

MEAL SATISFACTION SYSTEM: USER HELP MANUAL

COVENANT HEALTH

Leeroy Solutions

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INTRODUCTION

Covenant Health is a Catholic healthcare organization that works with Alberta Health Services to promote the health of Albertans through a broad range of compassionate care programs and services. Covenant Health currently operates seventeen hospitals and care centres throughout Alberta. An important aspect of the care provided by Covenant Health is their meal service. Covenant Health is committed to providing quality, nutritious meals to all patients. In addition to patients, non-patients also access the meal service at MCH. Non-patients include staff members, physicians, volunteers, and people who eat in MCH's cafeteria. In order to maintain quality of service and a dynamic, evolving process, Covenant Health requires a solution to facilitate the collection and management of Meal Satisfaction surveys.

The Meal Satisfaction System(MSS) seeks to provide a convenient and friendly solution to this need. Additionally, an administration portal is provided to allow for the management of the website and the viewing of submitted reports. The management tools include the ability to add, update, and remove administration users, care center sites, and units within those sites. There is an additional feature which allows for the editing of survey questions. The feedback collected through patient surveys will be viewable in a number of forms, including summarized reports, customizable graphs, and the ability to view individual surveys.

This User Manual aim to provide a comprehensive review of the features of the MSS, including the navigation and operation of the webpages, how to use and understand the features provided, and how to interact with the system. Basic troubleshooting steps will be provided when applicable.

The User Manual does not advise on how to interpret or use the data provided, nor is this manual intended to teach basic computer skills. The system does not inform the user on the background information required to understand the content of the site, such as the purpose of the surveys, the organization of the company, and any business rules in place.

STANDARDS

MSS is best viewed on internet browsers Microsoft Internet Explorer, Microsoft Edge, Google Chrome, or Mozilla Firefox. The client survey may be viewed on mobile platforms; however, the administration portal assumes the user will be browsing on a large screen device such as a laptop or desktop monitor.

The use of MSS assumes the user had basic understanding about the operation of a computer and the internet. These skills include but are not limited to; knowledge of the use of the keyboard and mouse, basic typing skills, opening a web browser, navigation to a website URL, and the standard behavior of internet websites.

Basic controls utilized on the website include buttons, dropdown menus, checkboxes, tab panels, and radio buttons, among others. Each of these elements will be explain in appropriate detail when encountered in the respective section of this manual.

TAKE SURVEY


The Survey section of the website allows patients and non-patients to submit feedback on their meals at any time as long as they have the survey passcode. This section contains three separate webpages: Survey Access, Take Survey, and the Survey Success webpage. All three pages are designed to be usable on desktops, laptops, smartphones, and other mobile smart devices.

- Note: All phone numbers used in Take Survey are subject to change.

SURVEY ACCESS

The Survey Access page is the gateway to accessing the survey.

Desktop/Laptop View:



Meal Service Satisfaction Survey

We would like to learn more about your meal experience while you have been in the hospital. Your responses will help us improve and ensure the quality of food services.

Individual responses will be kept anonymous and confidential.

[Privacy Statement »](#)


Survey Passcode

[Need Help?](#)

Continue

© 2018 - Meal Satisfaction System

Mobile View:



Meal Service Satisfaction Survey

We would like to learn more about your meal experience while you have been in the hospital. Your responses will help us improve and ensure the quality of food services.

Individual responses will be kept anonymous and confidential.

