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Hello, and welcome to our new **eNewsletter**. Each edition will bring you up to date information on the Agili-T Group including informative articles on the subject of stakeholder feedback best practices and quality improvement.

Enjoy the read!

Regards,

Richard Pridham  
President

### Company News

#### Agili-T Unveils New Web Site - [www.agili-t.com](http://www.agili-t.com)

We are pleased to announce the launch of our new Web site. The new and improved Web site offers wealth of information on Agili-T's services and solutions including:

- [Satisfaction Surveys](#)
- [Healthcare Performance Improvement Solutions](#)
- [New Androfact Healthcare Survey System Product Tour](#)
- [New White Papers](#)
- [Upcoming Webinars](#)
- **and much more!**

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#### Agili-T Welcomes Aboard New Customers

Agili-T is pleased to announce the signing of several new **Androfact** customers. Androfact is Agili-T's healthcare surveying system used by organizations worldwide. Androfact helps improve the quality of care through ongoing stakeholder feedback.

Agili-T welcomes the following healthcare organizations who have adopted Androfact as part of their Continuous Quality Improvement strategy:



## **Annapolis Valley District Health Authority, Nova Scotia**

[Annapolis Valley District Health Authority \(AVDHA\)](#) is a health district in the western region of Nova Scotia where members of staff work together to promote and improve the health of the various communities in the Annapolis Valley. The various facilities within Annapolis Valley District Health Authority are as follows. Annapolis Community Health Centre, Soldiers Memorial Hospital, Western Kings Memorial Health Centre, Valley Regional Hospital and Eastern Kings Memorial Community Health Centre.

Following an exhaustive search and public tender, the AVDHA has chosen Androfact as its tool of choice to measure patient satisfaction.

***“At Annapolis Valley Health, patient satisfaction surveys will be key in our ability to measure quality initiative results within multiple platforms. We are very excited to have Androfact as a critical resource for these initiatives. The possibilities with this application are incredible.”***

***- Susan Hayes, Director of Quality and System Performance***

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## **Izaak Walton Killiam Health Centre (IWK), Nova Scotia**

Located in Halifax, Nova Scotia, the [IWK Health Centre](#) provides quality care to children, youth, women and families in the three Maritime provinces and beyond. As a tertiary care health centre dedicated to education, research, family centred care and health promotion, the IWK proudly promotes a mission of caring, learning and advocacy. First and foremost, IWK staff, volunteers and partners are committed to helping children, youth and women in the Maritimes be the healthiest in the world.

***“A critical component of quality improvement at the IWK Health Centre is seeking feedback from our patients and families. Androfact will enhance the opinion surveying processes we currently have in place by enabling us to readily develop new questionnaires from validated question banks, in multiple languages and extend our surveying capabilities far beyond the traditional paper based methods. Using the Androfact services will also enhance our reporting capability with timely, on-line reporting and statistical analysis features.”***

- Mary-Ann Hiltz, Director of Quality Resources & Decision Support Services

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## East Central Alberta Regional Health Region, Alberta

**East Central Health (ECH)** is one of nine expanded Regional Health in Alberta. ECH serves communities in the counties of Beaver, Camrose, Flagstaff, Lamont, Minburn, Two Hills, Vermilion River and the Municipal Districts of Provost and Wainwright. East Central Health (ECH) provides health services to 110,000 residents in approximately 84 communities through 13 Health Centres / Hospitals (Acute and/or Continuing Care Services), 16 Public Health/Home Care, Rehab Office and 9 Community Mental Health Clinics.

***"The sales, technical support, and training was extremely well thought out and planned with the customer in mind, which made understanding the system very easy. The program itself is in a very user friendly format and although we have not actually created or implemented a survey we are confident the Androfact system will help with the decision making process when planning for regional programs. We are looking forward to the ability to monitor patient satisfaction and system performance on a continual basis in all health care disciplines."***

- Patrick Crumley, Medical Services Coordinator

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Centre universitaire de santé McGill  
McGill University Health Centre

## McGill University Health Centre - MUHC, Quebec

Located in Montreal, the **MUHC** is a merger of five teaching hospitals affiliated with McGill University: The Montreal Children's Hospital, The Montreal General Hospital, The Royal Victoria Hospital, and The Montreal Neurological Hospital, as well as The Montreal Chest Institute. Building on the tradition of medical leadership of the founding hospitals, our goal is to provide patient care based on the most advanced knowledge in the health care field, and to contribute to the development of new knowledge. We are proud of our reputation for excellence with our clinical programs, research and teaching.

