



SAMPLE – ASM approach staff questionnaire

Based on the common themes identified in the EMR ASM Seeding Grant projects, the following questionnaire provides sample questions that can be used to understand staff knowledge, perceptions, confidence and readiness to apply an ASM approach. Included below are a range of examples that utilise different question and answer formats (e.g. open ended questions, multiple choice, true/false).

We encourage you to adapt the sample questions to create a questionnaire that will help to understand the effectiveness of your approach to ASM implementation. Organisations can choose to use any or all of the questions and are encouraged to reword the questions to ensure they reflect individual objectives and approaches.

When designing a survey, it is important to remain aware of how the information will be analysed, who will be responsible for the data analysis and how the results will be used. In addition to understanding the effectiveness of current approaches, this questionnaire can also help to inform future ASM initiatives. You may also consider providing individuals with their results in order to guide discussions in supervision and/or to identify and prioritise their professional development needs.

There is no 'right length' of a questionnaire. Organisations need to be considerate of how long their questionnaire will take to complete and factor this in when deciding when and how it is administered. For example, dedicating time at a team meeting will ensure that you have a captive audience and should yield a higher response rate, however administering your survey online (e.g. via survey monkey or email) will often enable you to reach a larger audience and may empower staff with greater anonymity.

Organisations are encouraged to refer to the documents '*EMR ASM Seeding Grant Projects (Round 1) – Evaluation methodologies for common project goals*' and '*Data collection methodologies*', for more information and to identify other methodologies that can assist you to develop an appropriate evaluation plan.

DEMOGRAPHICS

In order to understand the impact of your current ASM approach on different staff groups, it may be helpful to include demographic details such as:

- **Name** (*optional – staff members should be given the opportunity to remain anonymous. Collecting names may however be useful to clarify results or follow up with individuals - e.g. to provide additional support. When asking for personal information be sure to include a note about how information will be used*)
- **Email address** (*useful to be able to communicate survey results back to staff members – e.g. individual results, aggregate data, key findings*)
- **Position / Role**
- **Team**
- **Clinical Discipline**
- **Client Target group/s**

A sample question may include:

Please tick one of the following that best describes your position at [organisation]

- Administration
- Management
- Assessment Officer
- Intake
- Occupational Therapist
- Clinical nurse
- Organisations to add their own.....*

The following questions relate to the common theme (goal): **Increase knowledge about the ASM among staff**

1. What does ASM stand for? (tick only one box)

- Actively Serving Many
- Active Service Model
- Active System Modes
- Active Service Management
- Aging Service Management

Questions 1- 6 are testing knowledge of the ASM approach. Knowledge is generally tested against factual elements, with answers either correct or incorrect.

2. Which of the following best describe the *principles* of the ASM approach? (more than one box can be ticked)

- People wish to remain autonomous
- People have the potential to improve their capacity
- Clients want to be told what to do
- People's needs should be viewed in a holistic way
- HACC services know what is best for their clients
- HACC services should be organised around the person and his or her carer
- All organisations should work alone to help a client
- Organisations can choose to add and/or modify options*



3. Which of the following best describes the *organisations* responsible for applying the ASM approach? (*please tick one box*)
- All HACC funded agencies
 - Local Government
 - Community Health Services
 - District Nursing
 - All aged care service providers
 - Organisations can choose to add and/or modify options*
4. Using an ASM approach, information gathered during an Initial Needs Identification should? (*more than one box can be ticked*)
- Identify a clients underlying issues
 - Gain insight into other assessments a client has recently had
 - Understand the support a client receives from other organisations
 - Determine the most appropriate assessment response
 - Record a clients personal details for the assessment team to follow up
 - Provide a detailed understanding of the clients holistic and service specific needs
 - Organisations can choose to add additional options*
5. Which of the following *elements are integral to goal-directed care planning?* (*more than one box can be ticked*)
- Setting goals helps to integrate and coordinate care across organisations
 - A clients goal is limited to what HACC can provide
 - Setting goals is not appropriate for all clients
 - Care planning integrates information from assessment, referrals, reviews, feedback, monitoring
 - Care planning incorporates available services, within and beyond the organisation
 - Staff should set goals for their clients about what the clinician wants to achieve under their care
 - Organisations can choose to add additional options*



