

Provider Feedback Survey



Surveys provide a quick and easy way to solicit provider feedback on toolkit impact and perceived communication effectiveness. You will want to collect provider feedback at various points during toolkit implementation planning and after your launch.

Consider administering surveys at periodic intervals:

- Before Implementation [Provider Self-Assessment of Communication Effectiveness]
- 2-4 weeks after Implementation [Provider Assessment of Toolkit Effectiveness or both surveys]
- Every 3-months once the intervention is integrated into your practice [both surveys]

It is best to keep surveys short. Both surveys here take less than one minute to complete. Adding more questions may increase the time to complete and reduce completion rates. If you choose to add survey questions, make sure they relate to how your practice has decided to implement and evaluate the toolkit's impact.

Provider Self-Assessment of Communication Effectiveness

This adapted version of the validated Doctor-Patient Communication Questionnaire¹ is ideal to help practices measure changes in communication effectiveness before and after toolkit implementation. The questions are scored on a scale of 1 (Never) to 4 (Always) and summed across the four questions for a score ranging from 4 to 16. A higher score represents better communication. Providers can complete this self-assessment in under one minute.

Provider Assessment of Toolkit Effectiveness

This short provider assessment should be used after implementation to elicit input from providers on perceived effectiveness of the toolkit to improve their diagnostic process and communication with their patients. The questions are scored on a scale of 1 (Never) to 4 (Always) and summed across the four questions for a score ranging from 4 to 16). A higher score represents better implementation effectiveness. Providers can complete this self-assessment in under one minute.

References

1. Sustersic M, Gauchet A, Kernou A, Gibert C, Foote A, Vermorel C, Bosson JL. A scale assessing doctor-patient communication in a context of acute conditions based on a systematic review. PLoS One. 2018;13(2):e0192306. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5821327/>. Accessed July 19, 2021.

Provider Feedback Survey



Provider Self-Assessment of Communication Effectiveness

Please take a minute to complete the following survey. It will help us measure communication effectiveness before and after toolkit implementation.

	Never	Sometimes	Almost Always	Always
	1	2	3	4
I listen to my patients carefully during the visit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I allow my patients to talk without interrupting them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I encourage my patients to express themselves/talk.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I examine my patients thoroughly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing this survey.

Provider Feedback Survey



Provider Assessment of Toolkit Effectiveness

Please take a minute to complete the following survey. It will help us measure perceived effectiveness of the toolkit to improve the diagnostic process and communication with patients.

	Never	Sometimes	Almost Always	Always
	1	2	3	4
The Be The Expert On You note sheet helps my patients to organize important information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Be The Expert On You note sheet helps me in the diagnostic process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication with my patients has improved after using the 60 Seconds To Improve Diagnostic Safety strategy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My patients take less than 60 seconds to share their story.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing this survey.