[Privacy Statement »](#)

Survey Passcode

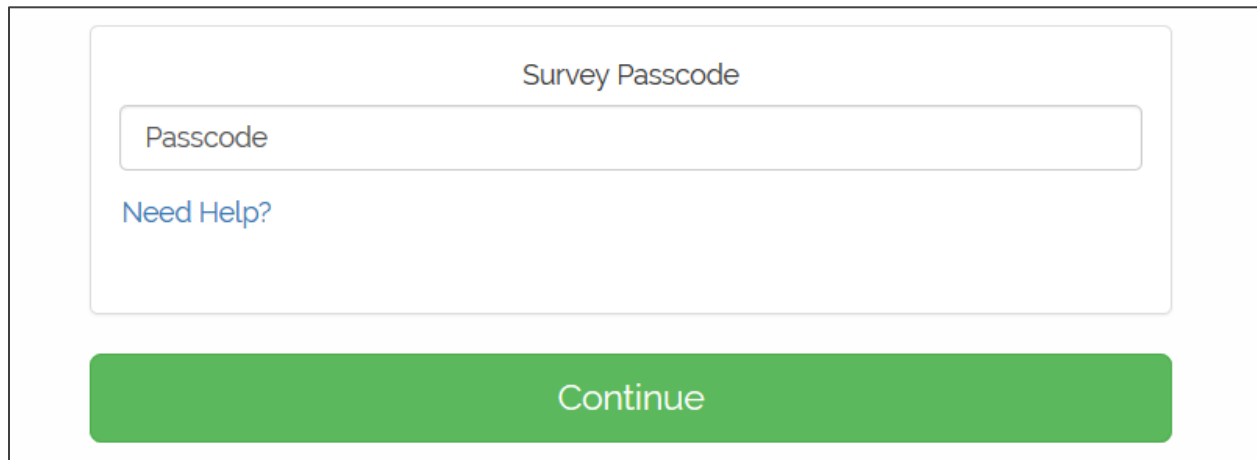
[Need Help?](#)

Continue

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SURVEY PASSCODE PANEL

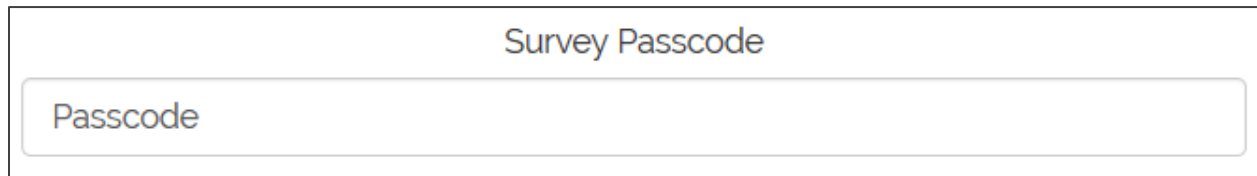
The Take Survey Passcode Panel is where the patient/non-patient will enter the passcode of the day to access the Meal Satisfaction Survey.



A UI mockup of the Survey Passcode Panel. It features a light gray rounded rectangle containing a text input field with the placeholder text "Passcode". Below the input field is a blue link labeled "Need Help?". At the bottom of the panel is a large green button with the text "Continue" in white.

PASSCODE

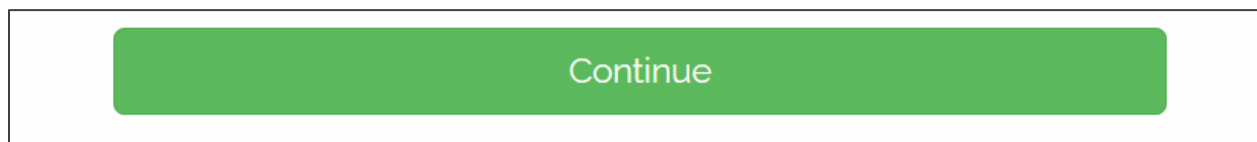
The Passcode textbox is where the patient/non-patient will enter the passcode of the day for their site.



A UI mockup of the Passcode section. It shows a light gray rounded rectangle with the title "Survey Passcode" at the top. Below the title is a single text input field with the placeholder text "Passcode".

SURVEY ACCESS CONTINUE BUTTON

By pressing the Continue button, if the survey passcode entered matches the passcode of the day for their site, the patient/non-patient will be redirected to the Take Survey Page. If passcode entered does not match that of the user's site, certain special characters are entered, or the textbox is left empty appropriate error messages will be displayed.



