



Divisions of Family Practice

A GPSC initiative

Community Practice Profile Survey Manual

April 2014

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Getting Started

As a part of critical planning for the Attachment initiative, Prince George, Cowichan and White Rock-South Surrey Divisions of Family Practice developed extensive surveys to learn more about family practices in their communities. The surveys included questions on factors such as physician retirement plans, planned changes to their practice (such as electronic medical records or hiring new physicians) and the level of use of in-office supports (such as the Practice Support Program). The surveys enabled the divisions to develop community-wide profiles to inform their Attachment work. Subsequently, several other divisions developed similar surveys; many others have expressed a strong interest and need to do the same. In response, the General Practice Services Committee formed a working group to create a centralized Practice Profile Survey.

This survey is designed to save local divisions time, money and resources, ensure the development of high quality questions, and yield results that will enable stronger planning at the local level. The consistency of questions may enable comparisons between communities as well as program planning at the provincial level. Local divisions will also have the ability to tailor the survey to meet their specific needs. The working group is comprised of representatives from the Attachment initiative, health authorities, five local divisions, Physician Information Technology Office, Practice Support Program and Integrated Practice Support Initiative. The project is led by Sue Davis, from the provincial Divisions team, with guidance from the three Attachment prototype divisions and support from Ipsos Reid.

Community Practice Profile Survey Checklist

1-2 months before launching

- Division Executive Director/Coordinator to have initial conversation with Sue Davis.
- Indicate anticipated release date of the survey for your division.
- Choose who will take the lead on this survey from your division, or start looking for someone.
- Request survey template and begin process of tailoring survey to your Division.

3 weeks before launching

- If you do not already have a Checkbox account set up for the Division, contact [Robin Hussen](#) at the Provincial Office to have one set up.
- Go through Checkbox training session provided by the Provincial Office.
- Confirm which email the survey will be sent from. This must be an @divisionsbc.ca email address. If you do not have one, please speak to [Robin Hussen](#) at the Provincial office to set one up.
- Confirm who the survey will be sent to (both to the GP, or will the MOA survey be sent directly to the MOA?) and being compiling a distribution list. Make note of any duplicate email addresses in order to split out invitations if you are using Checkbox invitations.
- Send edits to the provincial office staff to tailor survey for your division:
 - Add additional questions and desired B-List questions to target focus areas.
 - Insert / edit branching and conditions as needed and test that the survey branching directs the respondent correctly.
- Confirm whether GPs and / or MOAs will be reimbursed for completing the survey(s) and how that will happen.
- Begin planning approach for follow-up with respondents.
- Begin planning approach for supporting EMR queries. Identify which EMRs are used in the area and begin conversations with the local PITO contact and / or EMR vendors.

2 weeks before launching

- ❑ Generate a distribution list, or lists, and input your members into Checkbox as users with first name, last name, username, email and password. This can be done manually or by importing a spreadsheet document (this information can be exported from DivIT). Make note of any duplicate email addresses.
- ❑ Provincial office staff will copy survey over to your Checkbox account. Ensure that any areas highlighted in yellow within the survey have the correct information for your Division.

1 week before launching

- ❑ Confirm the correct division style is attached to your survey:
Check Settings > Appearance > Survey Style
- ❑ Prepare content for the distribution email(s). Example emails can be found in Appendix A.
- ❑ Create a cover page for the survey(s). Example cover pages can be found in Appendix B.
- ❑ Tailor the survey completion page(s) if desired. For example, a link to your website for additional information or a reminder on the main survey to also complete the MOA survey. Example completion pages can be found in Appendix C.
- ❑ Add survey information to your website to be made live upon survey launch. (optional)
- ❑ Ensure settings (including survey permissions) are properly selected.
- ❑ Perform final review of the survey content for grammar and typos.
- ❑ Final board approval.

2 days before launching

- ❑ Create and send a test invitation in Checkbox. Fully complete the survey and all branching options to test it.
- ❑ Confirm the survey is limited to 1 response per respondent, respondents are able to edit their responses, and that respondents are able to stop the survey and resume their response at a later time: *Check Settings > Permissions > Response Items*

- Activate the survey(s) and confirm settings and permissions.
- As a final test, send invitations to a select group of physician members to complete the survey prior to sending to the wider membership. This can help catch any final typos and errors.

Launch date

- Send out the survey invitations!
- In the case of duplicate email addresses (different respondents with the same email address), make sure to split them into separate invitations.
- Check the recipient list after sending to ensure all the invitations were sent successfully.

2 weeks after the launch

- Send first survey reminder and begin follow-up process. Example survey reminders can be found in Appendix D.
- Additional people may need to be sent the survey. Add them to Checkbox as users before sending them an invitation.
- If issues arise that you need assistance with, contact the provincial office.

8 weeks after the launch

- Consider closing the survey or engaging in more robust follow-up if target numbers have not been reached.

Things To Be Aware Of

- It's a good idea to do a short survey or poll with Checkbox prior to launching this major survey in order to familiarize yourself with the software.
- Make sure you communicate your intended launch date with the Provincial Office staff in advance to ensure that they are able to provide support. There is a limit on how many messages can be sent out at once, so survey launches must be staggered.
- The Checkbox Surveys support team is located on the east coast and closes early. It is better to launch in the morning so that they are available to assist if there are any technical issues to be resolved. Friday launches are also not recommended.

Frequently Asked Questions for Administrators

Who is included in the survey audience?

The survey target audience includes residents, GP's, emergency, and Hospitalists. This survey does not focus on Nurse Practitioners.

What is the purpose of the data collection?

To help plan program initiatives/

Where is the data stored?

The data is held within the DivIT infrastructure on a Canadian-based server.

Who has access to the data?

The division conducting the survey. They may choose to share aggregated information with partners.

Whose data is it?

The data belongs to the physician responding to the survey. Each division is the data steward for the surveys collected from the division members. A consent statement will be included at the front of the survey such as the following:

By completing this Survey, you understand and agree that the {name} Division of Family Practice may aggregate the information provided in your responses with information provided by other survey respondents and that the {name} Division of Family Practice will have the right to use and reproduce any such aggregated information and share it with its partners for efforts designed to improve primary health care, provided that such information does not contain any personally identifying information about any particular respondent, patient or healthcare facility.

How is security of the information ensured?

