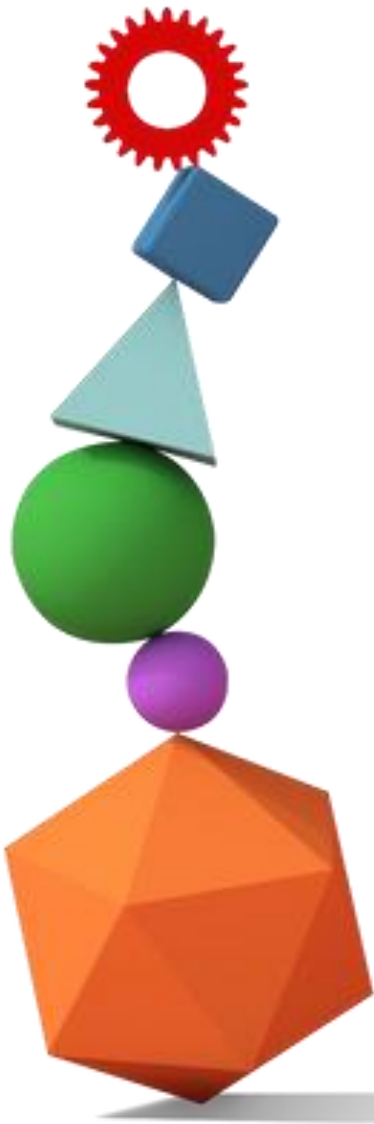


Self-Serve Pulse Survey Guide



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Introduction

This guide can be used to **set up pulse surveys at your CCO**, to regularly measure how your new Community Care Associates (CCAs) and/or Senior Community Care Associates (SCCAs) are settling into their new roles.

Why are surveys beneficial?

Surveys provide an opportunity to assess the experiences and challenges faced by the CCAs and SCCAs in their new roles. They help to:

- track the readiness and progress of your staff
- highlight when additional support is required

Should there be a need for more support, the surveys will uncover the required areas of improvement, so that you can intervene quickly and effectively.

While these surveys are not required for the work trial (or beyond) by AIC or MOH, we strongly encourage you to continue to send out these surveys to gather feedback and sentiments from the new CCAs and SCCAs.

Who should receive the surveys?

The main target audience are the newly trained and deployed CCAs and SCCAs at your CCO.

We also recommend surveying the supervisors of CCAs and SCCAs, to get their feedback on how their supervisees are performing and integrating with other teams.

These supervisors could include:



Nurse Managers



**Physiotherapists
Occupational
Therapist**



**Centre Manager/
Supervisor
Care Manager**

Setting up your surveys for S/CCAs

The different surveys and their launch frequency

1

Readiness Survey

Purpose: Understand respondents' level of **preparedness**, and sentiments on **training** and **support** provided.



When to send out: once training has been completed and S/CCAs have been deployed into their new roles

2

Progress Survey

Purpose: Track respondents' progress in terms of **confidence** in new role, **challenges** faced and **additional support** required.



When to send out: 6-8 weeks after Readiness Survey.
To be repeated at least 3 times, with a 6-8 weeks gap between each survey

3

Review Survey

Purpose: Gather respondents' feedback on the new role after the 'settling in' period. Gather insights on their **overall experience**, **communications received** and **aspirations to stay in the role**.



When to send out: 6-8 weeks after the final Progress Survey

Expected timeframe for a series of 5 surveys: 6-8 months

Example questions for all 3 surveys have been shared alongside this guide.

These questions can be modified based on your organisation's needs. For instance, if you have a larger group of respondents, consider adding a question about their work site to help to better target and address survey challenges. We recommend this only in cases where there are **at least five respondents** per site, to help maintain anonymity.

Setting up your surveys for supervisors

The different surveys and their launch frequency

- 1 Progress Survey**
Purpose: Understand supervisors' view of the **performance of the CCAs and/or SCCAs deployed** at their site and whether **additional support** is required.



When to send out: to be shared at the same time as the Progress Survey 2 for CCAs and/or SCCAs

- 2 Review Survey**
Purpose: Gather supervisors' feedback on the new role after the 'settling in' period. Gather insights on their **overall experience implementing the CCA and/or SCCA roles** at their site, **communications received** and **areas of improvement**.



When to send out: to be shared at the same time as the Review Survey for CCAs and/or SCCAs



Send the survey to **at least 5 respondents** from each target audience group to ensure anonymity of responses

Example questions for both surveys have been shared alongside this guide. These questions can be modified based on your organisation's needs. For instance, if you have a larger group of respondents, consider adding a question about their work site to help to better target and address survey challenges. We recommend this only in cases where there are **at least five respondents** per site, to help maintain anonymity.

Setting up your surveys

Types of survey questions

1 Multiple-choice questions (MCQs)

MCQs feature options where respondents may select the answer best aligned with their sentiments. Most MCQs in our survey use a 5-point rating scale, ranging from Strongly Agree to Strongly Disagree.