A UI mockup of the Continue button. It consists of a single green button with the text "Continue" in white, centered within a light gray rounded rectangle.

HELP BUTTON

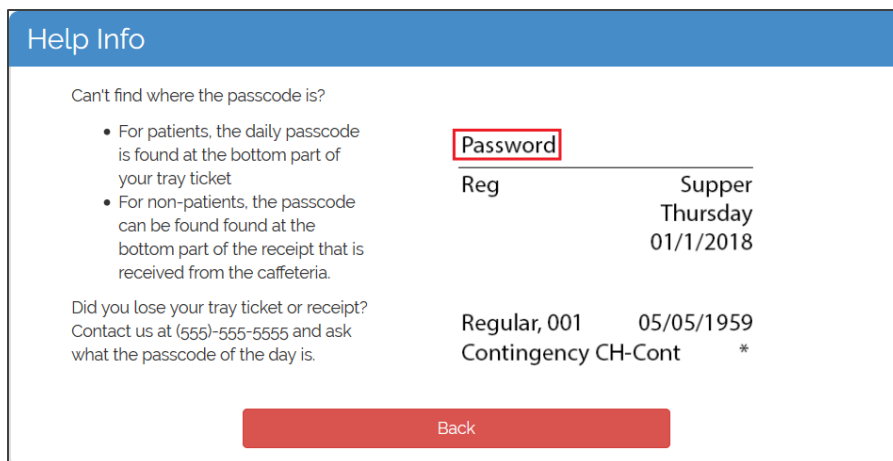
Press the Help button for more assistance related to logging into the survey, such as where to find the daily passcode for your site.

Need Help?

HELP POPUP

The Help Popup is displayed after pressing the Help button. There is information on the left of the popup and the right has an example image of where to find the passcode. On the mobile view, the image moves to the bottom and the popup becomes scrollable.

Desktop/Laptop View:



Mobile View:

The image shows a mobile view of a survey form titled "Meal Service Satisfaction Survey" by Covenant Health. The form includes a header with the Covenant Health logo, a title, and a paragraph explaining the purpose of the survey. A "Help Info" popup is open, displaying instructions on how to find the survey code on a receipt. Below the popup, there is a text input field containing the word "sunshine", a "Need Help?" link, and a green "Continue" button. At the bottom, a copyright notice reads "© 2018 - Meal Satisfaction System".

Covenant Health

Meal Service Satisfaction Survey

We would like to learn more about your meal experience while you have been in the hospital. Your responses will help us improve and ensure the quality of food service.

Help Info

Indicate the location where the survey can be found. The survey code will be located at the bottom of the receipt that is received from the cafeteria.

Did you lose your tray ticket or receipt? Contact us at (780)-123-4567 and ask what the password of the

sunshine

[Need Help?](#)

Continue

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- Note: Text and image in the Help Popup are subject to change.

Desktop/Laptop View:



Meal Service Satisfaction Survey

Please provide the following:
*All questions are optional

Unit (Required)

a) During this hospital stay, how would you describe the following features of your meals?

a) The variety of food in your daily meals:

b) The taste and flavour of your meals:

c) The temperature of your hot food:

d) The overall appearance of your meal:

e) The helpfulness of the staff who deliver your meals:

2) How satisfied are you with the portion sizes of your meals?

3) Do your meals take into account your specific dietary requirements?
(for example, food allergies, medical requirements, cultural preferences)

4) Overall, how would you rate your meal experience?

5) Is there anything else you would like to share about your meal experience?

Customer Profile:
*This section's information is not used in any form of identification

Age


Gender

Back

Continue

© 2018 - Meal Satisfaction System

Mobile View:



Covenant
Health

Meal Service
Satisfaction
Survey

Please provide the
following:
All questions are optional.

Unit (Required)

Select...

a) During this hospital stay,
how would you describe the
following features of your
meals?

a) The variety of food in
your daily meals:
Select...

b) The taste and flavour
of your meals:
Select...

c) The temperature of
your hot food:
Select...

d) The overall
appearance of your
meal:
Select...

e) The helpfulness of
the staff who deliver
your meals:
Select...