10. Please rate the degree the ASM approach aligns with your professional values?

| | | | | | | | | | | |
|-------------------|---|---|---|---|---|---|-------------------|---|----|-----------------------------|
| No benefit | | | | | | | Beneficial | | | Extremely Beneficial |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

Comments:

Question 11 is also testing level ASM embedded in practice

11. Which of your current work practices reflect an ASM approach? *Please describe*

If using a 10 point scale, remove the word 'beneficial' from the number 7.

12. Please rate how confident you feel that you have the knowledge, skills and resources required to practice an ASM approach?

| | | | | | | | | | | |
|-------------------|---|---|---|---|---|---|-------------------|---|----|-----------------------------|
| No benefit | | | | | | | Beneficial | | | Extremely Beneficial |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

Comments:

To increase your confidence, what additional skills, knowledge or resources would you need? (more than one box can be ticked)

- Training or workshops – *please specify topics:* _____
- Mentoring
- Clinical supervision
- Team support
- Organisations are encouraged to add a list of relevant options*



Questions 13 is testing effectiveness of approaches used

13. What training or information have you received in relation to the ASM approach?
(please tick *all* boxes that apply)

| Training / Information | Name/detail of training/information | Please rank how useful this was | | | | | | |
|--|-------------------------------------|---------------------------------|---|---|---|---|---|------------------|
| | | 1 No use | 2 | 3 | 4 | 5 | 6 | 7 Very useful |
| <input type="checkbox"/> Organisation facilitated information session | | 1 No use | 2 | 3 | 4 | 5 | 6 | 7 Very useful |
| <input type="checkbox"/> Department of Health facilitated information session | | 1 No use | 2 | 3 | 4 | 5 | 6 | 7 Very useful |
| <input type="checkbox"/> Team meeting discussions on ASM | | 1 No use | 2 | 3 | 4 | 5 | 6 | 7 Very useful |
| <input type="checkbox"/> Training run by organisation | | 1 No use | 2 | 3 | 4 | 5 | 6 | 7 Very useful |
| <input type="checkbox"/> HACC Training calendar | | 1 No use | 2 | 3 | 4 | 5 | 6 | 7 Very useful |
| <input type="checkbox"/> Email updates | | 1 No use | 2 | 3 | 4 | 5 | 6 | 7 Very useful |
| <input type="checkbox"/> Involvement in ASM implementation plan development | | 1 No use | 2 | 3 | 4 | 5 | 6 | 7 Very useful |
| <input type="checkbox"/> Other? | | 1 No use | 2 | 3 | 4 | 5 | 6 | 7 Very useful |
| <i>Organisations should list all activities they've undertaken to support ASM implementation</i> | | | | | | | | |

Comments:

Was there anything that helped you to translate new skills and knowledge into practice?

| | | Comments |
|---|-------|------------------------|
| Team support | Y / N | |
| Management support | Y / N | |
| Written resources | Y / N | |
| Organisational systems and policies | Y / N | |
| Clinical supervision | Y/ N | |
| Follow up training sessions/support | Y / N | |
| Other | Y / N | <i>Please specify,</i> |
| <i>Organisations are encouraged to add a list of relevant options</i> | | |



Were there any barriers to you translating new skills and knowledge into practice?

| | | Comments |
|--|-------|-----------------|
| Lack of organisational systems and policies | Y / N | |
| Lack of written resources | Y / N | |
| If no would have been helpful? (e.g. training notes, written procedures) | | |
| Lack of management support | Y / N | |
| Lack of supervision | Y / N | |
| Lack of organisational support | Y / N | |
| Lack of team support | Y / N | |
| Lack of understanding of your role/discipline | Y / N | |
| Time restrictions | Y / N | |
| Current funding model does not support the approach | Y / N | |
| Other | Y / N | |
| <i>Organisations are encouraged to add a list of relevant options</i> | | |



The following questions relate to the common theme (goal): **Enhance communication between partnering organisations**

