PPH Client Feedback Form Guidelines	Practice Guideline: *PPH Client Feedback Guidelines*	
	Approval Date: *Updated September 2020*	**Pages:** *1 of 8*
	Approval By: *PPH Program*	**Supercedes:** *January 2020*

PURPOSE AND INTENT

To provide guidance to PPH Administrative staff in entering data collected on the PPH client feedback form. Survey Monkey is the tool that has been selected for data entry and analysis.

ROLES AND RESPONSIBILITIES

TMs: Ensure client feedback is collected per the agreed upon service area rotation; ensure all data are entered and tracking forms completed and returned to the PPH Program c/o Nadene Coutu by the established deadline.

PHNs, PHDs, FFHVs, Outreach, HCAs: Collect feedback from clients and families. Offer mail back option (pre-paid envelope) as needed. Collect envelope and response rate tracking per guidelines. Track number of invitations to clients and families to provide feedback to assess response rate. Also track pre-paid envelopes used to inform planning.

Admin: Provide a copy of the tracking form to all staff involved in collecting client feedback for the relevant service area and collection period. Complete all data entry into survey monkey for each collection period by the established deadline.

PPH Program: Manage Survey Monkey for data collection and collation. Manage client feedback collection schedule in collaboration with PPH Quality Team and PPHOT and related communication. Coordinate efforts of service area and community leadership, and related groups, e.g., PPH Quality, practice councils to summarize and interpret results and guide ongoing improvements. Collate all responses from Survey Monkey.

SCOPE

Applies to all PPH staff and managers in both Community Area and Centralized PPH areas.

OVERVIEW

The PPH Quality Team has developed the PPH Individual Client and Family feedback form as part of the PPH Program's Voice of the Client framework. Surveys are posted in the Quality Improvement section of the extranet http://www.wrha.mb.ca/extranet/publichealth/quality.php. To facilitate data analysis and regional comparison within specific PPH service areas, data will be entered by the team collecting it, and regional collation and analysis will be done by the PPH Program, and shared back with all teams via Team Managers and members of the PPH Quality Team.

Data will be collected from clients using a paper copy of the feedback form. Data will be entered into Survey Monkey as outlined in this guideline, to facilitate data collation and analysis.

The printed copy of the feedback form now includes the url and QR code so clients may complete it online, however given regional policies, we cannot email the survey to clients unless we have established this in the context of virtual visits and following those guidelines. Highlight the url on the paper copy and point out the QR code. Taking a picture of the QR code with the camera on a smartphone will take clients to the survey online.

1. Schedule

In order to manage the work associated with collecting, entering and collating client feedback, and to facilitate regional comparison within specific PPH service areas, the PPH Quality Team has developed an annual schedule for each service area to collect client feedback. The schedule is developed by PPH Quality, in consultation with PPHOT and informed by practice councils. The schedule and this approach will be reviewed annually.

For each service area, all clients served in the specified time period in which feedback is being collected should be offered the opportunity to provide feedback.

2. Distribution of surveys and envelopes:

It is recommended that teams print the client feedback form as double-sided (English/French), on legal sized paper.

Prior to providing clients with a paper copy of the form, ensure the following information is pre-populated on both sides of the form:

- Item 1: Date of Service
- Item 2: Service Area Code:
  - o Each team and service area has been assigned a numerical code. See below.
  - o Note: For general communicable disease services or healthy sexuality and harm reduction services delivered by community area teams, please select those codes, not your community area office code.
  - o There are specific codes assigned to group services delivered by paired areas.
- Item 3: Service delivered—tick box.
- Item 4: Method of service delivery—tick box.
- Item 5: Highlight the url for the online version of the form, located at the top of the form

Team/Service Area Codes:

1	Communicable Diseases (General)
2	Healthy Sexuality and Harm Reduction Services
3	Tuberculosis Services
4	Prenatal Connections
5	Downtown East
6	Downtown West
7	Point Douglas
8	Inkster
9	Seven Oaks
10	River East
11	Transcona
12	Saint-Boniface
13	Saint-Vital
14	River Heights
15	Fort Garry
16	Assiniboine South
17	St. James

