Developing a baseline ACP survey

What: Develop a baseline ACP survey

Why/rationale: To determine Taranaki DHB's current ACP knowledge.

Who: Taranaki DHB

Benefits/value added:

- The top five themes from the survey helps develop an ACP Strategic Plan.

- It ensures staff needs are met.

- Having a baseline level of ACP knowledge within the DHB allows it to run the survey on an annual basis to determine effectiveness of ACP strategic planning.

Risks/challenges:

- Lack of capacity or skills to develop of the survey.

- DHB communication team unable to support survey development.

- Poor rate of return from staff surveyed.

**Steps: How this looked on the ground**

Foundational level

1. Proposed development of the ACP survey to the DHB ACP Advisory Group with the objective of determining ACP understanding across the DHB and gathering baseline data.

2. Determined:

    - the purpose of the ACP survey

    - using the data gained as a tool for strategic planning for ACP implementation across the DHB in the future

    - to keep the survey concise – a maximum of 10 questions.

3. Once received approval to proceed, met with DHB Communications team to gain their support to develop and distribute the ACP survey using Survey Monkey.

4. Considered the design of the survey questions – consulted with other ACP facilitators, subject matter experts, nationally available ACP tools, resources (eg, Level 1 eLearning).

5. Drafted questions for survey to gain ACP Advisory Group approval.

6. Once gained approval forwarded survey questions to DHB Communications team.

7. DHB Communications team created the Survey Monkey, ensured it was tested in test mode; and then distributed with a specified closing date.

8. Considered distributing to all DHB clinical staff in the secondary setting, GP Liaison to share across Primary Care, hospice providers, Aged Residential Care facility managers, DHB intranet and home page.

9. Requested that the DHB Communications team regulate the responses.
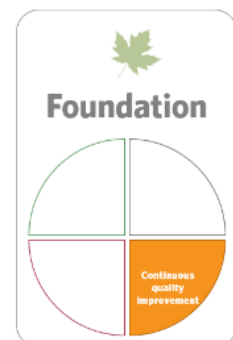
10. Considered extending the closing date (the return rate could be lower than expected).

11. ACP Facilitator received a spreadsheet of results including individual written responses.

12. Collated results and considered 'theming' (eg, what are your barriers to ACP?).

13. Considered categorising and rating from most to least.

Progressing

1. Used the top five themes to inform strategic planning for ACP activity within the DHB.

2. Designed an [infographic depicting results](#) for use to share across the DHB (local intranet or magazine) and wider community providers.
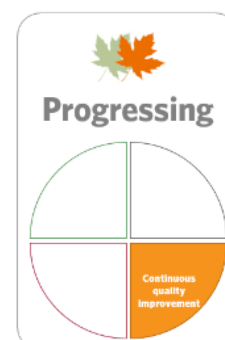
Outcomes to date:

- The survey increased awareness just by having it visible on the Intranet and available for staff. A good relationship with the communications team is paramount when advocating and promoting things such as staff surveys.

- Promotional work and education has been focused around responses from 2017.

- Areas that were highlighted within the survey (eg, aged residential care involvement) have been addressed with multiple presentations at aged care leadership forums in the region (targeting staff) and information sessions with residents at our 27 aged residential care facilities.

Future opportunities:

- In 12 months, resend the same survey to the same cohort as the original.

- Continue to do this annually with the same questions.

- Track the result and publish to display improvements in knowledge and awareness.