information letters for informed consent as an attachment (PDF files in English and French sent in the survey package).

If OHTs opt to use paper survey, or a patient wants one, they can print a PDF of the survey at <https://hspn.ca/evaluation/oht/provider-and-patient-experience-surveys/patient-experience-survey/>. However, please note, *OHTs are responsible for entering the survey responses into the web platform using the general user links provided.*

### **How often will participants be surveyed?**

Patients will be surveyed only once during the data collection period.

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

Four weeks following the survey start date ( $T_0$ ), the HSPN will provide your OHT with a count of the number of responses it has received from patients.

### **How often should participants be sent reminders?**

OHTs should send reminder emails at least once every two weeks following the initial invitation (i.e.,  $T_0$ ) is recommended to ensure better response rates.

### **How will OHTs know whom to follow-up with?**

Due to privacy and research ethics requirements, the HSPN cannot share patient contact information with OHTs. Therefore, we suggest your OHT send reminders to *all* patients every two weeks.

### **How long is the data collection period?**

The data collection period lasts six weeks, starting from the initial batch of invitations to patients at  $T_0$ .

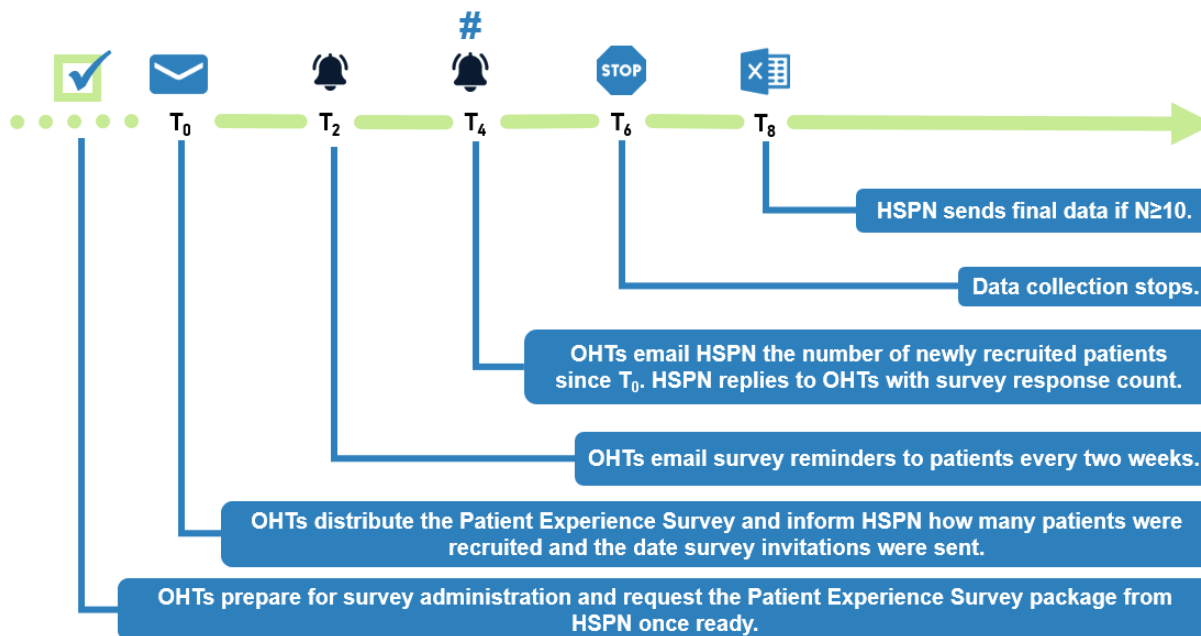
### **How long is the survey available?**

HSPN will make the *OHT Patient Survey* available until March 2023.

## SURVEY RESULTS

### When will OHTs get results back?

HSPN will send de-identified data eight weeks after following the initial invitation (i.e., T<sub>0</sub>).



### How will OHTs get survey results back?

HSPN will email the OHT evaluation contact an XLSX file with de-identified data. Here is an example of what this may look like:

	O	P	Q	R	S	T	U	V
	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
1								
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			

All questions and answers will be provided in full-text. Questions that are “Select all that apply” will have answers as *Checked* or *Unchecked*.

**Who will analyze results?**

OHTs will be responsible for analyzing the results.

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

The HSPN will remove personal identifiers (e.g., names, email addresses, survey timestamps, etc.) from the dataset. The 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 by age category, gender, ethnicity, etc.

For ideas on how to display and interpret results, OHTs may wish to refer to the 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>.