

# migrant-friendly hospitals

## MFH Staff Survey SP A

### **Checklist for handing out the questionnaire to staff members**

When you are handing the questionnaires to hospital staff members, please tell them:

1. Participation in the survey is **important** to **their unit and the hospital**. **Their opinion is essential** in improving quality.
2. The survey aims at **improving service quality**.
3. It is important to be **honest** in filling out the questionnaire and to **answer all questions**.
4. The survey is **anonymous**. All information given will be treated confidentially. At no time will they will be identified individually.  
In this, it may be important to explain what happens with the questionnaire after they filled it in:
  - S/he him/herself will seal the neutral envelop with his/her filled-in questionnaire, and drops it in the collection box.
  - The sealed envelops will be collected by the evaluation manager and sent to Ludwig-Boltzmann-Institute for the Sociology of Health and Medicine, Vienna, Austria.
  - Data entry and analysis will be carried out at the Ludwig-Boltzmann-Institute for the Sociology of Health and Medicine, Vienna, Austria.
  - Only the statistic results, i.e. frequencies and percent distributions, will be made available to the subproject managers at the hospitals.
5. Participation in the survey is **voluntary**.

## Checklist Questionnaire Distribution – 01/2004



Financially supported by the European Commission

bm:bwk

Co-funded by bm:bwk – Federal Ministry for Education, Science and Culture (Austria)



Pilot hospitals from 13 member states of the European Union



Supporting partners



Co-ordinated by LBISHM, WHO Collaborating Centre for Health Promotion in Hospitals and Health Care, Institute for Sociology, University of Vienna