

## Measuring Organizational Readiness for Patient Engagement (MORE) Survey

Hello! You have been invited to consider completing this survey because you are an Executive Director (or their delegate) at a primary care organization in Ontario.

This survey is being administered by a research team at [institution blinded] that is exploring primary care organizations' readiness for patient engagement in care delivery, evaluation and improvement. The findings from this survey will inform future efforts to promote patient engagement in healthcare program design, evaluation, and improvement in primary care.

The survey will ask your perceptions about your organization's readiness for patient engagement and should take about 10 minutes to complete.

Your participation is voluntary. You may decline to answer any question and/or withdraw your participation at any time by closing your web browser. The survey data collected is anonymous.

At the end of the survey, you will be taken to a separate page to provide your organization name. This information will only be used to track participation (so we don't send you reminders!) and to enter your organization into a lottery draw for one of three \$50 gift certificates. Your organization name will be kept strictly confidential and will not be linked to your survey responses. The data collection and reporting of results will prevent you from being personally identified.

This research is funded by the Canadian Institutes of Health Research (CIHR). If you have questions about the study, please contact the Principal Investigator:

[investigator name & contact information blinded]

Sorry, we're required to add some fine print. SurveyMonkey stores data in the U.S. and may be subject to U.S. laws, such as the U.S.A. PATRIOT Act, which allows authorities to access the records of internet service providers. If you choose to participate in this survey, you understand that your responses and IP address may be accessed outside of Canada. The security and privacy policy for SurveyMonkey can be found here: <https://www.surveymonkey.com/mp/policy/privacy-policy/> and information about how the USA PATRIOT Act affects Canadians can be found at the Canadian Treasury Board website: [http://www.tbs-sct.gc.ca/pubs\\_pol/gospubs/TBM\\_128/usapa/faq-eng.asp#Q1](http://www.tbs-sct.gc.ca/pubs_pol/gospubs/TBM_128/usapa/faq-eng.asp#Q1)

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This questionnaire has been designed to measure the extent to which the organization you work in **is willing and able to effectively foster patient engagement in healthcare**. Please answer all questions to the best of your knowledge, based on your role in the organization and overall understanding of the organization's policies and processes surrounding the engagement of patients, their relatives, and caregivers in managing their own health.

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## The Organization's Willingness to Implement Patient Engagement

**Patient engagement has been defined as "working together to promote and support active patient and public involvement in health and healthcare, in order to strengthen their influence on healthcare decisions, at both the individual and collective level." (Coulter, A. *Engaging patients in healthcare*. Maidenhead: Open University; 2011).**

1. In your opinion, how willing is your organization to:

	Not willing	Somewhat willing	Willing	Very willing
Engage patients in discussing their condition or potential health issues, in asking questions, or in voicing concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encourage patients to make informed healthcare decisions in partnership with the healthcare team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Include patient preferences in healthcare decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engage patients in managing their long-term conditions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## The Organization's Willingness to Implement Patient Engagement (cont'd)

2. In your opinion, how willing is your organization to:

	Not willing	Somewhat willing	Willing	Very willing
Support patients with additional health information resources (e.g. patient decision aids, patient groups).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in formats that patients understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integrate patients' feedback about their care experiences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engage patients as partners in designing healthcare services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## The Organization's *Ability* to Implement Patient Engagement

**The following tasks, resources, and situational factors are considered helpful in fostering patient engagement.**

3. In your opinion, how able is your organization to:

	Not able	Somewhat able	Able	Very able
Involve patients in developing a shared organizational vision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Include patient engagement in all areas of designing healthcare services (e.g. policies or processes or position descriptions or training programs).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support employees in their efforts to promote patient engagement (e.g. addressing employee needs).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate patient engagement in the organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Act upon the results of this evaluation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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### 4. In your opinion, how open is your organization in:

	Not open	Somewhat open	Open	Very open
Providing time to implement and monitor patient engagement (e.g. time to plan, longer consultations, reassessing targets).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing training for health professionals in patient engagement (e.g. communication and shared decision-making skills).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting patients in accessing their complete health record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing health-related information and support that meet patients' diverse needs (e.g. access to interpreters, answering questions, help with scheduling appointments).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addressing the needs that arise from patient diversity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting patient engagement in the organization (e.g. access to patient representatives or a patient champion, recruiting patient representatives, patient training or coaching, money to pay patients for participation).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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5. In your opinion, how important are these factors in your organization's culture?

	Not important	Somewhat important	Important	Very important
Patient engagement as an organizational priority.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee attitudes or beliefs about patient engagement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication about patient engagement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee involvement in patient engagement strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient involvement in patient engagement strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluation of patient engagement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Organizational Capacity for and Culture of Public and Patient Engagement

**We have a few more questions to understand your organization's capacity and help us interpret your earlier answers. Thank you for continuing the survey!**

6. Please indicate your level of agreement with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
My organization has explicit strategies for identifying and recruiting relevant public and patient participants depending on the engagement activity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A commitment to public and patient engagement values and principles is found in key organizational documents (e.g. mission and vision, strategy, etc...).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A commitment to public and patient engagement values and principles is demonstrated through the structure of the organization (e.g. dedicated PE leadership positions, PE in job descriptions).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational leaders ensure that public and patient input is used in service planning and decision making.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization seeks public and patient input into quality improvement initiatives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a result of our public and patient engagement work, we have developed collaborative relationships with our stakeholders (e.g. patients, community organizations).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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7. To your best estimation, please provide an indication of the following:

**Please note: the rating scale has changed in this section**

	Don't know	Never	Rarely	Some of the time	All of the time
Public and patient engagement reports are sent to relevant pre-determined users in the organization (e.g. program manager, senior management, board members).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of public and patient engagement activities that have influenced relevant decisions at the program level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of public and patient engagement activities that have influenced relevant board decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of public and patient engagement activities that have influenced front-line providers' patient care activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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8. Please tell us your overall perspective on your organization.

	Not enough	Just right	Too much
<b>Overall</b> , I believe our organization's level of engagement activity is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall</b> , I believe our organization's resources devoted to engagement activities are:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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### Getting to Know Your Organization

**These last questions will help us understand the context of your health organization.**

9. In what kind of organization do you work?

- Family health team
- Community health centre
- Nurse practitioner-led clinic
- Aboriginal health access centre

10. What is your organization's affiliation with learners?

- Academic and teaching centre
- Teaching centre only
- Non-teaching centre

11. Is the primary location of your health organization urban or rural? (*'Rural' communities have a population less than 30,000, and are more than 30 minutes away in travel time from a community with a population of more than 30,000.*)

- Urban
- Rural
- Other (please specify)

12. What year did the main site of your organization open?

13. How many sites is your organization distributed across? Please only consider permanent locations and formal satellite sites where healthcare is delivered.

14. To your best estimation, how many patients or clients did your health organization serve over the past fiscal year?

15. To your best estimation, in total:

How many primary care providers (i.e. MDs, NPs) operate in your health organization?

How many interprofessional staff (i.e. nurses, dieticians, social workers, pharmacists, physiotherapists, etc...) operate in your health organization?

16. How many years have you been employed in this health organization?

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17. Is there anything else you would like to tell us about your organization or about the survey?

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Thank you for completing the survey!

**Here we ask for your contact information so that we can avoid sending you reminders about the survey, and to enter your team into a lottery draw for one of three \$50 gift certificates. This information will be kept separate from all the other questions.**

18. What is the name of your organization?

19. How can we contact you about the results of the draw?*(Please provide an email address or phone number.)*

**Email Address**

**Phone Number**