Services delivered by paired area

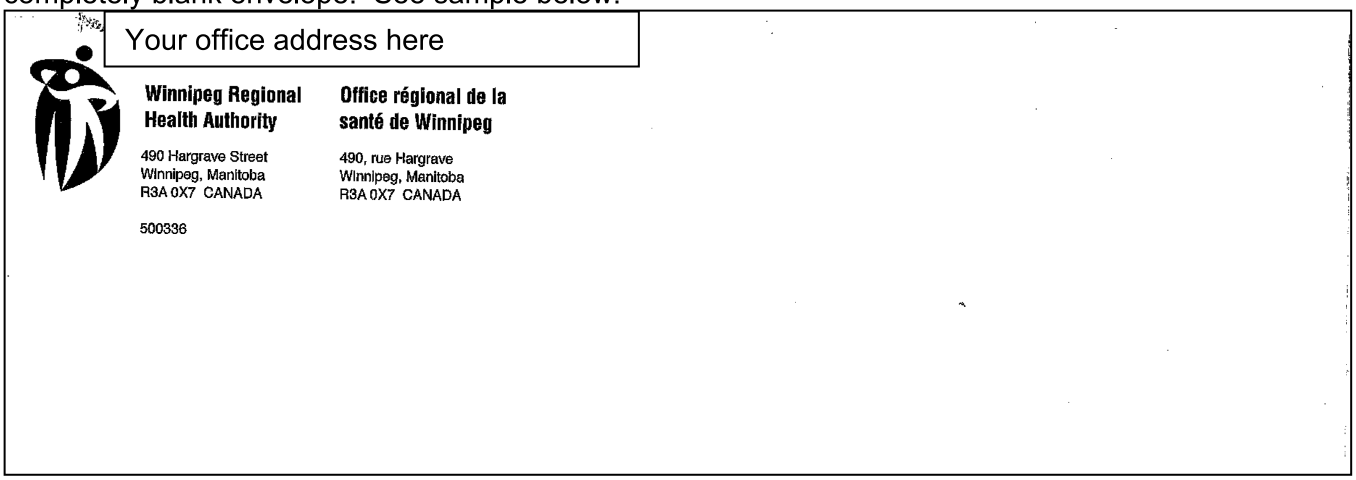
18	Seven Oaks / Inkster
19	River East / Transcona
20	Saint Boniface / Saint Vital
21	Fort Garry / River Heights
22	Downtown / Point Douglas
23	St. James - Assiniboia / Assiniboine South

Envelopes:

There are two types of envelopes being used to collect client feedback: Blank WRHA envelopes and pre-paid MDA envelopes.

a. Blank WRHA envelopes:

- These are to be provided to clients choosing to complete the feedback form at the end of the visit and hand it back to the staff member. These envelopes have the WRHA logo and your office address printed in the upper left corner. These can be obtained from your Admin. Do not use a completely blank envelope. See sample below.



b. Pre-printed, pre-paid (MDA) envelopes:

- These envelopes will be provided to your team by the program and are to be used only when clients choose to return their completed feedback form by mail.

- Each area will need to print labels with their Community Area / Program mailing address and MDA Client # 500336 and affixed to the top left-hand corner of the envelope (see red highlighted area below).

- Postage is only charged when the envelope is mailed through Canada Post. However, the envelopes are more expensive than the regular blank WRHA envelopes, so these are to be used exclusively for clients who choose to return their feedback form by mail.

- The address in the blue highlighted area above is MDA Mail Services' address. MDA Mail Services will receive all mailed envelopes for postage costs and invoicing purposes and will then forward the envelopes to the return address on the label you provided via the green MDA mail bags.

- Surveys received at each office should be forwarded to the Admin responsible for entering data into Survey Monkey. These need to be collated and tracked electronically in the electronic tracking sheet (excel) by the admin and returned to the central PPH Program c/o Nadene Coutu within communicated timelines.

See Appendix A: Client Feedback Form and Envelope Tracking Instructions and Spreadsheet

3. Inviting Client Feedback:

The following speaking points are intended to inform conversations with clients to invite their feedback and explain the feedback form and options for completing and returning it.

