

Attachment F – Site-level POC Instructions for Medical Office VE Survey

Medical Office Value and Efficiency Survey Survey Implementation Procedures for the Point of Contact (POC)

Westat will mail you a package that includes a survey packet for each person on your Excel staff list. Please notify [Westat contact name] if someone on your list no longer works in your office.

NOTE: We will include a few extra surveys in your package. Use these only for new office staff who began working in your office after you sent your Excel staff list and can answer the survey items. Notify [Westat contact name] about any new staff not on your Excel list. She needs to know staff position and ID# on the survey packet label. Also update your Excel list.

WHAT YOU NEED TO DO NOW

Target Dates	Activities
Upon receipt	<input type="checkbox"/> Post promotional flyers in the office. <input type="checkbox"/> Receive thank you remuneration.

NEXT STEPS

Target Dates	Activities
Beginning of Week 1: Start of Survey Data Collection	Distribute survey packets to all eligible staff members as noted on your staff list. <input type="checkbox"/> For each survey packet, you will need to match the ID number on the survey packet label to the ID number on your Excel staff list so that you know which person to give the survey to. Write the person's name on the survey packet label before you distribute the surveys. It is crucial that you accurately match the ID numbers and distribute the surveys to the correct persons. <input type="checkbox"/> Hand out the survey packets to staff members to complete (consider distributing the packets at a staff meeting or at the beginning of each shift). Tell staff to use the postage-paid business reply envelope provided in the survey packets to return their completed surveys directly to Westat. Encourage staff participation. <input type="checkbox"/> Indicate on your Excel staff list (e.g., through highlighting) when each person has received a survey packet. <input type="checkbox"/> Notify [Westat contact name] when you have distributed all the surveys. <input type="checkbox"/> If a staff member misplaces his/her survey, notify [Westat contact name] with the ID number of that staff member and she will send a replacement survey. Do <u>not</u> use the extra surveys we sent.
Week 2	Westat will be tracking ID numbers on returned surveys and will send you second surveys for staff who have not returned their surveys. As needed, follow up with staff who have not returned a completed survey. <input type="checkbox"/> Receive package with second survey packets to give to staff members who have not yet returned their surveys. These second survey packets will have ID numbers on the survey packet label. <input type="checkbox"/> Follow the same ID matching procedures to identify which person(s) to give a survey to. Write the person's name on the survey packet label. Again, it is important to do the matching task carefully. <input type="checkbox"/> Hand out the survey packets and indicate on your Excel staff list (e.g., through highlighting) any person who received a second survey packet. <input type="checkbox"/> Notify [Westat contact] when you have distributed the second surveys.

Your support in promoting staff participation is crucial to getting results that accurately represent your office. Thank you in advance for encouraging 100% response at your office! Contact [Westat contact], Study Manager at [email and toll-free phone number] if you have questions.