

THE ADOLESCENT AND YOUNG  
ADULT (AYA) PATIENT  
SATISFACTION SURVEY

*A guide for implementation*

**2017-2018**

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## THE ADOLESCENT AND YOUNG ADULT (AYA) PATIENT SATISFACTION SURVEY

### *A guide for implementation*

During the next year, your site will be administering the Adolescent and Young Adult (AYA) Patient Satisfaction Survey as part of your participation in the Adolescent and Young Adult Health Collaborative Improvement and Innovation Network (AYAH CoIIN). The purpose of this survey is to provide clinics and practices like yours with information directly from youth about their experiences with care and their level of engagement with health services. This information can then be used to inform and develop quality improvement activities for your site.

### ABOUT THE ADOLESCENT AND YOUNG ADULT (AYA) PATIENT SATISFACTION SURVEY

- The AYA Patient Satisfaction Survey is a critical component in your participation in the AYAH CoIIN. This survey will provide your team with valuable data about youth’s experience at your clinic, as well as quality markers for the services provided within the visit.
- This is a **confidential** survey. Patients taking the survey are not asked for any identifying information. The information from the survey will not be linked to a patient’s health record.
- The survey should only take patients about 5-7 minutes to complete. (It may take slightly longer for younger adolescent patients).
- At a minimum, the survey should be promoted and marketed to all patients that come in for a well-visit, however, *we highly encourage you to endorse the survey to patients that come in for other clinical encounters as well.*

- How you recruit patients to take the survey is up to your site, but we have included some suggestions in this guidebook.
- There are three different versions of the questions for the following age ranges within this population: 10-13, 14-17, and 18-25.

## IMPLEMENTING THE AYA PATIENT SATISFACTION SURVEY

### STEP-BY-STEP INSTRUCTIONS

**Step 1: Download and review the survey questions so that you are familiar with the items being asked.**

The survey is in electronic form, which can be retrieved from the following web link: [https://amchp.co1.qualtrics.com/jfe/form/SV\\_1XJgghttRdumckZ](https://amchp.co1.qualtrics.com/jfe/form/SV_1XJgghttRdumckZ). A bit.ly address (short link) and a Quick Response (QR) code (black and white square with URL that is read through a cell phone camera) has also been provided by the AYA National Resource Center, to include in your various communications and marketing materials. (See “Get the Survey!” section on page 4). It’s important to understand the questions that this survey is asking from your AYA patients. Some youth may ask you to clarify instructions, to reframe what the question is asking, or ask for assistance to understand a specific term.

**Step 2: Work with your colleagues to create a plan for your clinical site.**

It will take teamwork amongst your staff to market and promote the survey among your AYA patients so that the youth are encouraged to complete the questionnaire. Consider how you will promote the survey in the waiting room, in the exam room, or other strategic parts of your facility. Think about what your goal is in terms of how many surveys you would like to be completed every week and/or every month, etc. How will your team members be informed about the survey and in turn, encouraged to promote it with your patients? How will you make it easy for the youth to complete the survey immediately following their clinical visit?

**Step 3: Market and Administer the Survey**

Now that your site has come up with a plan, it’s time to promote the survey to your AYA patients. Below you will find some ideas on getting patients to complete the survey following their visit, as well as a sample script for your administrative/front desk staff. These are only suggestions—feel free to brainstorm with your team to figure out what will work best for your practice.

### Ways to solicit patients to complete survey

- On iPad or tablet in the reception area/waiting room
- On desktop computer/docking station
- Have flyer at the front desk, poster in the general area, and/or slips of paper in the exam rooms with either a.) bit.ly link and/or b.) QR code to scan with phone so they can complete the survey on their mobile device if preferred
- Offer to text the survey link to their phone if preferred (request permission from the patient first!)

*Inform the patient about the survey—at least before they enter the exam room AND after their visit.*

### Script for clinic staff

*Feel free to paraphrase*

“Thanks for taking the time to do this survey, your input is very important. This survey is anonymous, which means we cannot look at your results and track it back to you in any way, so please be completely honest. If you have any questions about what the questions are asking, please ask me. Pick the best response for you. You can go take it in private, and take your time. When you are finished, just submit your responses and you’re done! I can’t see your responses, so if you have any health questions or medical needs please tell us; we can get you the help you need. “

At minimum, all AYA patients that come in for a well-visit should be encouraged to complete the survey, however, we highly recommend that you share the survey with youth that come in for other reasons, such as reproductive or behavioral health. Please note—all recruitment materials used regarding the survey must be approved by the Institutional Review Board for this CoIN. Please share your clinic-specific materials with the AYA National Resource Center staff prior to implementation for approval.

### **Step 4: Keep Track of a Few Numbers...**

Although the survey will capture items related to what happened during the visit and how satisfied the youth is, there are some figures that we will need the clinic to provide by completing the separate reporting template online administered from the AYA National Resource Center. Some of the requested data includes the following metrics and process measures:

- Total number of clinical encounters for ages 10-25 in the clinic for that reporting period
  - If possible, please sort according to the following age groups for this survey: 10-13, 14-17, and 18-25.