"The WRHA Population and Public Health Program would appreciate your feedback by answering some questions about your experience with our services. Providing feedback is voluntary. You may choose to answer all or some of the questions. All information received is confidential and you will not be identified. Your participation in filling out the form is greatly appreciated and your feedback will be used to improve our services.

If you decide to participate in filling out the form, you may choose to complete it online, or complete it now and hand it back to me in a sealed envelope, or I can provide you with a pre-paid envelope to return it via mail. The web address is listed at the top of the form."

a) Web option:
Clients may choose to complete the form online; however, they will require a paper copy of the form with the URL and the QR Code. Per section 2 above, **ensure the date of service, service received, community area of client residence and team/service area code is completed prior to handing to the client. Highlight or point out the web address (url).**

b) Hard copy:

- If the client chooses to provide feedback and return it to the staff member at the end of the visit, provide client with a blank WRHA envelope, and privacy and time to complete. Ensure that the envelope is sealed.

- Bring the sealed envelopes back to the office and deliver it to the admin collecting client feedback forms, for appropriate storage (per PHI policies).

- If the client prefers to complete the survey at a later date and return by Canada Post, provide them with the pre-printed, pre-paid (MDA) envelope. Do not use these envelopes for surveys returned during the visit due to the added cost. There are substantial additional costs for the printing of the MDA envelopes as well as the mail-back costs.

4. Response Rate and Envelope Tracking:

Objectives:

- Assess response rate.
- Track use of pre-stamped envelopes for future planning and to account for those used for the client feedback process.

Tracking:

- Each office is responsible for tracking the number of distributed envelopes to allow for response rate analysis, and accounting for the number of surveys returned via post and for returning this information to the central program team c/o Nadene Coutu within established timeframes.

- For home visiting services, include the following in each client file: pre-stamped and self-addressed envelope, a regular WRHA envelope and the PPH client feedback form (double sided, French/English).

- Staff will invite feedback from the client after the visit and provide them with the form and an appropriate envelope.

    - Most client feedback forms can be collected directly from the client at the time of service.

    - Some clients receiving a home visit may prefer to return their feedback form by mail-back. Pre-paid envelopes are provided for this purpose.

- After the visit, use the tracking tool to record how many clients you invited to provide, how many handed them back at the visit, how many declined, how many chose to mail it back and how many indicated they would complete it online. If 3 people from the same family agree to complete the survey, then enter 3 in column B (#of family/clients invited to provide feedback).

- At the end of the sampling period/month, return your completed electronic tracking sheet and any unused envelopes to your Admin.

- Staff may find it helpful to carry extra copies of the feedback form.

For questions or to request additional envelopes please contact Nadene Coutu at ncoutu2@wrha.mb.ca or 204-940-3606.

See Appendix A: Client Feedback Form and Envelope Tracking Instructions and Spreadsheet

PPH Client Feedback Form and Envelope Tracking Spreadsheet

Community Area / Team:			Service:		Staff Name:				Month:	
A	B	C	D	E	F	G	H	I	J	K
Date (one row per date during collection period)	Number of families/clients invited to provide feedback	Number of clients choosing online option	Number of completed feedback forms received at classes or visits (sealed in plain WRHA envelope)	Number of families requesting mail back option (provide MDA pre-stamped, paid envelope)	Number of families declined	Number Feedback Forms returned by mail	Mail-Back response rate	Overall response rate for surveys received in hard copy*	MDA envelopes left over	NOTES

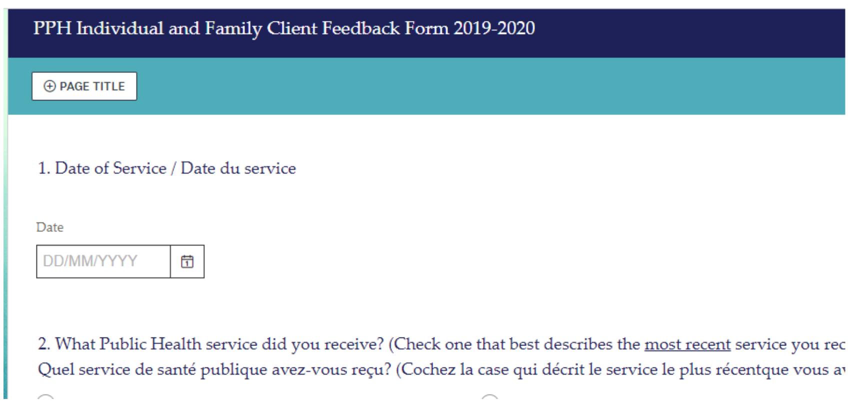
5. Data Entry:

- To facilitate analysis of results and collation and comparison at the service area and regional level, data entry will occur locally, into the relevant pre-prepared survey in survey monkey.

- Admin receives completed forms for Data Entry from staff collecting the feedback, and via client mail back responses, returned via interoffice mail.

- The Survey Monkey link is at the top of the Survey for data entry. Once you click on the link you will be led directly into the survey to begin data entry. A new link will be used for each run of surveys.

- Click the link to start entering data.



- Note the questions on the form and items in survey monkey have been designed to accommodate centralized services and regional services such as groups to facilitate report management and analysis.

- Once all questions are entered click on the provided link to enter the next survey.

Notes:

- Do not enter any identifiers into Survey Monkey. Instead, enter “client” or “Worker/PHN/ Visitor”.

- The questions asking for feedback that have comments with no, none, n/a, etc. should be left blank.

- French responses are to be entered into Survey Monkey in French (Transcribe as best you can and we will ensure these are translated).

- If you are entering data for a paired Community Area (Downtown East / West; Fort Garry / River Heights) then choose the designated service area code (listed above).

6. Storage of completed forms.

- Admin: Please **collate** tracking results and email to Nadene Coutu at ncoutu2@wrha.mb.ca.
- Admin: Send entered Surveys and unused MDA envelopes to Population & Public Health at 2-490 Hargrave Street via Interdepartmental Mail (IDM) while keeping in accordance to the *Security and Storage of Personal Health Information* item 4.1.5 http://home.wrha.mb.ca/corp/policy/files/10.40.120.pdf

For questions about envelope tracking or data entry into survey monkey, please contact Nadene Coutu at ncoutu2@wrha.mb.ca or 204-940-3606.

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APPENDIX A: PPH Client Feedback Form and Envelope Tracking Instructions and Spreadsheet.
APPENDIX B: PPH Client Feedback Team Codes.

PPH Client Feedback Form and Envelope Tracking Instructions

Objectives of tracking:

- Assess response rate.
- Track use of pre-stamped envelopes for future planning and to account for those used for the client feedback process.

PPH Client Feedback Form and Envelope Tracking Spreadsheet

Community Area / Team:			Service:		Staff Name:				Month:	
A	B	C	D	E	F	G	H	I	J	K
Date (one row per date during collection period)	Number of families/clients invited to provide feedback	Number of clients choosing online option	Number of completed feedback forms received at classes or visits (sealed in plain WRHA envelope)	Number of families requesting mail back option (provide MDA pre-stamped, paid envelope)	Number of families declined	Number Feedback Forms returned by mail	Mail-Back response rate	Overall response rate for surveys received in hard copy*	MDA envelopes left over	NOTES

Instructions:

Ensure your team name, your name, service and month of data collection are noted on the form.

Use one line of the tracking sheet for each date of the collection period.

For all visits on a given date of the collection period, record:

- The number of invitations to provide feedback (clients may choose to do one for the family or if more than one caregiver present, they may each prefer to provide feedback).

- The number of families / clients who decline the invitation to provide feedback.

- For those who agree to provide feedback, place a tick in the box that represents their chosen method, e.g., return by mail, online, returned during visit.

At the end of the collection period, return your tracking sheet to your admin for collation.

Admin will track the number of envelopes received by mail, note the number of MDA envelopes left over and will collate team stats at the end of the sampling period/month.

Admin will submit collated team stats to the PPH Program c/o Nadene Coutu at ncoutu2@wrha.mb.ca

Spreadsheet: (double click on the icon to open and print).

Tracking
Spreadsheet-Jan-19.xl