The division is required to have policies in place to protect access to/and use of data

Frequently Asked Questions for Survey Respondents

Why can't I proceed to the next page of the survey?

Check whether there are any required questions on the page that you haven't completed. They will be highlighted by an error message in red.

The survey kicked me out before I was done. Why did it do that?

If you hit the "enter" key when you answering a question, you will proceed to the next page of the survey, or complete the survey if you are on the final page. To proceed to the next question using the keyboard, hit the "tab" key instead of the "enter" key.

How do I get back into the survey to edit or add to my responses?

Click on the link in the original survey invitation you were sent. Or, if you clicked on "Save and Exit" the last time you were in the survey and sent an email reminder to yourself, you may click on the link in that email.

Additional questions that will have different answers depending on the Division:

How do I run a specific EMR query?

My practice doesn't fit into the same mould as other GPs. How should I complete the survey?

Using Checkbox Surveys

Getting Started

Checkbox Surveys is a survey and data collection tool. The data collected is hosted by the Divisions provincial office on servers located in Canada. If the division doesn't already have a Checkbox account, the provincial office staff will set up an account. Once an account is set up and administrators have been sent their username and password, they can log in at <https://surveys.divisionsbc.ca>. The division administrator can set up additional administrator and user accounts as needed.

The provincial office will provide access to a tailored copy of the GP and MOA surveys with the appropriate branding already applied. To access the surveys, log into your Checkbox account and click on "Surveys". The surveys "Community Practice Profile Survey" and "Community Practice Profile Survey – MOA Questions" will appear in the list on the left-hand side of the page in the folder Community Practice Profile Survey.

Learning Tools & Support

In addition to this manual focused on the Community Practice Profile Survey, the provincial office has created a [Checkbox user manual](#) and Checkbox offers extensive support documentation and video on their site: <http://www.checkbox.com/support/overview>

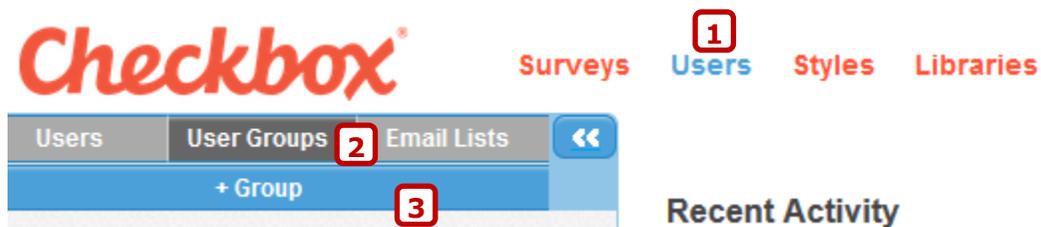
Some resources which are particularly helpful for getting started include:

- [Checkbox 6 Quick-Start Guide](#)
- [Checkbox 6 Question Items Guide](#)
- [Checkbox 6 Report Wizard Guide](#)
- [Checkbox 6 User Import Guide](#)

User Group & User Management

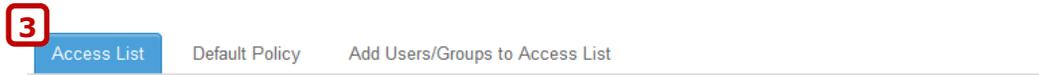
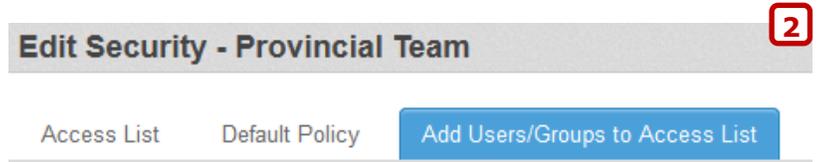
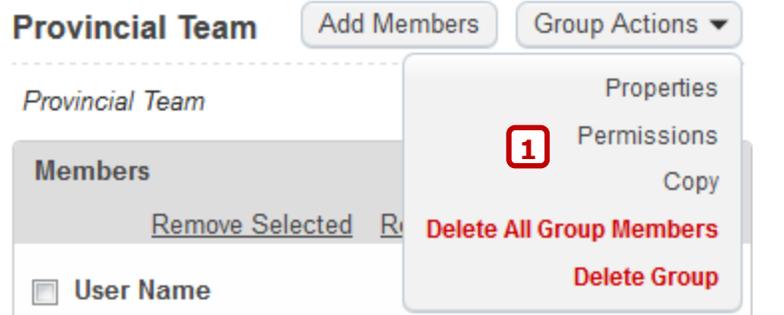
Creating New Groups

1. Sign in to Checkbox using an administrator log-in and select "Users" [1] > "User Groups" [2] > "+ Group" [3].

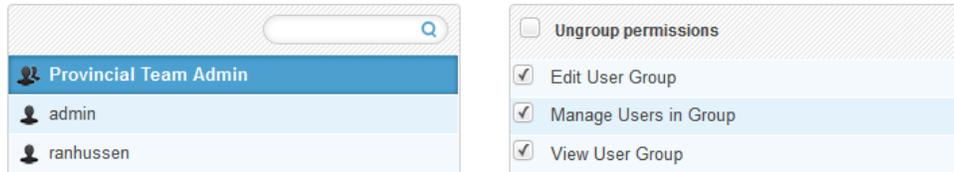


2. Follow the instructions in the window that pops up to add a group name and add members to the group.

3. To give another administrator permission to view or edit the group:
 - a. Select the group.
 - b. Select "Group Actions" > "Permissions" [1].
 - c. Click on the third tab called "Add Users/Groups to Access List" [2].
 - d. Search for user(s) or group(s) you wish to add in the left-hand list and click on each one to move it to the right-hand list.
 - e. Click on the "Access List" tab [3] and select a user or group. In the right-hand box, check off the permissions that user or group should have:

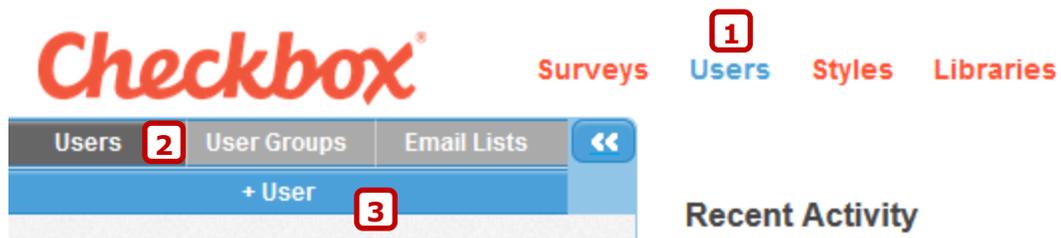


Select an entity in the left hand list to see the current permissions for that entity in the right hand list. Select the permissions you would like to apply to the selected entity and click "SAVE CHANGES" to make the new permissions effective.



