

## British Columbia Continuity Across Transitions (CAT) Survey 2019-2021 — Frequently Asked Questions —

### 1. What is the CAT Survey?

The CAT survey asks patients about their health-related quality of life and their assessment of the quality of care they received in emergency departments (EDs) and hospitals in BC. Unlike previous surveys which have been focused to a specific care area, this survey will focus on the experiences of emergency department patients who are either transferred into a main hospital stay and/or are discharged to the community, and at how well care was provided when they transitioned back to home from the hospital.

### 2. Who is leading the survey process?

The BC Patient-Centred Measurement Steering Committee, which is supported by the BC Ministry of Health and all the health authorities across BC, has implemented province-wide surveys to hear the collective voices of people who access our emergency and inpatient services for over 10 years.

### 3. Who will be surveyed?

Patients who were registered for care in an ED and were discharged from either that same ED or an acute bed in the same hospital within the survey period will be eligible to participate in the survey. Some patients will be excluded from this survey including those who present with sensitive issues (e.g., abuse, assault, miscarriage), infants 10 days old or younger, and those with no contact information.

### 4. How are the patients selected?

A random sample of eligible ED patients will receive a letter in the mail asking them to participate in an online or phone survey. There will be follow-up phone calls made to support patients responding to the survey.

### 5. Is the survey voluntary?

Yes. While we hope that all patients who receive a letter will complete the survey, regardless of whether they are happy or unhappy with their experience, completion of the survey is completely voluntary, and choosing whether or not to complete the survey will have absolutely no impact on the care that a patient receives.

### 6. What kind of questions will be asked?

The questions asked include topics such as: the information you received, pain control, cleanliness of the facility, courtesy of staff, and discharge planning, as well as new questions focusing on different aspects of continuity of care. They will help us to understand the patient perspective on the spectrum of care provided.

### 7. When is the survey taking place?

The survey period will begin on September 15, 2019 and run until March 31, 2021.

### 8. How will IH be using the patient responses?

We will keep doing and expand the areas where we hear that we are doing well. We will work hard to better understand the areas where our scores are poor, and strive to make improvements in consultation with patients and families, clinicians, leaders, and policy makers. The goal is that the results that reflect the “voices” of BC’s patients will be used to improve the experiences and outcomes of care for all patients in BC.

### 9. Who do I contact if I do not wish to participate or if I have further questions about the survey?

Patient Care and Quality Office by phone: 1-877-442-2001 or email: [Patient.concerns@interiorhealth.ca](mailto:Patient.concerns@interiorhealth.ca).