

Visitor and Provider Experience Surveys

Using Visitor Experience Surveys

Visitor experience surveys are used to assess visitor satisfaction and identify areas of improvement in care delivery. By using visitor experience surveys, providers and organizations can gain valuable insights to improve services, enhance visitor satisfaction, and deliver person-centered care. Examples of when to use visitor experience surveys include, but are not limited to:

- Partner-led initiatives
- Mobile care initiatives
- Emergency department visits
- Virtual healthcare visits
- Primary care visits
- Pop-up clinics

See Table 1 below.

Using Provider Experience Surveys

Provider experience surveys focused on a specific initiative, such as a mobile care partnership, can provide valuable insights into the effectiveness and impact of the initiative on providers and the target population. Using provider experience surveys can enhance care by ensuring healthcare providers are supported in their roles. Some examples of when provider experience surveys could be used in the context of a mobile care partnership or other specific initiative:

- Assessing workflow and efficiency
- Communication and coordination
- Staffing and workload
- Visitor interaction and satisfaction
- Feedback on the impact of the initiative

See Table 2,3, and 4 below.

Table 1. Visitor Interview Questions (in-person)

SECTION 1. Background Information
<p>Date of interview: [insert date]</p> <p>Do you agree to participate in the interview and allow us to use your responses in the evaluation? (Yes/No)</p> <p>May I record this conversation? The recording will only be used to help me clean my notes and will be destroyed as soon as my notes have been completed (Yes/No).</p> <p>Which category below includes your age?</p> <ul style="list-style-type: none"> • Under 18 • 18-25 • 25-49 • 50+ <p>How would you describe your current housing situation?</p> <ul style="list-style-type: none"> • Safe permanent housing (rent/own) <ul style="list-style-type: none"> ○ If yes, is your housing subsidized (yes/no)? _____ • Temporary Housing (transitional/emergency) • Unsheltered • Other (specify): _____ <p>Do you currently have a primary care provider (i.e. Family Doctor or Nurse Practitioner)? (Yes/No) + Comment</p>
SECTION 2. [insert project name] Use and Experience
<p>What made you want/need to use the [insert project name]?</p> <p>How often have you visited the [insert project name] in the past month?</p> <ul style="list-style-type: none"> • 1-3 times • 3-5 times • 5+ times <p>What other health or social services have you used in the past month? (e.g., emergency department, primary care, other [insert], etc.)</p> <p>Overall, tell me about your experience visiting the [insert project name]. <i>Prompt:</i> What do you like most about visiting the [insert project name] (ease of use, mobile, interdisciplinary team, etc.)? <i>Prompt:</i> Is there anything we can do to improve the experience or services you receive from the [insert project name]? <i>Prompt:</i> What was your experience like with the staff?</p>

What services did you use when visiting the [insert project name]?

- Someone to talk to
- Harm reduction
- Connections to other services
- First aid treatment
- Light snacks/refreshments
- Support for basic needs

[insert other services as required]

Do you still have unmet health or social needs?

Do you have any other comments or concerns regarding your experience with the [insert project name]?

Table 2. Leadership/Supervisor Survey Questions

SECTION 1. Background Information
Date of interview: [insert date]
<p>With what organization are you currently employed? [list partner organizations] Other (please specify): _____</p>
<p>What is your role with the [insert project name]? Leader / Executive (Project Executive Committee) Supervisor / Manager (Project Working Group) Other (please specify): _____</p>
SECTION 2. [insert project name] Objectives
<p><i>This section assesses the extent that the [insert project name] achieved its stated objectives.</i> <i>Please note the extent to which you agree with the following: (strongly disagree → strongly agree)</i></p> <ul style="list-style-type: none"> • The [insert project name] provides outreach services to meet community members where they are. • The [insert project name] delivers culturally sensitive care. • The [insert project name] is an effective alternative pathway for individuals to access health and social services. • The [insert project name] improves community safety. • The [insert project name] provides an added presence and opportunity for community engagement. • There is a high level of awareness in the community about the [insert project name]. • There have been many health and social service partnerships through the initial launch phase of the [insert project name]. • There is a high level of stakeholder accountability on the part of all organizations involved in the [insert project name].

SECTION 3. Project Implementation and Partnerships

**Do you feel as though you were able to implement the following activities as planned?
(Yes/No/Unsure)**

- Building program awareness.
- Developing a Partner Collaboration Agreement.
- Developing directives and a playbook.
- Developing social and medical referral care paths.
- Providing training and support for staff.
- Any other duties not listed that you may have related to the **[insert project name]**.

What were some of the barriers to implementing activities as planned?

What were some of the facilitators to implementing activities as planned?

Table 3. Frontline Staff Interview Questions (in-person)

SECTION 1. Background Information

Date of interview: **[insert date]**

**Do you agree to participate in the interview and allow us to use your responses in the evaluation?
(Yes/No)**

May I record this conversation? The recording will only be used to help me clean my notes and will be destroyed as soon as my notes have been completed (Yes/No).

What is the name of the organization of which you are currently employed?

What is your role with the **[insert project name]?**

- Nurse
- Mental health & addictions worker
- Peer support worker
- Other (please specify): _____

SECTION 2. **[insert project name]** Objectives

**Do you feel as though you were able to implement the following activities as planned?
(Yes/No/Unsure)**

Examples:

- Providing direct 1:1 care to clients (e.g., counselling, health teaching, primary care, community referrals, peer and social support)
- Engaging with the community
- Medical assessments (where applicable)
- Any other daily duties you may have related to the project

What were the factors that limited the ability to implement the bus as planned?

Prompt: What made doing your job difficult at times?

What were the facilitators to implementing the [insert project name] as planned?