Creating new users – manual entry

1. Sign in to Checkbox using an administrator log-in and select "Users" [1] > "+ User" [2].



2. Follow the instructions in the windows that pop up:
 - a. Username: add a username, email address and password.
 - b. Profile: add the user's first name and last name.

- c. Roles: there are many different combinations of permissions you could use. These are two of the most common:
 - i. Select the following roles for a **survey administrator**:
 - "User Administrator"
 - "Survey Administrator"
 - "Respondent"
 - "Report Viewer"
 - "Report Administrator"
 - "Survey Editor"
 - ii. Select the following role for a **survey respondent**:
 - "Respondent"
3. Groups: Add the user to the appropriate user groups here. It is recommended that you add survey administrators to a Division admin group to give them access to all surveys associated with that group.

Creating new users – importing

For a step-by-step explanation of how to import a group of users, please refer to the Checkbox [User Import Guide](#). You may export your user information from DivIT, then upload it into Checkbox. If you have existing users and upload new information (for example, a new email address), their member records will be updated.

Note: Usernames **must** be unique. If you upload a user with the same username as an existing user, Checkbox will update the existing user instead of creating a second one.

Note: We recommend that you use the following fields when you import users: Username, Password, Email address, FirstName, and LastName.

Survey Settings

To change the survey settings, click on "Edit Survey" then "Settings".

Settings > Basic Info > End Date
Set an end date if desired.

Settings > Basic Info > Advanced Settings > Per Respondent Response Limit
Set this to 1 response per respondent.

Settings > Appearance > Web Style / Tablet Style / Mobile Style
These will already be set to your division's styles.

Settings > Appearance
Adjust the other appearance items as desired. It is recommended that you display the survey title, progress bar and page numbers.

Settings > Permissions > Privacy Level
This privacy level setting you select will depend on how you send out your survey. The best option is to set this "Invitation Only" and send out invitations through Checkbox. This allows

you to limit individuals to taking the survey only once and logs them into the system automatically when they click on the unique link sent out from Checkbox.

Settings > Permissions

Adjust the other permissions items as desired. It is recommended that you allow respondents to return to previous page and to resume incomplete responses.

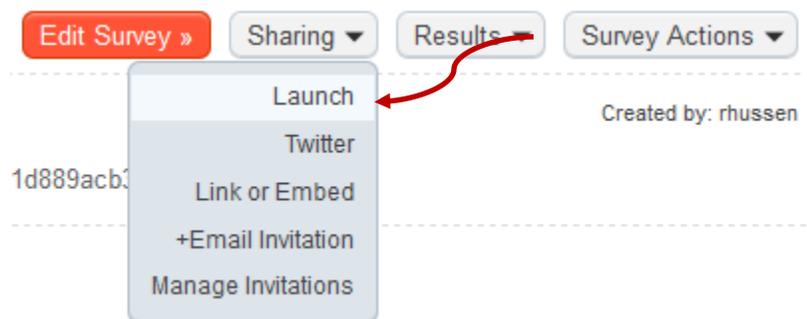
Test the Survey

We recommend having staff test the survey to check for final changes, to catch typos and ensure that branching is working properly, then send to a couple physicians to fully complete as a final test before sending it out to the full membership.

Launch the Survey

When the survey is ready for distribution:

1. Click on the desired survey.
2. From the "Share" drop-down menu, select "Launch".



3. This will open the launch wizard which will walk you through the steps of launching the survey.

Launch wizard

Permissions

Select "Invitation Only". If you are not using invitations, select "Public".

Options

It is recommended that you check off "Allow Return to Previous Page", "Allow Resume Incomplete Responses" and "Display Save and Exit Button".

Limits

In the "Per respondent response limit" field, enter "1". This will limit each individual to completing the survey a single time. If desired, enter the final date the survey can be completed under "End Date". If you extend the time period for the survey, remember to extend the date in Checkbox as well or the respondents will not have access to the survey.

Confirm & Share

Confirm your selections and share the survey but clicking on "Send Invites" in the next window. If you are not ready to send the survey (you haven't set up a Divisions email address or you haven't imported your users), click on "Return to Survey Manager" and return to the invitations section later.

Send out the Survey

Confirm which email the survey will be sent from. This must be an @divisionsbc.ca email address. If you do not have one, speak with the provincial office staff to set one up.

Input your members into Checkbox. This can be done manually or by importing a spreadsheet document (this information can be exported from DivIT). Refer to the provincial office [Membership Manual](#) and the Checkbox [User Import Guide](#) for step-by-step instructions. It is ideal to set up a group and add the users who will be sent survey invitations. This way you can use the same group for the main survey and for the MOA survey.

Note: There is a limit of 500 users for each invitation. If your group is larger than that, you will need to split it into two groups.

Note: Checkbox will only send out one invitation to each email address. If you have more than one person using the same email address, the system assumes there has been an error and will only send once. To send an invitation to the second instance of a duplicate email address, create a second invitation and separate the duplicate email addresses into different invitations. Recipients with shared email addresses must be added to the system as users with unique usernames. If they are not, all invitations sent to the shared email will only provide access to a single survey.

Note: If you send an additional invitation after sending the first bulk invitation, make sure to add the recipient to the system as a user with a unique user name. If you do not, they will not appear in the user list and you would not be able to manually edit their username, password or other information should you need to provide assistance to the recipient.

When you're ready to send out the survey invitations, click on the survey, then select "Sharing" and "+Email Invitation".

Name & Options

Under "Other Options", ensure that "Allow embedded survey link to automatically log users in" is checked off.