Example:

I am aware of my role and responsibilities as a CCA or SCCA.

☐ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

2 Open-text questions

Open-text questions allow respondents to provide free-form written responses rather than pick from a set of pre-defined options.

Example:

Do you have any other feedback or questions?



Setting up your surveys

Picking the right platform for your survey

Surveys can be created and shared through a variety of different platforms. Some examples you could use:



Picking a survey platform that is easy to use and compatible with how your teams work will encourage higher response rates.

12:29

Your responses will only be seen by Mercer and Impact, and will remain confidential and anonymous.

Which organisation do you work with?

NTUC Health

Ren Ci

SLEC

Which setting do you work in?

Senior Care Centre/Day Care

Nursing Home

What role have you been trained for?

Community Care Associate (CCA)

Senior Community Care Associate (SCCA)

→

Powered by Qualtrics



Platforms that are compatible with mobiles are helpful as respondents can complete surveys on the go.



Manual submissions via Microsoft Excel may be more suitable for smaller groups of respondents.



Platforms that support multiple languages might be helpful for non-English speaking respondents.



Sending out the surveys

It's time to launch your survey! Use this template as a guide and tailor any specifics before sending this message out to the respondents.

This email template, as well as other communication materials, have been shared alongside this guide.


Send

To...

Cc...

Subject

Dear XXX,

1

You were recently selected and trained to move into an enhanced role at **[INSERT NAME OF CCO]**. This is part of a project that AIC is running across our sector to improve and support care roles in Nursing Homes and Senior Care Centres. Through this, AIC aims to improve your experience as their employee, help you to feel that your role is important and meaningful, and make sure you have a clear idea of your career path and how you can progress at **[INSERT NAME OF CCO]**.

2

To make sure you are ready for your new role, and identify anything more we can do, we would like you to complete this survey **[LINK TO SURVEY]**. Please be assured that your responses will remain confidential and anonymous.

3

How will my responses be used?

- Your responses will not be used to identify you or for individual performance appraisals. These responses will be summarised for the project team to improve how we introduce the CCA and SCCA roles at **[INSERT NAME OF CCO]**.
- If you have any questions on your role, responsibilities or what is expected of you, or find that you struggle to complete your role in the future, please share these through our monthly surveys, or speak with **<insert CCO POC name>**.



- 1 Explain the context and purpose of the survey.
- 2 Reassure respondents that responses are confidential and anonymous.
- 3 Share how responses will be used.

Checklist



Use this checklist to tick off key activities for creating and sending surveys

Ahead of sending out your first survey

- ☐ **Create your survey** on the selected platform (using the questions shared as a guide) and **test with a colleague** for issues
- ☐ Draft **communication materials** using templates provided (e.g. emails/ WhatsApp messages)
- ☐ Develop a **survey calendar** to track launch dates and timelines of surveys

Week 1

- ☐ Send out the **Readiness Survey** (for CCA and SCCA only)

Week 6, 12, 18

- ☐ Send out the **Progress Surveys**

For CCAs and SCCAs:

- ☐ Progress Survey 1
- ☐ Progress Survey 2
- ☐ Progress Survey 3

For supervisors:

- ☐ Supervisors' Progress Survey (in Week 12)

Week 24

- ☐ Send out the **Review Survey**

For CCAs and SCCAs:

- ☐ Review Survey

For supervisors:

- ☐ Supervisors' Review Survey



We recommend keeping the surveys open for **at least a week** to give sufficient time for completion

Analysing the results

Once your respondents have submitted their surveys, it is important to review the results soon after, so that you can quickly uncover any challenges faced and develop ways to resolve them.

What should I look for?

For **MCQs** with a 5-point scale (strongly agree, agree, neutral, disagree and strongly disagree):

1

Percentage of respondents indicating ‘disagree’ or ‘strongly disagree’ responses



A **high percentage (> 40%)** of unfavourable scores tends to suggest that respondents face difficulties and/or are dissatisfied in that area.

For **open-text** questions:

2

Open-ended comments on **challenges / support needed**



Reviewing the open-ended comments helps to understand of the **specific issues faced** on the ground and **how to tackle them**.

Some commonly cited challenges could be:



Lack of opportunity to practice tasks



Difficulty using equipment or technology



Language barriers

Tackling challenges

It is possible that your CCAs and SCCAs may face difficulties in their new roles, especially if they are new to the sector. It is critical to address their concerns early and assure them that their feedback is heard.

Some ways to address common challenges faced by CCAs and/or SCCAs are:

Common challenges



Lack of opportunity to practice tasks



Difficulty using equipment or technology



Language barriers

Potential solutions



Develop a schedule with protected time to perform specific duties in a week



Create step-by-step guides and encourage experienced staff to share advice



Encourage staff to attend courses on basic communication