Prompt: What made doing your job easy?

Do you feel as though there is a high level of community awareness of the [insert project name]?

To what extent do you agree with the following? (Yes/No/Unsure)

The [insert project name] has been well received by:

- Community partners (co-location and service providers)
- Visitors
- The local community

Are clients generally satisfied with the services that the [insert project name] offers?

Are there greater unmet needs you feel as though you are not able to serve?

What are you most proud of since the initial launch of the [insert project name]?

Is there any other information that you would like to share (e.g., comments, suggestions for improving collaboration, or factors you think that led to the [insert project name] having success)?

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Table 4. Partner Survey Questions

SECTION 1. Background Information
<p>With what organization are you currently employed? [list partner organizations] Other (please specify): _____</p> <p>What is the nature of the partnership between your organization and the [insert project name]?</p> <ul style="list-style-type: none"> • Co-location partnership • Service provider partnership (providing staff, provisions etc.) • Unsure • Other (please specify): _____
SECTION 2. Community Partnership and Impact
<p>To what extent do you agree with the following (strongly disagree → strongly agree):</p> <ul style="list-style-type: none"> • The [insert project name] is a welcoming partnership. • The [insert project name] is improving community safety. • The [insert project name] is rebuilding trust between underserved community members and the healthcare system. <p>Have the individuals you serve benefited from the [insert project name]? (Yes/No/Unsure) If you answered yes, how have your clients benefited from the [insert project name]?</p> <p>How might the [insert project name] better meet the needs of the individuals you serve?</p> <p>How might the [insert project name] improve the quality of partnerships?</p>

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System-Level Surveys and Interviews

Patient and Client Experience (System-Level)

To gather a better understanding of how patients or clients experience the healthcare system, patient or client experience surveys or interviews can be used. These surveys or interviews typically consist of a structured set of questions designed to capture various aspects of the healthcare journey. Patients or clients are asked to provide feedback on areas such as communication with healthcare providers, wait times, accessibility of services, quality of care, and overall satisfaction.

Analyzing survey results helps identify strengths and weaknesses in the healthcare system, enabling organizations to make data-driven improvements, enhance patient-centered care, and create a more positive healthcare experience for patients or clients.

See Example 1 below.

Provider Experience (System-Level)

Provider experience surveys play a crucial role in understanding how healthcare providers and their clients experience the healthcare system. By gathering feedback directly from providers, these surveys can reveal valuable insights into their perspectives, challenges, and satisfaction levels. Providers can offer information about their interactions with clients, communication with other healthcare professionals, and the effectiveness of healthcare processes.

Additionally, when provider experience surveys are combined with patient or client experience surveys, organizations can gain a comprehensive view of the healthcare system, identifying both strengths and areas that require attention, ultimately leading to better patient care and a more positive experience for both providers and clients.

See Example 2 below.

Example 1: Mental Health and Addictions Client Consultation Questions

Domain	Questions
Access	<ul style="list-style-type: none"> • In the past [insert time], how many times have you accessed mental health services in [insert location]? • What types of services did you access? • What made you want to use the services that you accessed? • Would you access this service again? If not, why? • How were you aware of the services that you accessed? • When you found out about a service, were you able to access it right now? • Were there any barriers to accessing services (e.g., financial)? • What would stop you from talking to someone/accessing a service? What would make it easier?
Consistency and Continuity	<ul style="list-style-type: none"> • If you have accessed this service more than once, is the care you receive usually the same? • When you access services, do you see the same provider(s), or different provider(s)? • When you access services, do you find that you are often referred to other services (i.e. bounce from one service to the next)?
Supports	<ul style="list-style-type: none"> • After accessing a service and receiving care, do you find that you have the necessary supports in place when you are discharged? <ul style="list-style-type: none"> ○ If so, what types of supports do you find most helpful in your care/recovery? • What resources such as community, people, and aids do you have now? Do you know of other resources or supports that may be helpful for you? • After accessing this service, do you feel the service has helped you understand and manage your challenges? • When you access this service, is there any follow-up afterwards? • What was lacking when they accessed mental health/addictions services? • Was the care they received seamless? Were there supports in place when transitioning back to the community?
Other/General	<ul style="list-style-type: none"> • When you are at your best overall health, what does that look and feel like? • What contributes to that and what types of supports do you have in place? • Do you find that you still have unmet health or social needs that are not met by the healthcare system? • Describe your experience accessing MHA services in [insert location]. • Is there anything we can do to improve your experience that you have when accessing MHA services in [insert location]?

Example: Mental Health & Addictions Frontline Consultations

Domain	Questions
Access	<ul style="list-style-type: none"> • What barriers to accessing services do you usually see with clients and/or patients? • Do you feel comfortable treating all clients and/or patients who access this program/service? • Do clients and/or patients ever voice concerns/difficulties accessing your program or other MHA services in the community?
Consistency and Continuity	<ul style="list-style-type: none"> • What are some barriers to providing consistent care to clients and/or patients do you come across? • What are some barriers to providing continuity of care? • Do you typically encounter the same clients and/or patients and develop a relationship with those individuals?
Supports	<ul style="list-style-type: none"> • Do you find that you have difficulties connecting clients and/or patients with appropriate supports when they are discharged? If so, why? • When clients and/or patients are at their best health, what types of supports do they typically have in place?
Other/General	<ul style="list-style-type: none"> • What is your experience like when treating those with MHA? • What obstacles do you encounter when treating clients and/or patients? • What makes doing your job and delivering the best care easy at times? • Are clients and/or patients generally satisfied with the services available to them? • Are there greater unmet needs that you feel that you're not able to serve? • When clients and/or patients are at their best health, what does that look like?