Message

The "From Email" **must be a Divisions email address.**

Add the message you wish to send out to respondents in the body of the email. You may include images, links, simple merge fields etc. To automatically insert the name of the recipient, click in the email content where you would like to insert the name, then select FirstName and / or LastName from the dropdown at the bottom right-hand side of the email editor and click on Merge. For example:



Recipients

Select the "Users" tab if you would like to add respondents individually, or select the "Groups" tab if you have set up a group of users for the survey. Add them to the invitation. The system cannot send out invitations with more than 500 people attached to them. **If your invitation is addressed to more than 500 people, you must split it into two groups.**

Review

Review your settings and preview the message here.

Finish

This window gives you the option to send a test email then send out the invitation to the recipient list. We strongly recommend that you send a test invitation to yourself before sending it to the full group. Then click on "Send Invitation Now" to send it out. The sending process may take some time, especially if you have a large group of recipients. Do not navigate away from the Checkbox window during the sending process or you may disrupt the sending.

After sending, check the recipient list to ensure all invitations have been sent successfully by selecting "Manage Invitations" from the "Sharing" drop-down menu, then clicking on the appropriate invitation then selecting "View All".

Tips:

- Send a test invitation to yourself before sending it to the full group.
- After sending, check the recipient list to ensure all invitations have been sent successfully.

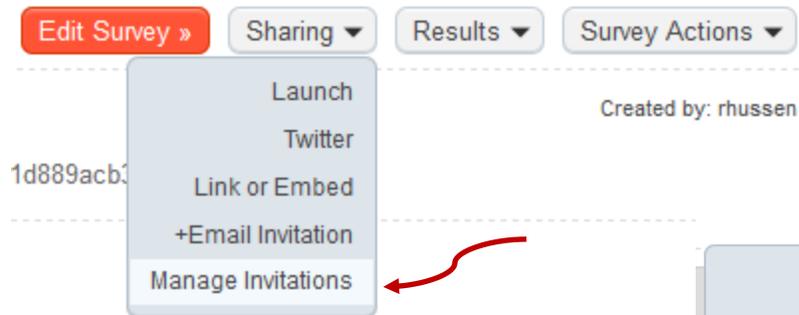
How to Print Paper Copies of the Survey for Distribution

It is recommended that electronic responses are required; however in some cases you may have an individual who requires a paper version of the survey. The best option is to print by selecting "Edit Survey" > "Survey Actions" > "Print" or to save as a PDF if you have access to a PDF writer by selecting "Print" then selecting the PDF writer instead of a printer. Select landscape instead of portrait layout to maximize font size. Other basic formatting such as whether you want the survey title, page numbers and item numbers to appear can be edited under "Edit Survey" > "Settings" > "Appearance".

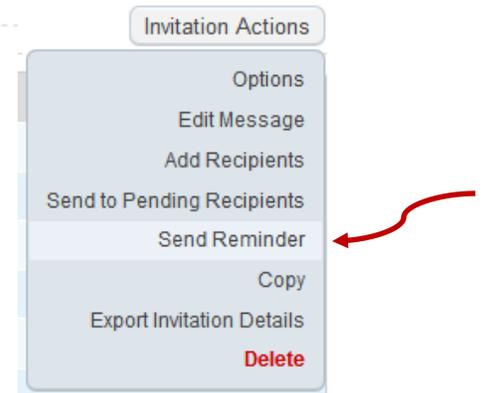
Sending Reminders

Sending a Bulk Reminder

1. Click on "Manage Invitations" under "Sharing" as shown here:



2. Click on the name of the invitation you sent. A window will pop up with details of the invitation, recipients and responses.
3. Click on "Invitation Actions" and select "Send Reminder":
4. Edit the email message and send. This will be sent to all participants who have not completed the survey.



Sending an Individual Reminder

You may run into recipients who have misplaced their survey invitations. Create a new invitation and add only the users who need the survey link re-sent.

As long as you have added users to Checkbox, then added them to the invitation(s), Checkbox is able to match up the information for individual users and apply the same rules and restrictions to them. The original invitation and reminder will provide different URLs to the user, however both will direct them to the same survey, including partially completed responses if the user saves and exits part-way through completing the survey. They will still be limited to answering the survey once if you have applied that limit to the number of responses per respondent. Their response will also be tracked in both the original invitation and the individual reminder.

If you did not add the person as user in Checkbox before sending them the invite, follow this process to generate the unique link that was initially sent out to the recipient and resend in a new invitation or in an email outside of Checkbox:

1. Click on "Manage Invitations" under "Sharing".
2. Click on "Invitation Actions" and select "Export Invitation Details". This will give you an export of each person invited and some details associated with their invitation.
3. Open the export in Excel, identify the user(s) you wish to resend to and copy the text from the "Recipient GUID" column in Excel. Paste this text on the end of this URL:

<https://surveys.divisionsbc.ca/Survey.aspx?i=>

4. Your final URL will look like this (only with the unique GUID for the user):

<https://surveys.divisionsbc.ca/Survey.aspx?i=64adf2d0-3851-422c-a5fa-3fa1d077f2ab>

5. Create a new invitation or email and send the link to the recipient.

Note: If you have a large number of paper surveys to enter in this way, you can automatically generate the web addresses by using the CONCATENATE function in Excel to join the base URL (<https://surveys.divisionsbc.ca/Survey.aspx?i=>) and recipient Guid: For example: =CONCATENATE("<https://surveys.divisionsbc.ca/Survey.aspx?i=>",B2)

Results & Reporting

How To Manage Incomplete Responses

Unless the respondent goes through the entire survey and clicks on *Finish*, the response will show as incomplete. Incomplete responses will not be displayed reports, but can be included in exported data. To mark a survey as complete for a respondent, open the response record, click on *Edit*, then click through the survey and select *Finish* at the end.

If you can't see the *Edit* button, go into the survey, click *Edit > Settings > Permissions > Show Advanced Settings*. Under *Access List*, select your own name and select *Ungroup permissions*. Ensure *Analysis.Response.Edit* is checked off.

How To Create And Format Reports

For information on how to create and format reports, please refer to the training [documents](#) and [videos](#) created by Checkbox. You may either create a quick report using the report wizard or create a formattable report by choosing to create a blank or custom report. After creating a report, you can also edit individual report items or use filters to display subsections of the responses.

See Appendix E of this document to see an example report.

How To Share or Download A report

The reports in Checkbox are meant to be shared.

To share an online report, you must change the permissions on the report or on the user account:

Option #1 - To make the report public, click on the report, then select *Report Actions > Permissions*. Click on the second tab, labelled *Default Policy* and check off *View Report*. Close the permissions editor, then copy the report URL (web address) and share it.

