

Provincial Endoscopy Patient Experience Survey (PEPES)

Distribution Guidelines

In this survey saturated culture, following the right approach when administering a survey is essential to its success. The person delegated to distributing the survey can enhance survey uptake by following a few key steps.

Let the patient know that:

1. The survey takes less than 5 minutes to complete.
2. Their individual responses will remain anonymous and that their name will not be associated to the survey results.
3. Only aggregate data (grouping of results) will be reported to the unit to help managers and staff identify areas for improvement.
4. The endoscopy unit values their opinion and that their feedback will help you know how you can provide better service and care to them and other patients in the future. It is important to express your genuine appreciation for their participation.
5. The survey should be completed on a day that they are not sedated

Survey Timeframes:

The survey must be handed out to each **consecutive** outpatient that enters your unit for an endoscopy procedure. The following table summarizes the survey timeframes:

Number of Annual Endoscopy Procedures	Survey Distribution Timeframe	Spring Rollout	Fall Rollout
≥ 5000 Procedures	1 month	April	September
2000-4999 Procedures	2 months	April & May	September & October
< 2000 Procedures	3 months	April, May & June	September, October & November



Reminder: The C-GRS only requires that the PEPES be done annually. Your site can choose which timeframe works best for you (i.e. Spring or Fall). You are welcome to participate in both seasons if that is of interest to you.

Once your site has handed out the surveys for the assigned months, no further survey distribution is required for the remainder of the year.

Electronic Survey Distribution:

1. The electronic survey can be accessed by the patient in the following 3 ways:
 - a. Via an emailed survey link:
 - i. Obtain verbal consent from the patient to email them the survey link
 - ii. Copy and paste the survey link into the body of the email and send it to the patient.
 - b. By scanning a QR survey barcode with their cell phone's camera
 - i. Email the patient the QR code or provide the patient with a handout that has the QR code on it
 - ii. Briefly explain to the patient how they can scan the barcode to access the survey. Suggested wording:
"It is easy to access the survey, just tap the camera app on your phone and point the camera directly at the barcode. At the top of the screen you will be asked to open a link. Tap the message and you will be taken directly to the survey."
 - c. By opening up a web browser and typing the survey URL into the address bar at the top left-hand corner of their screen
2. It is recommended that if the survey is emailed to the patient, a unit-based generic email account is used. In order to set up this account the following form needs to be completed and submitted to your local IT department:



Generic Email
Account Form NEW.

If you have any questions, please contact endoquality@ahs.ca