2) How satisfied are you with
the portion sizes of your
meals?
Select...

3) Do your meals take into
account your specific dietary
requirements? (for example:
food allergies, medical
requirements, cultural
preferences)
Select...

4) Overall, how would you
rate your meal experience?
Select...

5) Is there anything else you
would like to share about
your meal experience?

Customer Profile:

*This section's information is not used in
any form of identification

Age

Prefer not to provide

Gender

Other/ Prefer not to provide

Back

Continue

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SURVEY PANEL

The Survey Panel contains unit information and the survey questions.

Desktop/Laptop view:

Please provide the following:

*All questions are optional

Unit (Required)

Select...

1) During this hospital stay, how would you describe the following features of your meals?

a) The variety of food in your daily meals:

Select...

b) The taste and flavour of your meals:

Select...

c) The temperature of your hot food:

Select...

d) The overall appearance of your meal:

Select...

e) The helpfulness of the staff who deliver your meals:

Select...

2) How satisfied are you with the portion sizes of your meals?

Select...

3) Do your meals take into account your specific dietary requirements?
(for example; food allergies, medical requirements, cultural preferences)

Select...

4) Overall, how would you rate your meal experience?

Select...

5) Is there anything else you would like to share about your meal experience?

UNIT DROPDOWN

The Unit Dropdown contains all the units for the site the user is located at. This selection is mandatory in order to submit the survey.

Unit (Required)

Select... ▼

SURVEY QUESTIONS

All information related to survey. All fields are optional.

QUESTION DROPDOWN LIST

The patient/non-patient clicks on the arrow and selects an item in the list.

1) During this hospital stay, how would you describe the following features of your meals?

a) The variety of food in your daily meals:

Select... ▼

b) The taste and flavour of your meals:

Select... ▼

c) The temperature of your hot food:

Select... ▼

d) The overall appearance of your meal:

Select... ▼

e) The helpfulness of the staff who deliver your meals:

Select... ▼

2) How satisfied are you with the portion sizes of your meals?

Select... ▼

3) Do your meals take into account your specific dietary requirements?
(for example; food allergies, medical requirements, cultural preferences)

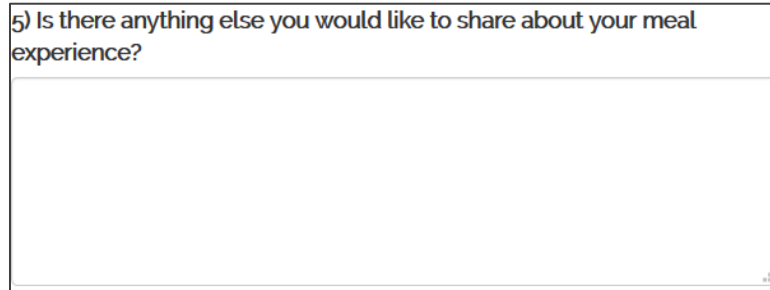
Select... ▼

4) Overall, how would you rate your meal experience?

Select... ▼

QUESTION TEXT AREA

Question Text Area is a field for patient/non-patient's to leave an opinion or comment for the staff. An error message will be displayed if certain special characters are used. Disallowed special characters include @ # \$ % ^ & * _ - + = { } [] ; : \ / | < > " and '.

A screenshot of a survey question. The question text is "5) Is there anything else you would like to share about your meal experience?". Below the question is a large, empty rectangular text input field. In the bottom right corner of the input field, there is a small icon of three vertical bars of increasing height.

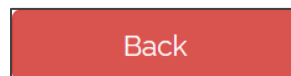
CUSTOMER PROFILE PANEL

The Customer Profile Panel two dropdown lists: Age and Gender. These are also optional.

A screenshot of a "Customer Profile" section. The title "Customer Profile:" is at the top left. Below it is a small note: "This section's information is not used in any form of identification". The panel contains two dropdown menus. The first is labeled "Age" and has the option "Prefer not to provide" selected. The second is labeled "Gender" and has the option "Other/ Prefer not to provide" selected. Both dropdowns have a small downward arrow icon on the right side.