Option #2 - To require that a user log-in they can view the report, go into the *Users* section and select the user. Under the *User Roles* section, click *Edit*. Check off the *Report Viewer* option. Then, click on the report, select *Report Actions > Permissions*. Click on the third tab, labelled *Add Users / Groups to Access List* and select the user(s) and / or user group(s) you wish to add. Click on the first tab, labelled *Access List* and click on the user or user group. Check off *View Report*. Close the permissions editor, then copy the report URL (web address) and share it.

You may also choose to download the report or individual graphs:

Option #1 – Save As PDF: Select Save As and choose PDF as the file type.

Option #2 – PDF Writer: Select print and use your PDF Writer to save as a PDF.

Option #3 – Copy / Paste: Select All then Copy and Paste the text and images into another application such as Excel or Word.

Option #4 – print or download individual charts from the report by clicking on the download button:  

How To Export Response Data To A Spreadsheet

1. Select the survey.
2. Select “Export Data” from the “Results” drop-down.



3. Select your preferred options from the export window that pops up and select “Export”.

How To Include Data From Paper Responses

It is recommended that you require electronic responses as much as possible; however in some cases you may receive a survey response in paper format. If you would like to enter the information but don't need to tie it back to an individual, you can simply enter the responses in manually while logged in as an administrator. Division administrators are able to enter in multiple responses to a survey, even if it is limited to “By Invitation Only”:

1. Sign into Checkbox and select the desired survey.
2. Select “Edit Survey” then “Settings” and copy either the “Default URL” or the “Custom URL”.
3. Paste the URL into the browser address bar with “&forcenew=true” at the end and click “enter” to go to the page. For example:

Starting URL:

<https://surveys.divisionsbc.ca/Survey.aspx?s=58c807671db5413baecea8e16f363>

End URL:

<https://surveys.divisionsbc.ca/Survey.aspx?s=58c807671db5413baecea8e16f363&forcenew=true>

4. Enter the responses and complete the survey.

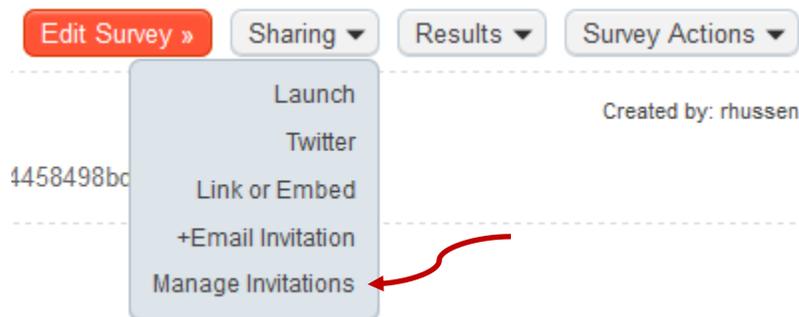
Note: Administrators are not limited by response limits so ensure that you track which surveys have been entered to avoid duplication.

Note: Responses entered in using the steps outlined above will appear in report summaries and exported data while test responses (Select “Edit Survey” > “Survey Actions” > “Test”) will not.

To tie this information back to an individual or user account is more difficult. If the survey doesn't have a required field to identify a participant (name, email etc.), you may add a hidden item with where you can add the respondent's name. For more information on

hidden items, refer to the [Checkbox Hidden Items Guide](#). Then you can go into the sent invitation and mark off the individual as having responded:

1. Click on "Manage Invitations" under "Sharing" as shown here:



2. Click on the name of the invitation you sent. A window will pop up with details of the invitation, recipients and responses.
3. Click on "View" All" under "Recipients":



4. Find the user and check the box beside their name.
5. Select "Mark as 'Responded'" and confirm.

Alternatively, you can enter the response from the user's account:

- a. Alphabetize all your paper responses by email address.
- b. Click on "Manage Invitations" under "Sharing".
- c. Click on "Invitation Actions" and select "Export Invitation Details". This will give you an export of each person invited and some details associated with their invitation.
- d. Open the export in Excel, sort the data alphabetically by email address, and remove all rows except for the paper responders.
- e. Identify the user you wish to enter information for and copy the text from the "Recipient Guid" column in Excel. Paste this text on the end of this URL:

<https://surveys.divisionsbc.ca/Survey.aspx?i=>

- f. Your final URL will look like this (only with the unique GUID for the user):

<https://surveys.divisionsbc.ca/Survey.aspx?i=64adf2d0-3851-422c-a5fa-3fa1d077f2ab>

- g. Paste the final URL into the web browser. Click "Enter" and you will be taken to the survey where you can enter the user's responses.

Note: If you have a large number of paper surveys to enter in this way, you can automatically generate the web addresses by using the CONCATENATE function in Excel to join the base URL (<https://surveys.divisionsbc.ca/Survey.aspx?i=>) and recipient Guid: For example: =CONCATENATE("<https://surveys.divisionsbc.ca/Survey.aspx?i=>",B2)

For more information on the CONCATENATE function, refer to [this Microsoft guide](#).

Appendix A: Example Emails

GP Survey

Dear Dr. @@LastName

We invite you to take part in the [Community Practice Profile Survey](#).

The {DIVISION NAME} Division of Family Practice is proud to have been part of the team of family doctors and staff from Divisions of Family Practice across BC that worked with professional survey developers, including Ipsos Reid, to create this tool. While we collaborated at the provincial level, we have also stayed true to our mandate of following our members' direction: we are asking variations of questions that many of you requested we ask in order to provide the information you need to support your work with the {DIVISION NAME} Division and as family doctors in our community.

[Click here](#) to take the survey.

Based on survey testing results, we estimate that the survey will take roughly an hour to complete. You do not have to complete the survey all at once, your survey answers will be saved and you can resume the survey at a later time. Please note - you will also receive one other email with a survey to be filled out by your MOA if you have an MOA. Please forward the email to your MOA, or complete the second survey yourself if you do not have an MOA.

The survey will remain open until {CLOSING DATE} but if you complete it and the MOA survey prior to {EARLIER DATE} you will be entered into a draw to win a {PRIZE}.

Once you have completed the survey, you will receive a payment for {PAYMENT DETAILS}. A payment of {AMOUNT} will also be provided to you for completion of the MOA survey for your MOA/Billing Clerk. Once you have completed the survey, please contact {CONTACT DETAILS} to have a sessional form sent to you.

