 <p><b>PPH Client Feedback Form Guidelines</b></p>	<b>Practice Guideline:</b> <i>PPH Client Feedback Form Guidelines for entering data into Survey Monkey</i>	
	<b>Approval Date:</b> <i>May/2018</i>	<b>Pages:</b> <i>1 of 2</i>
	<b>Approval By:</b> <i>PPH Program</i>	<b>Supercedes:</b> <i>N/A</i>

## PURPOSE AND INTENT

To provide guidance to PPH Administrative staff in entering data collected on the PPH client feedback form. Survey Monkey is the tool that has been selected for data entry and analysis.

## SCOPE

Applies to Administrative staff in both Community Area and Centralized PPH areas assigned to enter these data.

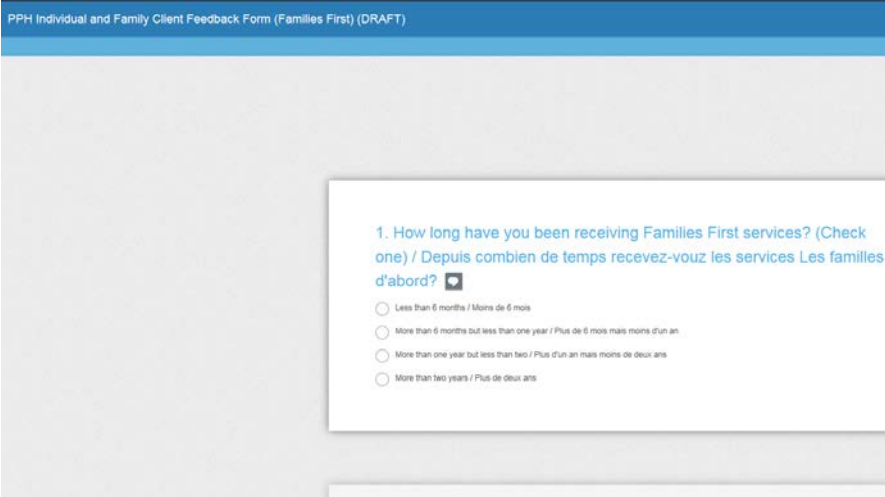
## OVERVIEW

The PPH Quality Team has developed the PPH Individual Client and Family feedback form as part of the PPH Program's Voice of the Client framework. To facilitate data analysis and regional comparison within specific PPH service areas, data will be entered by the team collecting it, and regional collation and analysis will be done by the PPH Program, and shared back with all teams via Team Managers and members of the PPH Quality Team.

Data will be collected from clients using a paper copy of the feedback form. Data will be entered into Survey Monkey as outlined in this guideline, to facilitate data collation and analysis.

### Data Entry Instructions:

- To facilitate analysis of results and collation and comparison at the service area and regional level, data entry will occur locally, into the relevant pre-prepared survey in survey monkey.
- Admin receives completed forms for Data Entry from staff collecting the feedback, and via client mail back responses, returned via interoffice mail.
- Admin will receive a link to the survey in Survey Monkey for data entry. Once you click on the link you will be lead directly into the survey to begin data entry.



PPH Individual and Family Client Feedback Form (Familles First) (DRAFT)

1. How long have you been receiving Familles First services? (Check one) / Depuis combien de temps recevez-vous les services Les familles d'abord?