SURVEY BACK BUTTON

When pressed, the Back button will redirect the patient/non-patient back to the Survey Access page.



SURVEY CONTINUE BUTTON

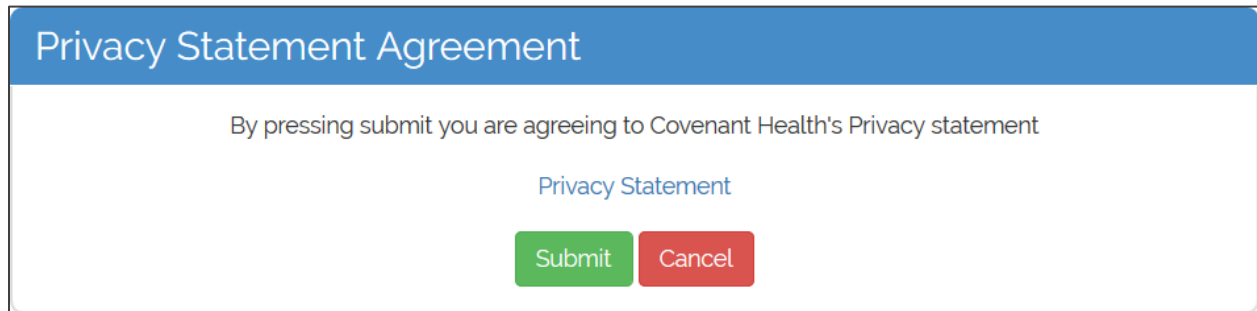
If there is no unit selected when the Continue button is clicked, an error message will be displayed. If a unit has been selected, the Privacy Statement popup will appear.



PRIVACY STATEMENT POPUP

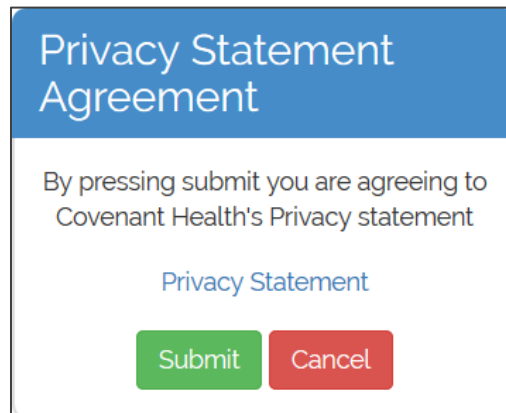
The Privacy Statement Popup is displayed on screen when the Continue button is pressed. All information submitted will fall under the usage of Covenant Health's privacy statement. When the Submit button is pressed the survey will be submitted and the patient/non-patient will be redirected to the Survey Success page. If the Cancel button is pressed the popup will disappear.

Desktop/Laptop View:



The desktop view of the Privacy Statement Agreement popup is a wide rectangular box. It features a blue header bar at the top with the text "Privacy Statement Agreement" in white. Below the header, the main content area is white and contains the text "By pressing submit you are agreeing to Covenant Health's Privacy statement" in a medium-sized font. Underneath this text is a blue link labeled "Privacy Statement". At the bottom of the popup are two buttons: a green "Submit" button and a red "Cancel" button.

Mobile View:



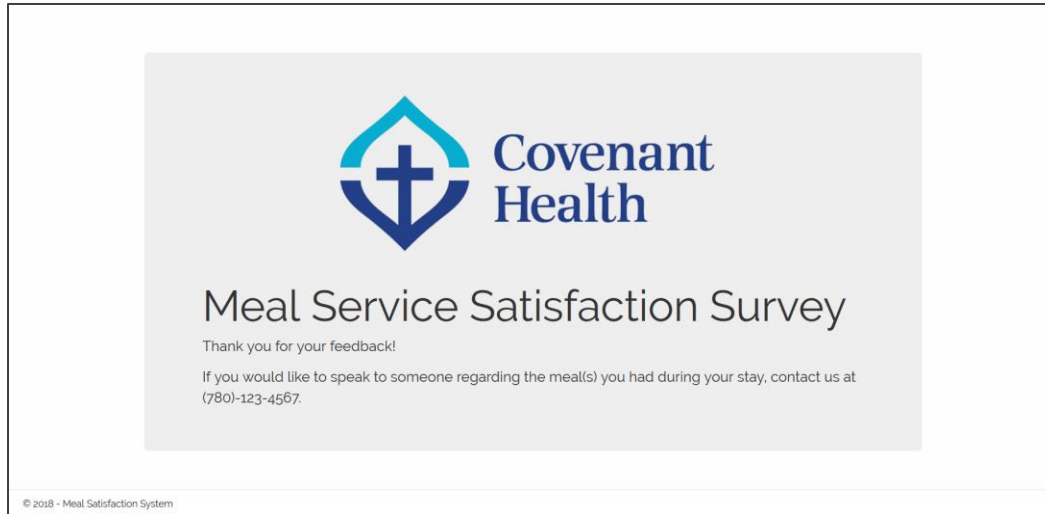
The mobile view of the Privacy Statement Agreement popup is a smaller, square-shaped box. It has a blue header bar at the top with the text "Privacy Statement Agreement" in white. The main content area is white and contains the text "By pressing submit you are agreeing to Covenant Health's Privacy statement" in a medium-sized font. Below this text is a blue link labeled "Privacy Statement". At the bottom of the popup are two buttons: a green "Submit" button and a red "Cancel" button.

Clicking the Privacy Statement link will open an additional tab in the browser, showing Covenant Health's privacy statement.

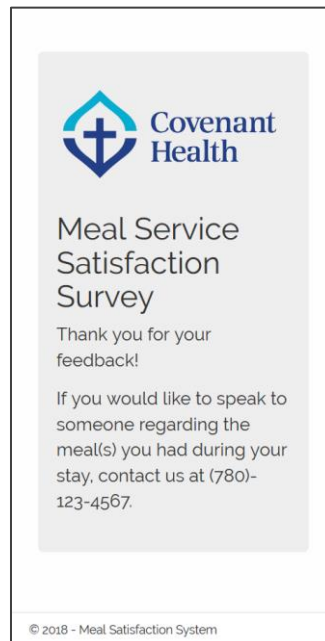
SURVEY SUCCESS PAGE

The Survey Success page can only be accessed after a survey has been submitted.

Desktop/Laptop View:



Mobile View:



To exit the survey, simply close the browser window.

- Note: The phone number displayed may be subject to change.

LOGIN

The login page lets the user log in to the system using their credentials (username and password).

USERNAME

The first thing you see on the login page after the image and the header is the username textbox. This is where you enter the username assigned to your user account. It can contain a maximum of 256 characters. If you try to type in more than 256 characters the textbox will not let you.

A rectangular input field for the username. On the left side of the field, the word "Username" is displayed in a dark blue font. To the right of the text is a small, light gray square icon containing a dark silhouette of a person's head and shoulders. The rest of the field is a white text input area with a thin gray border.

PASSWORD

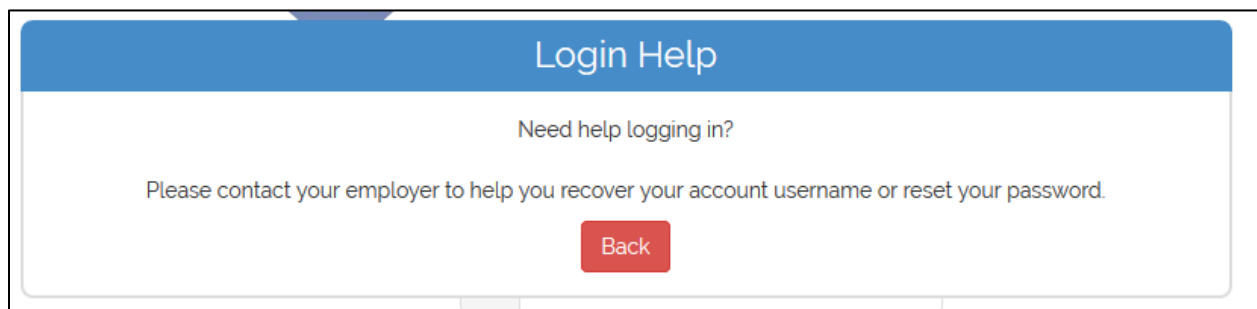
The password textbox is located beneath the username textbox and it is the password assigned to the user account. The password has a maximum length of 40 characters. If you try to type in more than 40 characters the textbox will not let you.