Developing a survey that is both tailored to a community and has a provincial reach, that is both specific and fluid, and that reflects the incredible diversity and scope of practice among family physicians is a challenge. We encourage you to contact us directly with any questions or concerns and remind you that more detailed information about the survey, its development and intended use is available on our website, <https://www.divisionsbc.ca/{DIVISION-NAME}>.

Thank you again for your participation in this important survey. As always, the Division greatly appreciates your ongoing support, and welcomes all members' contributions to this information-gathering process.

{CHAIR NAME}
{DIVISION NAME}

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you or your MOA require any assistance with completing the survey, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

MOA Survey

Dear Dr. @@LastName

Further to the invitation you received, asking you to fill out the **Community Practice Profile Survey**, this email contains your own unique link to the accompanying **MOA Survey**.

[Click here](#) to take the survey.

If you have an MOA – please forward this email to her/him for completion. If you do not have an MOA, please fill out this survey yourself. Based on survey testing results, we estimate that the MOA Survey will take no more than one hour to complete.

As with the Physician Survey, the MOA Survey will remain open until {DATE} but everyone completing both surveys prior to {DATE} will be entered into a draw to win {PRIZE}. Upon completion of both surveys, you will receive a payment for {PAYMENT DETAILS}. A payment of {AMOUNT} will also be provided to you for completion of the MOA survey for your MOA/Billing Clerk. Once you have completed the survey, please contact {CONTACT DETAILS} to have a sessional form sent to you.

Thank you again for your participation in this important survey. Please forward this email to your MOA (if applicable) or follow [this link](#) to complete the survey yourself.

{CHAIR NAME}
{DIVISION NAME}

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you or your MOA require any assistance with completing the survey, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

Combined GP & MOA Survey

Dear Dr. @@LastName

We invite you to take part in the [Community Practice Profile Survey](#).

The {DIVISION NAME} Division of Family Practice is proud to have been part of the team of family doctors and staff from Divisions of Family Practice across BC that worked with professional survey developers, including Ipsos Reid, to create this tool. While we collaborated at the provincial level, we have also stayed true to our mandate of following our members' direction: we are asking variations of questions that many of you requested we ask in order to provide the information you need to support your work with the {DIVISION NAME} Division and as family doctors in our community.

[Click here](#) to take the survey.

Based on survey testing results, we estimate that the survey will take roughly an hour to complete. You do not have to complete the survey all at once, your survey answers will be saved and you can resume the survey at a later time. Please note - you will have an opportunity to complete a number of questions around general office information, some specific to you, some pertaining to the whole office. If you prefer to have an MOA complete this information, please enter their contact information in the survey when prompted and a separate survey containing these questions only will be sent to your MOA for completion.

The survey will remain open until {CLOSING DATE} but if you complete it prior to {EARLIER DATE} you will be entered into a draw to win a {PRIZE}.

Once you have completed the survey, please contact {CONTACT DETAILS} to have a sessional form sent to you. You will receive a payment for {PAYMENT DETAILS}.

Developing a survey that is both tailored to a community and has a provincial reach, that is both specific and fluid, and that reflects the incredible diversity and scope of practice among family physicians is a challenge. We encourage you to contact us directly with any questions or concerns and remind you that more detailed information about the survey, its development and intended use is available on our website, <https://www.divisionsbc.ca/{DIVISION-NAME}>.

Thank you again for your participation in this important survey. As always, the Division greatly appreciates your ongoing support, and welcomes all members' contributions to this information-gathering process.

{CHAIR NAME}
{DIVISION NAME}

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you or your MOA require any assistance with completing the survey, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.



Appendix B: Example Cover Pages

GP Survey

Welcome to the Community Practice Profile Survey!

Thank you for taking the time to complete this important survey. The results will help the Division get a better sense of our membership and start the dialogue around how we can work collaboratively to improve primary and continuous care for our communities. This is one of two surveys that we are administering at this time. We will also be sending invitations for your MOA/billing clerk to fill out practice specific information. We will compensate you for your MOA's time and would appreciate your support in having them complete their survey.

How much time will it take to complete the survey?

We estimate that the survey will take roughly an hour to complete, in addition to time spent by your MOA on the MOA survey, which is separate from this survey. Please complete the survey based on the year January 01, 2012 to December 31, 2012.

We can provide support to you and your staff in completing the survey. To access this support, please contact {NAME} at {CONTACT DETAILS}. For support with EMR queries, please contact {NAME & CONTACT}, our local PITO RST.

How will I be compensated for my time?

Once you have completed the survey, you will receive a payment for {PAYMENT DETAILS}. A payment of {AMOUNT} will also be provided to you for completion of the MOA survey for your MOA/Billing Clerk. Once you have completed the survey, please contact {CONTACT DETAILS} to have a sessional form sent to you.

Some points of note:

- Please answer this survey for the year January 01, 2012 to December 31, 2012.
- You can save your answers and resume the survey at a later time.
- You will have an opportunity to complete a number of questions around general office information, some specific to you, some pertaining to the whole office. If you prefer to have an MOA complete this information, please enter their contact information in the survey when prompted and a separate survey containing these questions only will be sent to your MOA for completion.
- Use the "tab" key to advance to the next question instead of the "enter" key which will advance you to the next page or complete the survey.
- Some pages contain required questions. If you are unable to advance to the next page, scroll down and ensure you have not missed any required questions. They will be indicated with a red error message.
- In order for your responses to be marked as complete, please ensure that you click through to the end and click on "Finish".

Again, thank you for making time to fill out this survey. The information we're gathering will benefit all of us as we strive to provide the best care possible to our patients, and to improve our own work lives.

{CHAIR NAME}
{DIVISION NAME}

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you or your MOA require any assistance with completing the survey, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

MOA Survey

Welcome to the Community Practice Profile MOA Survey!