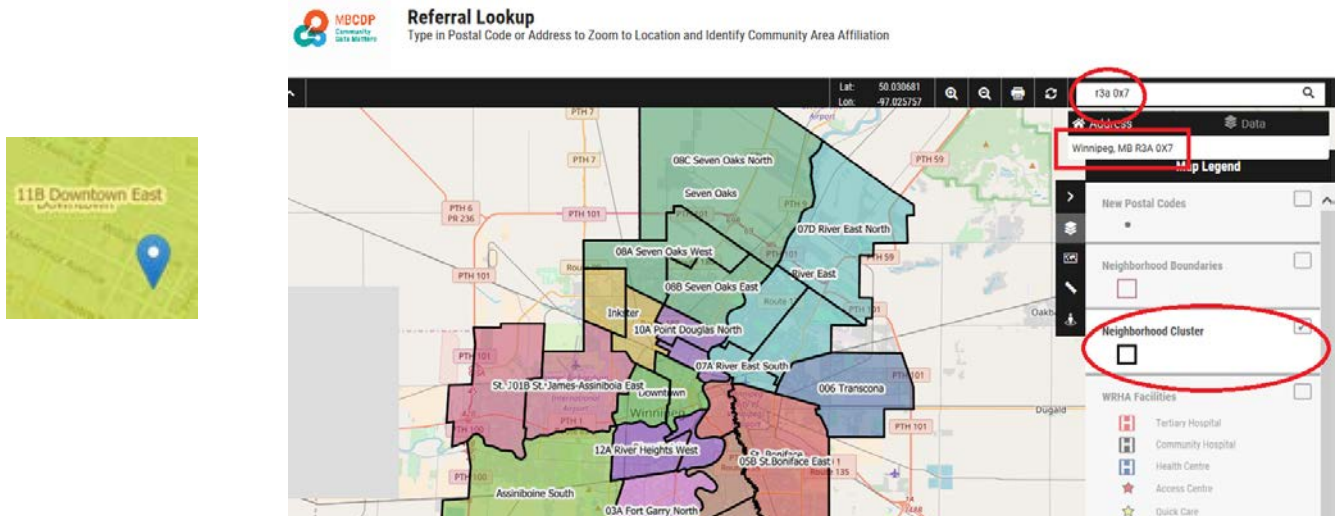
Less than 6 months / Moins de 6 mois  
 More than 6 months but less than one year / Plus de 6 mois mais moins d'un an  
 More than one year but less than two / Plus d'un an mais moins de deux ans  
 More than two years / Plus de deux ans

## Cross Referencing Postal Code to Neighborhood Cluster:

- Due to collection of the 6 digit postal code, the completed hard copy client feedback forms must be treated as per Personal Health Information. See [Regional policies](#) on collection, storage and protection of PHI. Accordingly, 6 digit postal codes cannot be entered into Survey Monkey.
- Administrative staff entering data will use the Manitoba Collaborative Data Portal to cross reference the postal code to the corresponding Neighborhood Cluster. The Neighborhood Cluster will be entered into Survey Monkey.

## Instructions:

- Step 1: Go to the MBCDP, using the link below:  
<https://mangomap.com/cgreenwpg/maps/c45dba50-027a-11e6-b4e0-22000bb3a3a1/referral-lookup?preview=true#>
- Step 2: Locate the search field at the top right of your screen, as depicted in the screen shot below. Red circled area at the top right.
- Step 3: Turn on the Neighborhood Cluster layer by clicking on the corresponding box (see 2<sup>nd</sup> red circled area below).
- Step 4: Enter the 6 digit postal code (a space is required), hit enter and then click on the postal code shown in the red rectangle. The screen will change providing you with the area cluster name as shown in the second screenshot below.



- Step 5: Enter the Community Area name and Neighborhood Cluster name into Survey Monkey.
- Once all questions are entered click **Done** and click on the provided link to enter the next survey.
  - Send all entered Surveys to Population & Public Health at 2-490 Hargrave Street while keeping in accordance to the *Security and Storage of Personal Health Information* item 4.1.5  
<http://home.wrha.mb.ca/corp/policy/files/10.40.120.pdf>
  - For questions about data entry into survey monkey, please contact Nadene Coutu at [ncoutu2@wrha.mb.ca](mailto:ncoutu2@wrha.mb.ca) or 204-940-3606.

## PRIMARY AUTHOR (S)

- Nadene Coutu
- Carol Styles