***"At the MUHC, patient satisfaction questionnaires are used at all levels of the organization. Most importantly, the patient care teams use Androfact to continuously***

*solicit patient feedback on specific areas of concern. Results are used to re-shape or change practice to ensure the provision of a high level of quality care.”*

*- Marilyn Kaplow, Director of Quality Management*

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### **University of Montreal Hospital Centre, Quebec**

The [University of Montreal Hospital Centre](#) (known as the “CHUM”) provides specialized and subspecialized services to a regional and supra-regional clientele. Within its more immediate coverage area, it also offers general and specialized hospital care and services. All of these services contribute to teaching, research, the assessment of technologies and healthcare methodologies, which are provided within integrated networks. The CHUM also contributes to promoting health in continuity with front-line services. Hôtel-Dieu Hospital , Notre-Dame Hospital and Saint-Luc Hospital form the CHUM, which counts 10,000 employees, 900 physicians, 330 researchers, 5000 students and trainees, and 800 volunteers, who provide services to more than 500,000 patients each year.

*“CHUM selected Androfact for two reasons. The questions in the survey bank were validated for patient care experience and the survey data was stored so CHUM could establish a benchmark to compare the results of future surveys to ensure that any actions taken to improve customer satisfaction were effective.”*

*- Elsa Salomon, CHUM Quality Coordinator*

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### **Laval Hospital, Quebec**

Affiliated with the University of Laval and designated as a “university cardiology and pulmonology institute”, the [Laval Hospital](#) offers to its local, regional and supra-regional population of central and Eastern Quebec as well as populations bordering New Brunswick and the United States, specialized services in cardiology, pulmonology and surgical obesity.

*“When it comes to patient satisfaction measurement, we wanted an easy-to-use solution that would allow us to gather and analyse survey results in a timely and actionable*

***manner. Patient satisfaction is extremely important to the Laval Hospital as we want to be able to respond to the needs of the patients we serve. Several continuous quality improvement teams, in preparation for accreditation by the Canada Council, establish patient satisfaction programs. Androfact is the tool of choice for the Laval Hospital. We use Androfact to measure performance and the quality of care and compare improvement results on an on-going basis."***

***- H  l  ne Babineau, Quality Management Director***

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Val Saint-Fran  ois Community  
Health & Social Services Network



## **Val Saint-Fran  ois Community Health Network, Quebec**

The **Val Saint-Fran  ois Community Health Network** (CSSS Val Saint Fran  ois) is one of 95 newly formed community health networks in the province of Quebec. The CSSS Val Saint-Fran  ois serves a population of 30,000 in a region of the Eastern Townships just east of Montreal. This community health network provides integrated health services including community care, acute care, laboratory and diagnostic imaging, physiotherapy and long-term care.

***"In order to measure the quality of care and patient satisfaction, the Val-Saint-Fran  ois Community Health Network chose Androfact largely for its ease of use, flexibility and reliability. Androfact will allow us to conduct patient surveys in a far more cost-effective manner requiring fewer resources to manage the surveying process. Androfact will provide us with the ability quickly and easily compare survey results year over year and will enable us to reach our quality of care objectives for the population we serve."***

**- Manon Allard, Director of programs**

## **Events Calendar**

The logo for Androfact, with the word "androfact" in a lowercase, sans-serif font and a stylized circular icon to the right.

## **From Patient Surveys to Performance Improvement "Turning Data Into Action"**

Do you collect patient satisfaction survey data only to find yourself wondering "now what do we do? How can we transform this information into actual operational improvements?" If so, you're not alone. This Web seminar will discuss some of the key best practices in using surveys to

improve performance and increase patient satisfaction.

### **Why should you attend this web seminar?**

An important component of improving patient care is understanding the patient's perspective. This seminar identifies and demonstrates the strategies, tools and methods which can be used in patient surveying to guide quality improvement.

### **What will you will learn?**

The speaker will walk you through the key elements of a surveying program that produces actionable results. Through this process you'll learn:

- Surveying strategy: How surveying for quality improvement requires a different approach.
- To self-manage or outsource surveying: What are the pros and cons of each option.
- Surveying continuously and sample sizes: What are the implications?
- Maximizing response rates
- What are some the newest surveying methods currently being adopted and how they can help you
- What are the limitations of public domain surveys and what are the alternatives.
- How to interpret data and what you need to focus on the most.
- The common pitfalls and challenges in getting organizational support for your surveying program
- How to communicate survey results for maximum impact

### **Webinar Dates & Times:**

- Tuesday, August 15th, 2006 at 10:00am Eastern Standard Time (English)
- Wednesday, August 16th, 2006 at 10:00am Eastern Standard Time (French)
- Thursday, August 17th, 2006 at 2:00pm Eastern Standard Time (English)

**[Click here to register!](#)**