Thank you for taking the time to complete this MOA Survey as part of the Community Practice Profile Survey. The results will help the Division get a better sense of our membership and start the dialogue around how we can work collaboratively to improve primary and continuous care for our communities. Please note:

Section One: Physician-Specific Office Information is to be completed for each individual physician (each physician was emailed an invitation with a unique link to their own specific MOA survey)

Section Two: General Office Information is to be completed only once per office (i.e., if you are completing more than one survey, provide answers to Section Two in just one of the surveys, or if another person in your office is completing a survey as well, please have only one of you complete Section Two)

Some points of note:

- Please answer this survey for the year January 01, 2012 to December 31, 2012
- You can save your answers and resume the survey at a later time
- Use the "tab" key to advance to the next question instead of the "enter" key which will advance you to the next page or complete the survey
- Some pages contain required questions. If you are unable to advance to the next page, scroll down and ensure you have not missed any required questions. They will be indicated with a red error message.
- In order for your responses to be marked as complete, please ensure that you click through to the end and click on "Finish"

The following questions have been identified as potentially requiring EMR support:

- Section 1: Q14
- Section 2: Q26, Q27, Q28, Q36, Q37, Q39, Q40, Q41

If you are completing both sections of the survey, we recommend identifying all questions you need support with so they can be addressed in one call to your EMR Vendor or local

PITO RST. You may also refer to the screenshots we have put together [here](#). {PROVIDE LINK}

EMR Support Contacts for MOA Survey:

Organization	Contact Name	Contact Number	Contact Email
{PITO}			
{Osler}			
{Profile}			

Again, thank you for making time to fill out this survey. The information we're gathering will benefit all of us as we strive to provide the best care possible to our patients, and to improve our own work lives.

{CHAIR NAME}
{DIVISION NAME}

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you or your MOA require any assistance with completing the survey, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

Combined GP & MOA Survey

Welcome to the Community Practice Profile Survey!

Thank you for taking the time to complete this important survey. The results will help the Division get a better sense of our membership and start the dialogue around how we can work collaboratively to improve primary and continuous care for our communities.

How much time will it take to complete the survey?

We estimate that the survey will take roughly an hour to complete. Please complete the survey based on the year January 01, 2012 to December 31, 2012.

We can provide support to you and your staff in completing the survey. To access this support, please contact {NAME} at {CONTACT DETAILS}.

How will I be compensated for my time?

Once you have completed the survey, please contact {CONTACT DETAILS} to have a sessional form sent to you. You will receive a payment for {PAYMENT DETAILS}.

Some points of note:

- Please answer this survey for the year January 01, 2012 to December 31, 2012.
- You can save your answers and resume the survey at a later time.

- You will have an opportunity to complete a number of questions around general office information, some specific to you, some pertaining to the whole office. If you prefer to have an MOA complete this information, please enter their contact information in the survey when prompted and a separate survey containing these questions only will be sent to your MOA for completion.
- Use the “tab” key to advance to the next question instead of the “enter” key which will advance you to the next page or complete the survey.
- Some pages contain required questions. If you are unable to advance to the next page, scroll down and ensure you have not missed any required questions. They will be indicated with a red error message.
- In order for your responses to be marked as complete, please ensure that you click through to the end and click on “Finish”.

The following questions have been identified as potentially requiring EMR support:

- Section 1: Q14
- Section 2: Q26, Q27, Q28, Q36, Q37, Q39, Q40, Q41

If you are completing both sections of the survey, we recommend identifying all questions you need support with so they can be addressed in one call to your EMR Vendor or local PITO RST. You may also refer to the screenshots we have put together [here](#). {PROVIDE LINK}

EMR Support Contacts for MOA Survey:

Organization	Contact Name	Contact Number	Contact Email
{PITO}			
{Osler}			
{Profile}			

Again, thank you for making time to fill out this survey. The information we're gathering will benefit all of us as we strive to provide the best care possible to our patients, and to improve our own work lives.

{CHAIR NAME}
 {DIVISION NAME}

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you or your MOA require any assistance with completing the survey, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

Appendix C: Example Completion Pages

GP Survey

Thank you for completing the Community Practice Profile Survey!

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

Don't forget to also complete the accompanying MOA Survey. You will have received a separate email invitation with the MOA Survey link. Please forward this to your MOA (if applicable, otherwise please fill out the MOA Survey yourself).

If you or your MOA require any assistance, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

MOA Survey

Thank you for completing the Community Practice Profile MOA Survey!

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you require any assistance, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

Combined GP & MOA Survey – GP Survey Completion

Thank you for completing the Community Practice Profile Survey!

If you entered your MOA's contact information in the survey, a separate survey containing questions around office information will be sent to them for completion.

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you require any assistance, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

Combined GP & MOA Survey – MOA Survey Completion

Thank you for completing the Community Practice Profile MOA Survey!

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you require any assistance, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

Appendix D: Example Reminder Emails

GP Survey

Dear Dr. @@LastName

Don't forget to fill out the [Community Practice Profile Survey](#) by {DATE} in order to be entered in a draw for {PRIZE}.

The information we are collecting will help us to understand the current capacity and challenges within our practices and will help with physician resource planning, evaluating current and proposed Division programs, developing CME programs and training modules, and planning for increased incentives and support.

[Click here](#) to take the survey.

Thank you again for your participation in this important survey. As always, the Division greatly appreciates your ongoing support, and welcomes all members' contributions to this information-gathering process.

{CHAIR NAME}
{DIVISION NAME}

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you or your MOA require any assistance with completing the survey, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

MOA Survey

Dear Dr. @@LastName

Don't forget to fill out the [Community Practice Profile MOA Survey](#) (companion to the Community Practice Profile Survey) by {DATE} in order to be entered in a draw for {PRIZE}.

The information we are collecting will help us to understand the current capacity and challenges within our practices and will help with physician resource planning, evaluating current and proposed Division programs, developing CME programs and training modules, and planning for increased incentives and support.

[Click here](#) to take the survey.

If you have an MOA – please forward this email to her/him for completion. If you do not have an MOA, please fill out this survey yourself. Based on survey testing results, we estimate that the MOA Survey will take no more than one hour to complete.

Thank you again for your participation in this important survey. Please forward this email to your MOA (if applicable) or follow [this link](#) to complete the survey yourself.

{CHAIR NAME}
{DIVISION NAME}

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you or your MOA require any assistance with completing the survey, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

Combined GP & MOA Survey

Dear Dr. @@LastName

Don't forget to fill out the [Community Practice Profile Survey](#) by {DATE} in order to be entered in a draw for {PRIZE}.

The information we are collecting will help us to understand the current capacity and challenges within our practices and will help with physician resource planning, evaluating current and proposed Division programs, developing CME programs and training modules, and planning for increased incentives and support.