This information, along with the survey results, will provide us with the following for your clinic:

- Total number of surveys completed by youth for your site
- Percent of patients ages 10-25 receiving clinical visit who were surveyed (survey rate)
- Total number of surveys completed by patients indicating they were visiting for a well visit
- Total number of surveys completed by patients indicating they were visiting for other reasons

## GET THE SURVEY!

ACCESS THE LINK & DOWNLOAD THE QR CODE FOR THE SURVEY

***All versions:*** [bit.ly/2w3T8pa](https://bit.ly/2w3T8pa)

*Please note—the bit.ly link is case sensitive*



### **PROTECTING THE ANONYMITY OF SURVEY RESPONSES!**

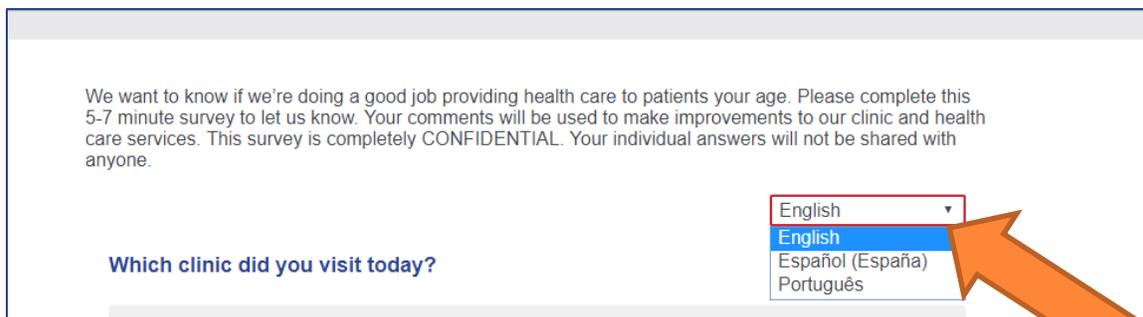
The AYA Patient Satisfaction Survey will not collect any personal identifiers from your patients. To keep their answers anonymous and confidential, please make sure that there is a space in the clinic where youth can take the survey without others being able to see their answers, if they prefer to complete the survey while in your facility.

## FREQUENTLY ASKED QUESTIONS

### ADDITIONAL QUESTIONS ABOUT ADMINISTERING THE AYA PATIENT SATISFACTION SURVEY

#### » Is there a version of the survey available in other languages for use?

Yes! There is both a Spanish and Portuguese language version available for each of the 3 age groups! You can access either of these versions through the bit.ly link and QR code listed in the previous section; once you are on the main page, there is a drop-down menu available so that you can select the desired language (see screenshot below):



The system currently may not automatically translate the instructions into the selected language, so we have provided them below for your use in promotional materials of the survey:

#### Spanish

*Queremos saber si nuestro desempeño es el correcto al ofrecer atención de salud a pacientes de tu edad. Completa esta encuesta, que te llevará entre 5 y 7 minutos, para ayudarnos a saberlo. Tus comentarios se usarán para hacer mejoras a nuestra clínica y servicios de atención de salud. Esta encuesta es completamente CONFIDENTIAL. Tus respuestas individuales no se compartirán con nadie.*

#### Portuguese

*Queremos saber se estamos prestando um bom serviço de saúde para pacientes da sua idade. Por favor, responda a esta pesquisa de 5-7 minutos para nos ajudar. Seus comentários serão usados para melhorar nossa clínica e os serviços de saúde. Esta pesquisa é completamente CONFIDENTIAL. Suas respostas individuais não serão compartilhadas com ninguém.*

#### » Is the survey only available electronically?

The AYAH National Resource Center worked with several of the youth advocates and youth leaders to confirm both content and dissemination of the survey. Based on their input, we are

encouraging all sites to promote the electronic version of the survey. This can make the data collection process more timely, accurate, and seamless across all clinics participating in the CoIIN. If your clinic prefers to administer a paper-based version, that can be provided; however, it is important to note that staff at your site will be responsible for making copies available for patients, collecting the surveys, and sending the surveys to your state CoIIN team representatives so that they can input the data.

» **What do I do if a patient asks me to explain one of the survey questions?**

Feel free to help patients with questions relating to accessing and navigating through the survey, the meaning of specific words, or instructions. If they ask your opinion on how to answer certain questions, do your best to encourage them to think through the response on their own.

» **Do patients need permission from parents or guardians to take the survey?**

We are not requiring parent/guardian permission for the youth to take the survey, however, we ultimately defer this stipulation to your clinic. The survey includes language that informs the youth that their answers will not be connected to their names or other identifying information and that no one will know what they said on the survey.

» **Will survey responses become part of the youth's medical record?**

No, the survey responses will not be able to be connected back to any individual patient and will not become part of their medical record. No personal identifiers (names, addresses, medical record numbers, etc.) are collected with the survey data.

» **Who has access to the survey responses?**

Members of the AYA National Resource Center that are monitoring the online portal hosting the survey will be allowed to see the individual responses to the AYA Patient Satisfaction Survey data. In addition, the National Resource Center staff will be responsible for sorting, analyzing, and sharing the data with your staff for your specific clinic. These results will also be shared with your state CoIIN team, to help your clinics with maintaining areas of strength, as well as addressing areas of improvement.

» **When can we expect to see our results from the survey?**

Staff from the AYA National Resource Center will review the data and will provide a comprehensive aggregate report of your clinic's survey results on a periodic basis, at least monthly (if a sufficient number of surveys are entered), but also upon more frequent requests. Please review the results amongst your team of colleagues to see what areas you are receiving favorable ratings, what areas could use some improvement, and how you may modify your clinic to better accommodate the needs of your AYA patients. This survey can be instrumental in guiding your site in a series of quality improvement activities.

## CONTACT INFO FOR IMPLEMENTATION ISSUES

The AYAH National Resource Center is here to help! If you have any questions about marketing the survey, the question items, or any technical difficulties, please contact the following staff:

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*This survey was adopted and modified using content and question items from two existing surveys for adolescent health services:*

- *Patient Survey from Adolescent Centered Environment (ACE) assessment under the University of Michigan's Adolescent Health Initiative*
- *Youth Engagement with Health Services (YEHS!) survey, through the School-Based Health Center Improvement Project (SHCIP), a Children's Health Insurance Program Reauthorization Quality Improvement Demonstration Project*

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