

INSTRUCTIONS FOR COMMUNITY HEALTH SURVEY QUESTIONNAIRE

An example is provided. Several files are included in the printed copy:

- 1 EX Survey Form
- 2 EX GENERIC Survey Form
- 3 EX Survey INSTRUCTIONS
- 4 EX Survey Results FINAL

Also available on the website (www.okruralhealthworks.org):

- EX Survey Form in Excel
- EX GENERIC Survey Form in Excel
- EX Survey Results in Excel
- EX Health Survey Results COVER in Word

The first attachment is an example of a community survey questionnaire. Next, a GENERIC Survey Form is included. This Generic survey form includes the basic questions that are typically asked on all surveys. The local hospital and/or steering committee may choose to add questions to this GENERIC survey form. The community example survey questionnaire may have some additional questions added that are relevant to their community.

The GENERIC survey form is where your hospital should begin and then decide if additional questions are needed. Modifications should be made to the GENERIC survey form; i.e., to add any survey questions specific to your hospital.

The final survey form should be ready for the first meeting of the community advisory committee. Each member of the community advisory committee will be asked to complete the form at the meeting. As the community advisory committee members leave the meeting, they will be handed five or six blank survey forms to take with them to have completed by the constituents that they represent and/or other community members. The “Health Survey INSTRUCTIONS” should be revised for your hospital and also given to each community advisory committee member, along with the five or six blank survey forms.

The INSTRUCTIONS are very basic. There should be included a deadline for the return of the completed survey questionnaires (typically the second meeting of the community advisory committee) and a contact person with address and phone number and/or fax who will receive the completed survey questionnaires.

NOTE: *The community facilitator should encourage the community participants to have the survey forms completed prior to the second committee meeting. The cost of employing a private firm to conduct phone surveys is very costly and the community can assist in keeping the costs of the Community Health Needs Assessment to a minimum. These cost savings can be better used in developing programs and activities in meeting the community’s health needs.*

The contact person designated in the INSTRUCTIONS should be available to the community participants and should communicate with them to encourage the timely return of completed survey forms. The simplest way to obtain the completed survey forms is to have the members return them at the second committee meeting.

Once all the surveys have been returned, the steering committee should have an individual (or individuals) proficient in Excel ready to analyze and summarize the survey results. Attached is an Excel spreadsheet, "Survey Results in Excel," that can be modified and utilized for the survey results. This spreadsheet is based on an Example Community Survey Questionnaire and should be modified to fit your hospital's survey form.

In the Excel Spreadsheet, the first worksheet is where the survey results will be input. Across the top of the spreadsheet are the questions and possible responses. Down the left side are the survey numbers. As the surveys are received, they should be numbered and then input by survey number. Each row represents the results for one survey form.

The key to analyzing the survey is to be sure to include ONLY RESPONSES that are RELEVANT and CONSISTENT. For instance, if the first question of the survey receives a "No" response, then there should be no additional responses included until Question #7. The person entering the survey results will have to make a judgment call as to whether the Q1 response is consistent with the responses to Questions 2 through 6. There are several instances in the survey that these judgments will need to be made.

NOTE: *In the survey responses worksheet, blanks are included in the questions that should not be responded to based on the response of "No" for Q1. If Q1 receives a "No" response, then Questions 2 thru 6 should be blank. This can be very confusing but consistency is what is needed to produce the summary results.*

The first worksheet includes the survey responses. The second worksheet then tallies the survey results. If the first worksheet is modified, then the second worksheet will also need to be modified to include all the revisions. Assistance for the modifications can be received from the National Center.

The second worksheet is designed to summarize the responses from the first worksheet. Once all the survey responses have been entered and the second worksheet has been modified to include all modifications, then the survey results should be reviewed for consistency.

Again, consistency is important in validating the survey responses. For example, if Q1 has 78 respondents indicating they used the services of a hospital in the past 24 months; then Q2 should have 78 responses at a minimum. Since respondents may answer more than once, there can be more than the 78 responses but there has to be at least 78 responses.

The third question also has to be consistent with the responses in Q2. If Q2 shows that 78 respondents went to your Hospital; then all other responses (hospitals other than your

hospital) to Q2 will respond to Q3. Let's say that the total responses for Q2 were 102 and 78 of those went to your hospitals. Then, the difference of 24 went to hospitals other than your hospital. Therefore, the responses to Q3 should be at least 24. Again, there can be more than the 24 responses since respondents may answer more than once but there should be at a minimum 24 responses.

Once all the survey questions have been checked and re-checked for consistency, then a COPY of the survey results worksheet are made in the same spreadsheet and PASTE it to reflect "VALUES." This new worksheet becomes the final survey results and all the blanks and zero responses are removed and the responses can be re-ordered to show the results by the largest to the smallest number of responses. This ordering can be done to fit the steering committee's needs.

An example of the survey results COVER in Word is given and the final results have been pulled together in an Adobe Acrobat file entitled, "EX Survey Results FINAL." The Adobe Acrobat is not necessary. The results can be printed from the final survey results in Excel and the survey results cover in Word.

The National Center has found this spreadsheet the simplest way to analyze the survey responses and summarize the results. Assistance is available at any time to modify or assist in utilizing the survey results spreadsheet.

Be sure to call the National Center for Rural Health Works with any questions or for any assistance.