



## Acute Inpatient Sector Survey — Frequently Asked Questions —

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### 1. What is the Acute Inpatient Sector Survey?

The Acute Inpatient sector survey was first conducted in 2016/17 and is one of several province-wide surveys that have been completed, are currently underway, or are in the planning stages, to measure the experience and outcomes of care of patients accessing British Columbia's health care system.

### 2. When is the survey taking place?

The survey period will begin on October 1 and will survey individuals discharged between October 1<sup>st</sup> and March 31<sup>st</sup>. The survey occurs annually.

### 3. Who is leading the survey process?

The BC Patient-Centred Measurement Working Group has implemented province-wide coordinated surveys to hear the collective voices of people who access our Acute Care inpatient services. The working group is supported by the BC Ministry of Health and all the health authorities across B.C. Surveying of patients across the province has been occurring for the last 10 years.

### 4. Who will be surveyed?

A random sample of **hospital inpatients** in B.C. will be asked to participate in the survey. However, some areas are **excluded**. These include: infants 10 days old or younger, patients who present with sensitive issues (e.g., abuse, assault, miscarriage), and those with no contact information.

### 5. How are patients selected?

A random sample of discharged inpatients will receive a letter in the mail asking them to participate in an online or phone survey. Follow-up phone calls will be made to support patients responding to the survey.

### 6. Is the survey voluntary?

Yes, while we hope that all patients who receive a letter will complete the survey, regardless of whether they are happy or unhappy with their experience, completion of the survey is completely voluntary. Choosing whether or not to complete the survey will have no impact on the care that a patient receives.

### 7. What kind of questions will be asked?

The questions asked include topics such as: pain control, cleanliness of the facility, courtesy of staff, discharge planning, and hand hygiene. They will help us to understand the patient perspective on the spectrum of care provided.

### 8. How will IH be using the patient responses?

We will keep doing, and expand on, the areas where we hear that we are doing well. We will work hard to better understand the areas where our scores are poor, and strive to make improvements in consultation with patients and families, clinicians, leaders, and policy makers. The goal is that the results that reflect the "voices" of our patients will be used to improve the experiences and outcomes of care in Interior Health.

**9. Who do I contact if I do not wish to participate or if I have further questions about the survey?**

Patient Care and Quality Office by phone: 1-877-442-2001 or email: [Patient.concerns@interiorhealth.ca](mailto:Patient.concerns@interiorhealth.ca)