Phase 2b - Post-Intervention Survey

Please refer to the RACF and servicing pharmacy information tool whilst completing this survey.
Your experience and feedback on the information tool is greatly valued and will continue to assist us in further developing and improving the tool.

1. Since the release of the RACF/servicing pharmacy information document, have you had the opportunity to utilise it to obtain details about RACFs and/or servicing pharmacies *

○ Yes

○ No

2. How would you rate the ease of use of the document? *

○ Very easy

○ Moderately easy

○ Neither easy nor difficult

○ Moderately difficult

○ Very difficult

3. How useful was the document in assisting you during the admission or discharge process of your RACF patients? *

○ Extremely useful

○ Very useful

○ Somewhat useful

○ Slightly useful

○ Not at all useful

4. Were there particular periods of the week you found the document MOST useful? *

○ Monday to Sunday (All days of the week)

○ Monday to Friday (Business days)

○ Saturday to Sunday (Weekend)

○ Public holidays

5. Were there particular periods of the day you found the document MOST useful? *

○ Useful all the time

○ 7am to 9am

○ 9am to 5pm (Business hours)

○ 5pm to 7pm

○ 7pm to 9pm

○ 9pm to 9am

6. Did you feel the document improved the workflow and the transitions of care of your RACF patients? *

- ○ Yes

- ○ No

7. Please comment on why you feel the document had not improved the workflow and transitions of care of your RACF patients?

Enter your answer

8. How would you rate the level of improvement the document had on the workflow and the transitions of care of your RACF patients? *

- ○ Exceptionally improved

- ○ Much improved

- ○ Slightly/somewhat improved

9. What sections of the document did you find MOST useful? *
Select one or more options

- ☐ I found all sections useful

- ☐ RACF - Address

- ☐ RACF - Phone numbers

- ☐ RACF - Fax numbers

- ☐ RACF - Operating hours

- ☐ RACF - Associated servicing pharmacy

- ☐ RACF - Type of Dose Administration Aid (DAA) used

- ☐ RACF - Able to administer injectable medication?

- ☐ RACF - Able to administer from original packaging?

- ☐ RACF – Procedures for new residents (non-respite)

- ☐ Servicing Pharmacy - Address

- ☐ Servicing Pharmacy - Phone numbers

- ☐ Servicing Pharmacy - Fax numbers

- ☐ Servicing Pharmacy - Email address

- ☐ Servicing Pharmacy - Operating hours

- ☐ Servicing Pharmacy - Type of Dose Administration Aid (DAA) provided

- ☐ Servicing Pharmacy - Preferred cut-off time for same day packing and delivery of DAA

- ☐ Servicing Pharmacy - Medications Monash pharmacy must supply

- ☐ Servicing Pharmacy - Preferred method of communication (Fax/Email)

- ☐ Servicing Pharmacy - Procedures for new RACF residents (non-respite)

10. What sections of the document did you find LEAST useful? *
Select one or more options

- [ ] I found all sections useful

- [ ] RACF - Address

- [ ] RACF - Phone numbers

- [ ] RACF - Fax numbers

- [ ] RACF - Operating hours

- [ ] RACF - Associated servicing pharmacy

- [ ] RACF - Type of Dose Administration Aid (DAA) used

- [ ] RACF - Able to administer injectable medication?

- [ ] RACF - Able to administer from original packaging?

- [ ] RACF – Procedures for new residents (non-respite)

- [ ] Servicing Pharmacy - Address

- [ ] Servicing Pharmacy - Phone numbers

- [ ] Servicing Pharmacy - Fax numbers

- [ ] Servicing Pharmacy - Email address

- [ ] Servicing Pharmacy - Operating hours

- [ ] Servicing Pharmacy - Type of Dose Administration Aid (DAA) provided

- [ ] Servicing Pharmacy - Preferred cut-off time for same day packing and delivery of DAA

- [ ] Servicing Pharmacy - Medications Monash pharmacy must supply

- [ ] Servicing Pharmacy - Preferred method of communication (Fax/Email)

- [ ] Servicing Pharmacy - Procedures for new RACF residents (non-respite)

11. What sections of the document would you like REMOVED? *
Select one or more options

☐ I do not want any sections removed

☐ RACF - Address

☐ RACF - Phone numbers

☐ RACF - Fax numbers

☐ RACF - Operating hours

☐ RACF - Associated servicing pharmacy

☐ RACF - Type of Dose Administration Aid (DAA) used

☐ RACF - Able to administer injectable medication?

☐ RACF - Able to administer from original packaging?

☐ RACF – Procedures for new residents (non-respite)

☐ Servicing Pharmacy - Address

☐ Servicing Pharmacy - Phone numbers

☐ Servicing Pharmacy - Fax numbers

☐ Servicing Pharmacy - Email address

☐ Servicing Pharmacy - Operating hours

☐ Servicing Pharmacy - Type of Dose Administration Aid (DAA) provided

☐ Servicing Pharmacy - Preferred cut-off time for same day packing and delivery of DAA

☐ Servicing Pharmacy - Medications Monash pharmacy must supply

☐ Servicing Pharmacy - Preferred method of communication (Fax/Email)

☐ Servicing Pharmacy - Procedures for new RACF residents (non-respite)

12. Do you have any suggestions on how we can further improve and refine the document? *

○ Yes

○ No

13. What suggestions do you propose?

Enter your answer

14. On a typical working day, on average how often would you use the document? *

  ○ 1-2 times a day

  ○ 3-5 times a day

  ○ 6-10 times a day

  ○ Other

15. Approximately how many patients under your care required you to refer to the document for RACF and/or servicing pharmacy details since it has been made available? *

  Please key in the number of patients below

  The value must be a number

16. From these experiences whilst using the document, what is the estimated accuracy of the document? *

  Selection in percentages

  ○ 100-96%

  ○ 95-91%

  ○ 90-81%

  ○ 80-71%

  ○ 70-61%

  ○ 60-51%

  ○ 50% or less

17. Did you find any piece of information in the document inaccurate? *

  ○ Yes

  ○ No

18. Which pieces of information were inaccurate?

  If possible, could you please provide us with the correct information so the document can be updated.

  Enter your answer

19. Were you required to make further enquiries to obtain information not present in the document? *

○ Yes

○ No

20. What information did you need to obtain?

Enter your answer

21. Do you feel this information should be included as a column in the document? *

○ Yes

○ No

22. Was the document utilised more often to obtain RACF or servicing pharmacy information? *

○ RACF information

○ Servicing pharmacy information

○ Both equally

23. Was the document utilised more often during admission or discharge process of a RACF patient? *

○ Admission

○ Discharge

○ Both equally

24. Are there any RACFs you commonly encounter that are not currently included in the document? *

○ Yes

○ No

25. What are the names of the RACFs you commonly encounter that are not currently included in the document

You can include multiple facilities in your answer below.

Enter your answer

26. In your opinion, should these RACFs be included in the document? *

○ Yes

○ No

27. Are there any servicing pharmacy you commonly encounter that are not currently included in the document? *

○ Yes

○ No

28. What are the names of the servicing pharmacies you commonly encounter that are not currently included in the document?

You can include multiple pharmacies in your answer below.

Enter your answer

29. In your opinion, should these servicing pharmacies be included in the document? *

○ Yes

○ No

30. Would you like to see this document formally introduced into the Monash Health organisation? *

○ Yes

○ No

31. Do you have any further comments you would like to make about the RACF/servicing pharmacy information document?

Enter your answer