Pre-Implementation Survey

Item Explanation Reference Guide

This reference guide provides the purpose/rationale behind each question of the Front Line Staff (FLS) version of the Context Assessment Pre-Implementation Survey. It is designed to support translation of the survey into local languages. It can also serve as a reference for survey administrators to use when answering questions from facility participants.

Definitions of key terms and survey response choices appear below. The rest of the document contains the survey items in order with the explanation of that survey item directly next to it.

# Definitions for Key Terms

**Implementation/Implementing:** The series of planned activities or tasks related to introducing a practice change.

**Improvement Work:** A planned and continuous effort that leads to measurable change in the way we work or provide patient care

**Practice Change:** A change to the way we normally work or how we normally care for patients.

**Promotion/Promoting:** Describing to others why the practice change matters to patient care or their work and encouraging others to actively participate.

**Facility:** Place where the improvement work will be done.

**Staff:** People in clinical and non-clinical roles who will do something different in their day-to-day work as a result of this improvement.

**Leaders:** People with formal leadership or management roles in the facility.

**Implementation Team:** People who are part of the group that carries out the improvement work activities such as: developing the implementation strategy, planning or leading trainings, providing ongoing support (e.g. coaching/ mentoring), measuring and using data about the implementation.

# Definitions for Likert Scale Response Options

**Agree:** You agree with this statement > 75% of the time.

**Somewhat Agree:** You agree with this statement 50% to 75% of the time.

**Somewhat Disagree:** You agree with this statement 25% to 50% of the time.

**Disagree:** You agree with this statement < 25% of the time.

**Don’t Know:** You do not have the information or experience necessary to answer this question.

### Instructions: Please enter the date and time before you start the survey.

Date (month/day/year): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Start time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Section 1

| Question | Purpose |
| --- | --- |
| 1. Select the role(s) that best describe you: | To identify the respondent’s role in the health facility. |
| 1. What is your gender? | To identify the respondent’s gender. |
| 1. Health facilities can experience many challenges when introducing changes to practice. Typically, what are the biggest challenges when your facility introduces a change? Select all that apply: | To understand typical challenges experienced at this facility when introducing a practice change.  Also a signal to the respondent that it is normal for facilities to have challenges. |
| 1. In your facility, who normally encourages making changes to improve patient care? Select all that apply: | To identify the roles that typically lead and encourage practice changes. |
| 1. We have previously tried to make improvements in this area. | To understand if the facility has already tried to improve this problem in the past. |

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| --- | --- |
| The following statements are about THIS IMPROVEMENT WORK. | Informs the participant that the items in this section are about the specific problem being addressed through the improvement work and the practice changes that are a part of the improvement work. |

| Item | Purpose |
| --- | --- |
| 1. I know what problem this improvement is trying to solve. | To identify if the respondent knows the broader problem the improvement work is trying to help solve. |
| 1. I know the specific goal of this improvement. | To identify if the respondent knows what specific part of the broader problem the improvement work is trying to address. |
| 1. If I were a patient here, I would want this improvement to be made. | To understand if the respondent thinks that addressing this problem will make care better in the facility by imagining how they’d feel as a patient if this change was in place. |
| 1. Our leadership is committed to this improvement. | To understand if the respondent thinks that leaders in the facility think working on this problem is important; if they think it’s a priority to leaders. |
| 1. There are people in each of the roles/disciplines involved in this improvement who will encourage making changes to patient care. | To understand if the respondent thinks that there are people from all the roles/disciplines involved in the change that would be willing to put effort into promoting and encouraging participation in the work. |

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| --- | --- |
| The following statements are about the place where this work is done IN GENERAL. | Informs the participant that the items in this section are about improvement work and practice changes that happen at the facility **IN GENERAL**. The respondent should think about what is **TYPICAL** at the facility when other practice changes were introduced. |
| \*N/A: We have not had any prior improvement efforts/ practice changes. | The respondent should select N/A (not applicable) if they are not familiar with any prior practice changes at this facility. |

