

FREQUENTLY ASKED QUESTIONS

— BC Total Hip and Knee Replacement Survey 2022/23 —

1. When is the survey taking place?

A new BC total hip and knee replacement sector survey for all scheduled (a.k.a elective) surgery will begin in June 2022 and continue for three years.

2. Who will be surveyed?

All patients booked for scheduled hip and knee replacement surgery within Interior Health. Patients will be asked to participate in two surveys. The first survey prior to surgery and the second survey one year following the surgery. Patients requiring emergency hip or knee surgery resulting from a fracture, extensive reconstructive hip or knee surgery due to cancer and those with no fixed address or phone number will not be included in this survey.

3. How are the patients being surveyed?

Patients are not required to complete this survey. All patients scheduled for total hip and knee replacement surgery will receive a letter in the mail or phone call asking them to participate in an online or phone survey. There will be a follow-up phone call following the letter made by a private research company (R.A Malatest & Associates) to support patients wishing to respond to the survey.

4. Who is leading the survey process?

The BC Office of Patient-Centred Measurement (BCOPCM) Steering Committee with leaders from each health authority, and the BC Ministry of Health (MoH), will manage the overall provincial survey. BCOPCM has conducted patient surveys in BC for over 10 years. For more information on the BCOPCM go to <https://www.bcpcm.ca/>. Surgical and Quality leaders are overseeing the survey and its results within Interior Health.

5. Why are we surveying our Total Hip and Knee replacement patients?

The survey results will give us a better understanding of how scheduled total hip and knee replacement surgery affects patients' daily lives. The goal is the responses that reflect the "voices" of BC's patients will help us plan, maintain and improve the care and services for scheduled total hip and knee patients in BC.

6. What kind of questions will be asked?

The questions cover topics related to patient outcomes such as: pain management, mobility, activities of daily living, as well as mental well-being. There will also be questions about patients' overall surgical experience before and after surgery. Interior Health will take every reasonable steps to keep your personal information and responses confidential and will only use it for quality improvement purposes.

Information not related to your scheduled total hip and knee replacement (i.e. financial information) will never be asked during the survey. If any questions asked during the survey, make you feel uncomfortable please feel free to stop the survey and report this to the Patient Care Quality office immediately (phone (toll-free) 1-877-442-2001 or by email at Patient.Concerns@interiorhealth.ca.)

7. How will Interior Health be using the patient responses?

A recent update to the survey process allows for quicker access to survey results. Results will be available shortly after the responses are collected and will be accessed by Interior Health Quality staff to begin improvement efforts in a timely way.

8. Whom should I contact if I do not wish to participate or have further questions about the survey?

Please contact the Interior Health Patient Care Quality Office by phone (toll-free) 1-877-442-2001 or by email at Patient.Concerns@interiorhealth.ca.