

Guidelines for completing the CKM Patient Satisfaction Survey

General Information

Satisfaction surveys should be done when patients have started receiving CKM care and an additional survey done yearly. Surveys must be submitted electronically, and you can have your patients/families do this on the iPad, or have them fill out a paper survey, and then have someone transcribe the responses onto the iPad (or use this link from another AHS device):

<http://wsredcap01.healthy.bewell.ca/xampp/redcap/surveys/?s=T3JEE4K9X8>.

If a patient fills out the new survey on paper, after it has been transcribed into the electronic survey, please discard it as a confidential document.

Electronic surveys should be completed for every CKM patient, regardless of GFR or age, on an annual basis. New CKM patients should complete a survey (regardless of GFR or age) after they have been identified as CKM for 3 months (ie: around the time of their 2nd visit).

Eligibility:

- Patient has consented to CKM care
- Age: no restriction
- GFR: no restriction

1st survey: This survey would be given to a patient when they have had time to receive CKM care and experience the pathway. This would ideally be done after 3 months / on their **second visit** to the clinic as a CKM patient.

Subsequent surveys: Administer annually.

Note: The online [CKM Dashboard](#) will provide a list of patients who are due for their next survey.

Thank you so much for your help in providing quality CKM care to your patients! If you have any questions, please email the CKM Team at ckm.pathway@ahs.ca