| Item | Purpose |
| --- | --- |
| 1. In past improvement efforts, there were people who actively encouraged others to participate in making practice changes. | To understand if there are usually people who promote and support practice changes. |
| 1. Our leaders continue to support changes to work throughout the challenges of implementation. | To understand if leaders in the facility give up on practice changes when they run into challenges or if they continue to support them even when things are going poorly. |
| 1. In general, leaders are involved in and oversee changes to patient care. | To understand how actively leaders are involved in practice changes; to understand if leaders are involved in reviewing how the change is going and getting involved in overseeing the change. |
| 1. In general, staff are monitored to see if they are making the correct changes to patient care. | To understand if staff are held accountable for doing the practice change; are staff reviewed or monitored to see if they are doing the practice change and if they are doing it correctly. |
| 1. There is no difference in the respect given to staff who spend time working on changes to improve patient care and those who only provide direct care. | To understand how staff who spend time working on introducing practice changes are perceived; are staff who spend all their time doing clinical work respected more than people who spend time on introducing practice changes. |
| 1. At our facility, new changes to patient care become the normal way staff work. | To understand if practice changes are done after the formal implementation period ends or if people tend to stop doing the change and go back to their prior ways of providing care. |
| 1. I typically receive the help I need when we implement a change. | To understand if staff receive enough support when a practice change is introduced. |

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| --- | --- |
| The following statements are about the place where this work is done IN GENERAL. | Informs the participant that the items in this section are about improvement work and practice changes that happen at the facility **IN GENERAL**. The respondent should think about what is **TYPICAL** at the facility when other practice changes were introduced. |

| Item | Purpose |
| --- | --- |
| 1. Staff in the same role work well together here. | To understand how staff in the same role (e.g., nurse/nurse, doctor/doctor) work together. |
| 1. Staff in the different roles work well together here. | To understand how staff in different roles (e.g., nurse/doctor, nurses in different departments, different types of doctors) work together. |
| 1. Our leaders are open to feedback. | To understand how receptive leaders are to feedback from staff; do leaders encourage/ welcome feedback. |
| 1. I am comfortable asking for help at work. | To understand if the respondent feels comfortable/safe asking for help at the health facility. |
| 1. When I have a concern at work, I go to: | To identify the roles that the respondent goes to when they have something they’re concerned about at the health facility. |

| Item | Purpose |
| --- | --- |
| 1. Electricity is always available when we need it. | To understand the infrastructure at the health facility. Is electricity consistently available? |
| 1. Clean water is always available when we need it. | To understand the infrastructure at the health facility. Is clean water consistently available? |
| 1. Functioning phone service (can include mobile phones) is always available when we need it. | To understand the infrastructure at the health facility. Is phone service consistently available? |
| 1. A functioning computer or other similar device is always available when we need it. | To understand the infrastructure at the health facility. Is a computer consistently available? |

| Item | Purpose |
| --- | --- |
| 1. We collect data to monitor how well we work. | To identify if data on the care provided and outcomes of care are collected.  To screen for the next 2 questions. Only respondents who indicate that data are collected will answer items 28 and 29. Respondents who do not indicate that data are collected go directly to section 2 (item 30). |

| Item | Purpose |
| --- | --- |
| 1. I am able to view the data we collect to monitor how well we work. | To understand if the respondent is able to see the data collected by the facility. This could be either that the data are presented/shared with the respondent or the respondent has access to the data. |
| 1. We use data to identify changes we need to make to patient care. | To understand if the facility uses data to inform decisions about how care should be provided. |

# Section 2

| Item | Purpose |
| --- | --- |
| 1. Do you provide direct clinical care to patients? | Screening question to identify if the participant should answer the items in section 2. Only respondents who provide care to patients should answer these items. Respondents who do not provide patient care should go directly to **section 3.** |

| Item | Purpose |
| --- | --- |
| 1. When I work with other staff to provide care to a patient, I know my role and responsibilities. | To understand if the respondent is clear on their roles and responsibilities on their care teams; do they know what is expected of them. |
| 1. When I work with other staff, I know who to go to when I need something for patient care. | To understand if the respondent is clear on the roles of other people on their care teams; do they know who does what and consequently who to go to for different issues for a patient. |
| 1. When I work with other staff to provide care to a patient, everyone shares important information as it becomes available. | To understand if relevant information about patients is shared with all necessary people in a timely manner. |

# Section 3

| Item | Purpose |
| --- | --- |
| 1. Do you think this survey asks about things that could impact the success of a new program? | This question provides feedback on the quality of the survey. This question assesses if the respondent thinks the items on the survey are relevant to implementation of a practice change. |
| 1. The time it took to complete this survey was: | This question provides feedback on the quality of the survey. This question assesses how the respondent feels about the time it took to complete the survey. |

### Instructions: Please enter the time that you completed this survey.

End time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Thank you for completing this survey!