Questions 14-17: testing communication extent, mode, appropriateness, barriers

14. Thinking about your day to day work, who and for what reason would you communicate with a partner?

| | With who? | Reason |
|------------------------|-----------|---|
| Daily | | <input type="checkbox"/> Shared client <input type="checkbox"/> Referral <input type="checkbox"/> Secondary consultation <input type="checkbox"/> Service information <input type="checkbox"/> Other, specify _____ |
| 2- 4 times a week | | <input type="checkbox"/> Shared client <input type="checkbox"/> Referral <input type="checkbox"/> Secondary consultation <input type="checkbox"/> Service information <input type="checkbox"/> Other, specify _____ |
| Once a week | | <input type="checkbox"/> Shared client <input type="checkbox"/> Referral <input type="checkbox"/> Secondary consultation <input type="checkbox"/> Service information <input type="checkbox"/> Other, specify _____ |
| 1 – 3 times a month | | <input type="checkbox"/> Shared client <input type="checkbox"/> Referral <input type="checkbox"/> Secondary consultation <input type="checkbox"/> Service information <input type="checkbox"/> Other, specify _____ |
| Less than once a month | | <input type="checkbox"/> Shared client <input type="checkbox"/> Referral <input type="checkbox"/> Secondary consultation <input type="checkbox"/> Service information <input type="checkbox"/> Other, specify _____ |

15. What are the barriers to you communicating with our key partners?

| Partner | Barrier |
|--|---|
| <i>Organisations should list all partners e.g. from: Community Health Services Local Government Aged and Disability Service Providers GP's / GP Networks Use a new row and include the barrier options for each partner</i> | <input type="checkbox"/> Not sure who to contact <input type="checkbox"/> No time <input type="checkbox"/> Didn't know I could <input type="checkbox"/> No reason to <input type="checkbox"/> Calls not returned <input type="checkbox"/> Difficulty contacting <input type="checkbox"/> Unhelpful <input type="checkbox"/> Other, please detail _____ |



16. When communicating with a partnering organisation, what *method of communication* would you most often use?

- Email
- Telephone
- E-referral
- Fax
- Other, please details _____

The following questions relate to the common theme (goal): **Improve understanding of staff roles/services in partnering agency/s**

Questions 17-21: testing appropriateness and knowledge of partners. Links to understanding of ASM approach

17. True or False (circle)

| | |
|---|-------|
| There are 6 organisations I can refer to as part of my work | T / F |
| 9 PAG's operate in our municipality | T / F |
| <i>Agencies are encouraged to add a series of T/F questions that relate to their partners role/services</i> | |

18. Please list our organisation's partners

Question 18 is identifying staff perceptions of who your partners are or might be. This information can help understand current behaviour, identify existing partners and/or knowledge gaps.

19. Please list all the agencies and partners you work with in your current role

| Who | Relationship |
|-----|--------------|
| | |
| | |

If using a 10 point scale, remove the word 'beneficial' from the number 7.

20. Please rate the degree you feel confident to contact one of our partners?

| | | | | | | | | | | |
|----------------------|---|---|---|---|---|---|------------------|---|------------------|--|
| No confidence | | | | | | | Confident | | Confident | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |



An open ended question is a good way to get general ideas from staff. If wanting to test perceptions about upcoming sessions / resources, a multiple choice question that lists each option with a scale of how useful each option may be will be beneficial.

To increase your confidence, what resources, knowledge or support would you require?

A scale (e.g. likert) for each activity could also be used to ask question 21 (refer to question 13 for an example).

21. Have you participated in any activities to improve your knowledge and understanding of our partners? (please tick *all* boxes that apply)

| Activity | Describe the usefulness for building your skill, knowledge? |
|---|--|
| <input type="checkbox"/> Induction sessions | |
| <input type="checkbox"/> Meet and greets | |
| <input type="checkbox"/> Information sessions | |
| <input type="checkbox"/> Literature review | |
| <input type="checkbox"/> Joint protocols | |
| <i>Agencies are encouraged to add a list of all activities they've held / strategies they've used</i> | |