[Click here](#) to take the survey.

Please note - you will have an opportunity to complete a number of questions around general office information, some specific to you, some pertaining to the whole office. If you prefer to have an MOA complete this information, please enter their contact information in the survey when prompted and a separate survey containing these questions only will be sent to your MOA for completion.

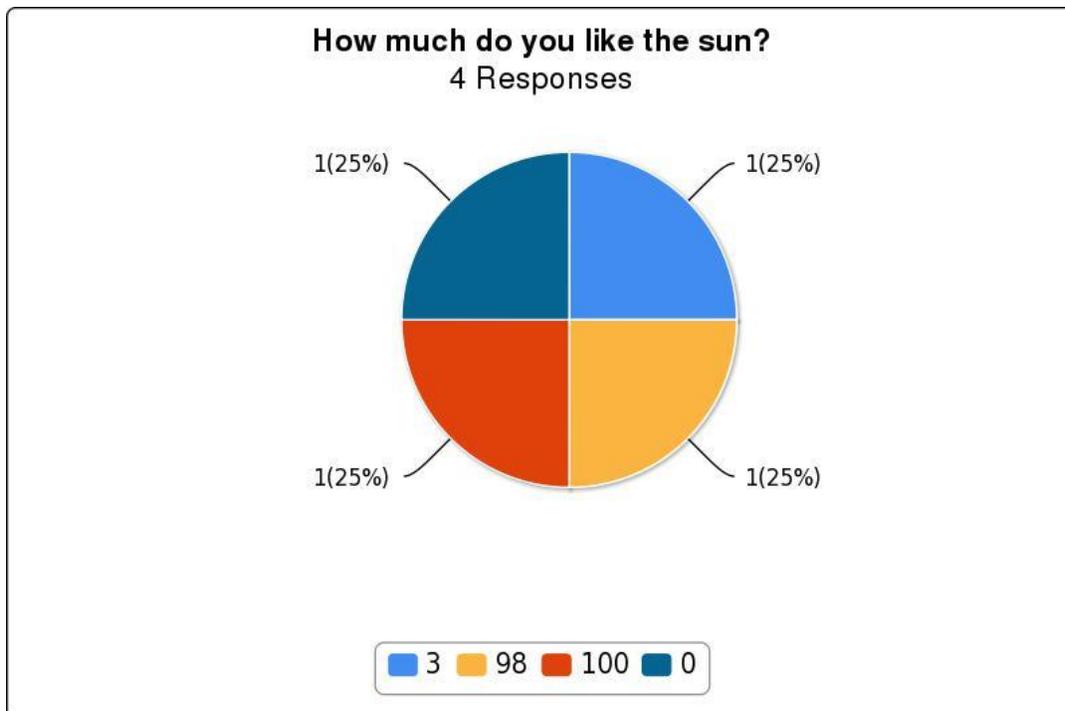
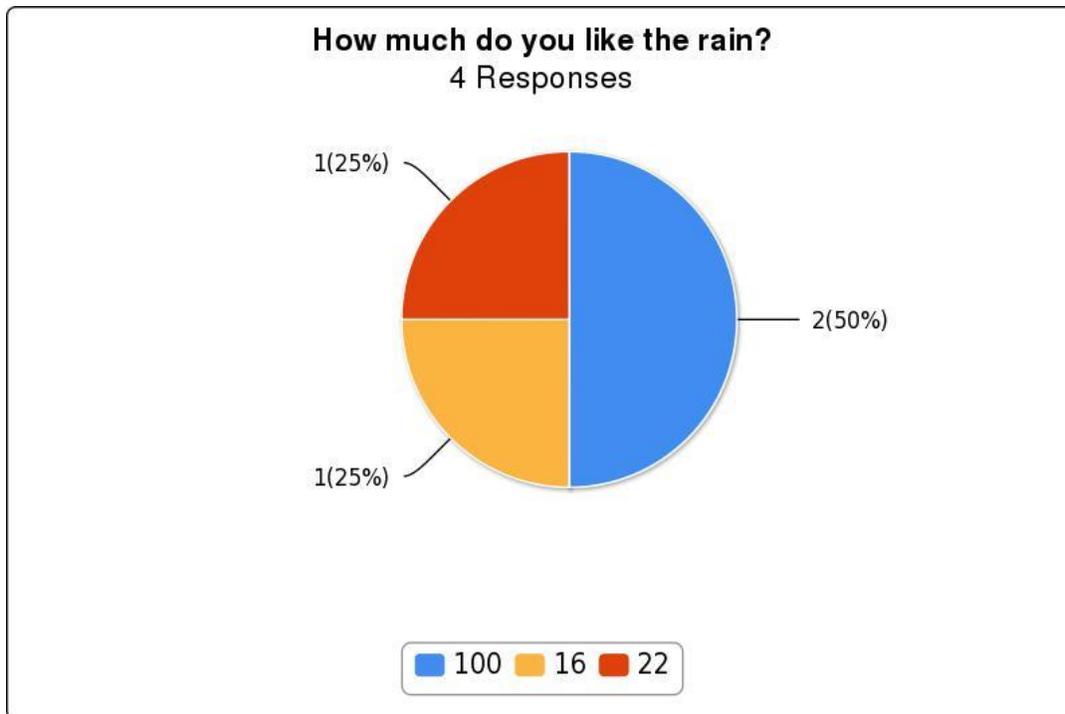
Thank you again for your participation in this important survey. As always, the Division greatly appreciates your ongoing support, and welcomes all members' contributions to this information-gathering process.

{CHAIR NAME}
{DIVISION NAME}

More detailed information about this survey, its development and intended use is available on our website: <https://www.divisionsbc.ca/{DIVISION-NAME}>

If you or your MOA require any assistance with completing the survey, please do not hesitate to contact {NAME} at {CONTACT DETAILS}.

Appendix E: Sample Report





Choose 9 of the following options:
4 Responses

Answer	Count	Percent
Option 1	1	5.26%
Option 2	1	5.26%
Option 3	3	15.79%
Option 4	2	10.53%
Option 5	1	5.26%
Option 7	1	5.26%
Option 8	1	5.26%
Option 9	1	5.26%
Option 10	1	5.26%
Option 11	1	5.26%
Option 12	1	5.26%
Option 13	1	5.26%
Option 14	2	10.53%
Option 15	2	10.53%