



Primary Care Patient Experience Survey

For nurse practitioners

The Primary Care Patient Experience survey was developed with input from patients, specifically for Alberta’s primary care providers and their teams.

Providers receive feedback that is:

- **Standardized:** Compare your results with peers.
- **Actionable:** Identify quality improvement opportunities, including Alberta Health’s updated patient experience indicator (Schedule B) for PCNs.
- **Credible:** Trust a survey that has been rigorously tested by patients and clinics and based in evidence.

THE SURVEY PROCESS

<p>Let us know you’re interested. Complete the provider and clinic contact form to express interest. Peers at your clinic are welcome to participate as well.</p>	<p>Send a message to patients to alert them of an email survey from Health Quality Alberta. Allow 7-10 days for patients to opt out. A sample email will be provided.</p>	<p>Provide patient email addresses to Health Quality Alberta. As a data custodian, it is permissible for Health Quality Alberta to receive patient email addresses. Instructions on sending emails will be shared.</p>	<p>Health Quality Alberta will send the survey to patients (open for three weeks). You can expect a 25-30 per cent response rate.</p>	<p>Get your personalized and confidential report.</p>	<p>Review your results and work on a quality improvement project as a team. View a sample report here. Aggregated results across all participants will be used in program evaluation.</p>

ABOUT THE NURSE PRACTITIONER PRIMARY CARE PROGRAM EVALUATION

- Health Quality Alberta has been requested by the Ministry of Primary and Preventative Health Services to conduct a multi-year evaluation of the Nurse Practitioner Primary Care Program (NPPCP).
- This evaluation will review the experience of nurse practitioners, their teams, and patients.
- The Health Quality Alberta Primary Care Patient Experience Survey is one of the ways this evaluation will learn what patients are thinking, whether their needs are being met, and what could providers and their team do differently.

QUESTIONS THAT MATTER TO YOUR PATIENTS

With approximately 25 questions, this survey covers a range of topics that matter to your patients:



Access	<p>In the last six months...</p> <ul style="list-style-type: none"> • How many times did you visit this care provider to get care for yourself? • Did you contact this care provider's office to get an appointment for an illness, injury, or condition that needed care right away? <ul style="list-style-type: none"> - (If yes) When you contacted this care provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed? • Did you make any appointments for a check-up or routine care with this provider? <ul style="list-style-type: none"> - (If yes) When you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed? • Where did you go when this care provider was unavailable?
Communication	<p>In the last six months, how would you rate...</p> <ul style="list-style-type: none"> • The amount of time that your care provider gave you? • The way your care provider listened to you? • The way your care provider explained things in a way you could understand? • The way your care provider involved you in decisions about your care? • Your care provider's knowledge of your medical history? • The way this care provider showed respect for what you had to say?
Provider	<ul style="list-style-type: none"> • Overall provider rating • Patient understanding of the NP role • Patient motivations for seeking care from an NP
Care coordination	<p>In the last six months...</p> <ul style="list-style-type: none"> • How often did your healthcare team seem to effectively coordinate your care? • Did this care provider order a blood test, x-ray, or other test for you? <ul style="list-style-type: none"> - (If yes) When this care provider ordered a blood test, x-ray, or other test for you, how often did someone from this care provider's office follow-up to give you those results? • Did you take any prescription medicine? <ul style="list-style-type: none"> - (If yes) How often did you and someone from this care provider's office talk about all the prescription medicines you were taking?
Healthcare team	<p>In the last six months...</p> <ul style="list-style-type: none"> • How often were clerks and receptionists at this provider's office as helpful as you thought they should be? • How often did clerks and receptionists at this provider's office treat you with courtesy and respect?
Clinic	<ul style="list-style-type: none"> • Overall, how would you rate the care you received from this clinic over the past six months? (Schedule B patient experience indicator)
Demographics	<ul style="list-style-type: none"> • Which of the following best describes how you have used the healthcare system in the last 6 months? • In general, how would you rate your overall health? • In general, how would you rate your overall mental or emotional health? • EQ-ED-5L (mobility, self-care, usual activities, pain/comfort, anxiety/discomfort - 0 - 100 scale of health) • What is your age? • Which of the following best describes your gender identity? • Which of the following best describes your financial situation?