

# migrant-friendly hospitals

## MFH Staff Survey SP A

### *Instructions for conducting the baseline survey*

#### **Data collection period**

Data collection will start on February 9, 2004 and will end on March 1, 2004.

#### **Which preparations for the survey are required?**

1. Appointment of an evaluation manager. This may be the subproject manager or the local focal person.
2. The evaluation manager will receive the final version of the staff questionnaire in the local language as a pdf document (master copy) from LBI.
3. Involvement of department and unit heads – enlisting approval and support.
4. Information of all hospital staff of the survey - at the whole hospital or the departments selected to participate in SP A (depending on whether you are focussing SP A on 1-3 model departments or are carrying it out at the entire hospital). This could be done by mailings (e-mail, flyer, etc.) or as part of a topical newsletter, e.g. as a cover story.
5. Establish the number of staff members in each professional group (physicians, nurses, psychologist, social workers, technicians, clerical, etc.) at the selected departments/the entire hospital and note it down per group. This serves to establish the number of questionnaires needed for each professional group and to calculate response rates after the survey is finished.
6. Photocopy the questionnaire master copy
  - one-sided A4 copies
  - stapled on the left-hand side
  - number of copies according to the number of hospital staff in each professional group at the selected departments/the entire hospital
7. Allocate sequential numbers to the copies – filling in the 3 remaining boxes in the upper right-hand corner of the questionnaire (ID). Number questionnaires for each professional group consecutively, e.g. physicians No. 001-030; nurses No. 031-065; social workers, No. 066-080.
8. Provision of blank A4 envelopes, in which staff members can put their filled-in questionnaires and seal them.
9. Provision of a questionnaire collection box for each participating unit.
10. Appointment of evaluation co-ordinators at each unit/ward in the departments participating in SP A

### **SP A Baseline staff survey instructions – 01/2004**



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11. Instructing them in the procedures for questionnaire distribution and collection (see Checklist).

## Who will receive a questionnaire?

- Total survey of all hospital staff with regular patient contact at the selected departments/the entire hospital.

## Where and when will staff members receive the questionnaire?

- **When:** Within the first two weeks of the survey, through the evaluation co-ordinator at each unit.
- **Where:** We recommend to distribute the questionnaire integrated into the daily clinical routines, e.g. during the medical morning meeting. In this way, unit heads could also personally support the survey – emphasizing its importance for the department. Questionnaires will be collected in the mfh collection box at the morning rounds one week later.

## Data handling

- Evaluation managers send all received questionnaires in their sealed envelopes to LBI by March 5, 2004. Address labels for returning the questionnaires to LBI will be provided by the European project.
- Data entry and analysis will be carried out by LBI in Vienna.

## When will the baseline results be available?

Baseline results will be available on the mfh website by May 5, 2004.

## Time schedule

- from 19.01.2004 Appointment of evaluation managers. (Contact details should be made available to LBI in case they should differ from the subproject managers)
- from 28.01.2004 The master copy of the questionnaire (in the local language) will be sent to all evaluation managers, and be made available on [www.mfh-eu.net](http://www.mfh-eu.net).
- 29.01.2004 until 06.02.2004 Local survey preparations at the hospitals
- 09.02.2004 Start of data collection
- 01.03.2004 End of data collection

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- 05.03.2004 Deadline for sending questionnaires to LBI
- 06.03.2004 - 03.05.2004 Data entry and analysis at LBI
- 05.05. 2004 Baseline results will be available on [www.mfh-eu.net](http://www.mfh-eu.net) .

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