

Reproductive Health Client Experience Survey

Clinic Instructions

Your clinic's participation in this survey is required as part of the RHCare Agency Review process. The purpose of this survey is to provide an opportunity for clients to give feedback on their experiences with reproductive health services.

Our goal is for your clinic to collect as many surveys as possible, prior to the onsite review. We expect to receive at least **30 completed surveys**. We estimate this will take approximately (insert #) weeks, but it may take more time. You may administer the survey anytime between the date in which you receive the client survey supplies and the date of your onsite RHCare Agency Review.

To help increase participation in the survey, the RH Program has provided a \$25 gift card to be raffled off at your clinic. Clinics will receive raffle entry forms in English and Spanish for clients to complete with their contact information to enter the raffle. This contact information should not be collected in the same box/location as the completed surveys to help ensure anonymity.

IF AT ANY TIME YOU HAVE QUESTIONS OR CONCERNS, PLEASE FEEL FREE TO CONTACT
rh.program@oha.oregon.gov.

A. Planning

Your clinic's packet contains:

- Paper surveys in English and Spanish
- Flyers with QR code link to online survey in English and Spanish
- \$25 gift card for raffle
- Raffle entry forms in English and Spanish
- Tokens of appreciation for survey participants, including buttons and pens
- A ballot box that clients can put their completed surveys in
- Return envelope(s) for completed surveys

Because each clinic is unique, you will need to determine who will be responsible for different elements of survey administration. Please decide in advance which clinic staff members will be involved and responsible for the following tasks each day:

- Preparing the surveys and QR code flyers,
- Preparing the collection of client contact information for the gift card raffle,
- Asking clients to participate in the survey,
- Handing out the surveys, QR code flyers, and raffle entries,
- Directing clients to the ballot box to submit completed paper surveys, and
- Directing clients to the raffle entry box/location to submit completed entry forms.

Here are some important points about survey administration:

- The survey is for ***every client with a reproductive health visit*** (any client who will have a CVR filled out for their visit) **regardless of source of pay (e.g., sliding fee, OHP, etc.)**. The survey is **not** for clients who are just picking up a supply refill or who come in for non-reproductive health services (e.g., primary care).
- The survey is only available in English and Spanish, at this time. Do not offer the survey to a client whose language preference is not English or Spanish.
- **Every** reproductive health client should be asked to complete the survey. Offer the survey to clients whether they appear happy, sad, rushed, or tired. Let the clients decide if they do not want to fill out the survey. It is important that we gather input from clients with a variety of experiences.
- Although we ask you to encourage clients to participate, clients should be aware that participation is **voluntary** and their decision about whether to participate in the survey does not affect their eligibility and/or benefits for services.
- Clients should be told about the survey when they first check in, but the client should only **complete** the survey *after* the visit.
- The survey is self-administered, meaning that the client should complete the survey on their own. If a client doesn't understand a certain question, just tell the client to answer the question in the way that makes the most sense to them.
- All clients who complete the survey should have the opportunity to complete a raffle entry form for the chance to win a \$25 gift card. This is voluntary and raffle entries should be separated from completed surveys.
- Only one survey per client per day.

B. Survey Administration

To collect the best information possible, survey administration needs to be conducted in a consistent manner at each clinic. Please follow these steps each day you administer the survey:

1. Each day before the clinics opens, organize the paper surveys, QR code flyers, raffle entries, pens, and buttons.
2. Tell each reproductive health client, except for those coming in for supply only visits, about the client experience survey when they first check in or come into the clinic. Tell clients that they will be asked to complete the survey when their appointment is over. Tell each client that if they complete the survey, they can enter a raffle for a \$25 gift card.
3. Clinic staff should follow the same general script when offering the survey, for example, "We want to know how your visit went today. Your feedback will help us provide better services. Would you please take five minutes to fill out a client experience survey? You can complete it via paper now or by following this QR code on your phone or tablet. If you complete the paper survey here, you can enter to win a \$25 gift card". Explain to the client that their name is not needed on the survey and that all answers are

anonymous. Explain that the raffle entry will be kept separate from the completed surveys and will not be connected.

- a. Invite the client to take a pen and/or button
 - i. PLEASE NOTE that while these items are intended for clients completing the survey, all clients are welcome to them if they wish.
4. If the client chooses to complete the paper survey, provide either an English or Spanish language survey to the client, along with a pen that they can use to complete the survey.
 - a. Direct the client to the area where they can complete the survey. Let the client take as much time as they need to complete the survey; however, the survey should typically take about five minutes. Tell the client to place the completed survey in the box.
 - b. Provide a raffle entry form to each client who completed the survey and collect it in a separate box or location.
5. If the client chooses to complete the survey online, provide them the flyer with the QR code. There is an English and Spanish version.
6. Please remember to thank them for participating in the survey.

C. End of Survey Administration Period

When the survey administration period is over, please complete the following steps. If you have questions regarding when survey administration is over, please contact your Nurse Consultant.

Paper Surveys:

- The RHC, or other identified staff, will collect the surveys and place into the return envelope.
- Clinics may keep any leftover materials including the pens, buttons, and ballot box.
- If the survey administration period ends *less than a week* prior to the onsite RHCare Agency Review, provide the packet to the Nurse Consultant during the onsite review.
- If the survey administration period ends *more than a week* prior to the onsite RHCare Agency Review, mail the completed surveys to the RH Program using the self-addressed stamped envelope.
 - The RHC, or other identified staff, will alert the Nurse Consultant, via phone or email, when the surveys are mailed.

Online Surveys:

- The Nurse Consultant will share the total number of surveys collected via the QR code with the RHC. The RHC may reach out to the Nurse Consultant at any time to check in on the number of surveys received.
- Survey results will be shared with the RHC when the survey administration period is over.

Thank You! We appreciate your work to make this survey successful!

If you have any feedback about the survey and/or process, please share with

Christina Steurer at (503) 887-5215 or christina.steurer@oha.oregon.gov