A rectangular input field for the password. On the left side of the field, the word "Password" is displayed in a dark blue font. To the right of the text is a small, light gray square icon containing a dark padlock symbol. The rest of the field is a white text input area with a thin gray border.

NEED HELP LINK

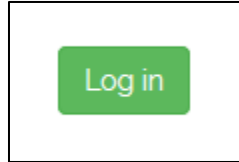
If you require help logging in, below the input fields will be a help link. This link will show a popup telling you to go to your web administrator to have your password reset.

[Need help logging in?](#)

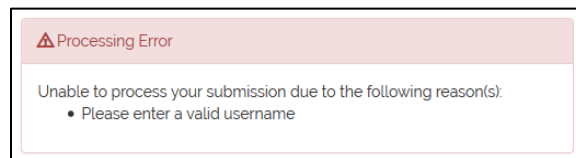
A modal popup window titled "Login Help". The title bar is blue with the text "Login Help" in white. The main content area has a white background. At the top of the content area, the text "Need help logging in?" is centered. Below this, a paragraph reads "Please contact your employer to help you recover your account username or reset your password." At the bottom center of the content area, there is a red button with the word "Back" in white text.

LOGIN BUTTON

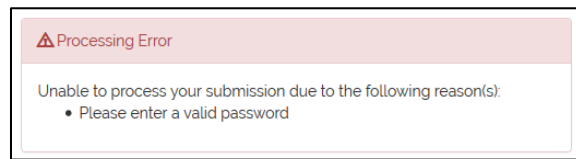
When the Login button is pressed, the entered credentials (username and password) are validated.



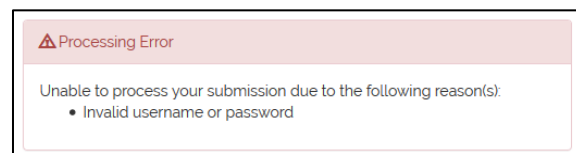
If the username field is left empty the following message will be displayed:



If the password is empty the following message will be displayed:



If the username and password combination does not match any active account (if your username or password is wrong or the account has been deactivated) it will display the following message:



If all of the information is correct then you will be logged in and taken to the home page.

NAVIGATION

The navigation bar appears at the top of all Administration Portal pages to allow for easy access to the site's components.

LOGO AND HEADER

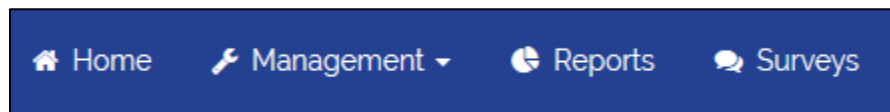
Clicking on either the logo will return the user to the Home page.



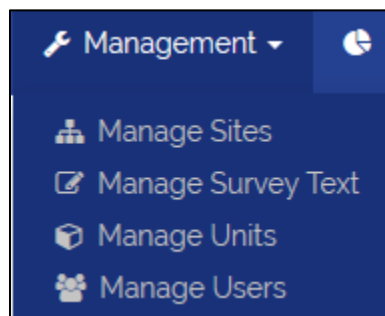
- Note: If the site is viewed on a device with a small screen, the logo will disappear.

PAGES

Located in the center of the navigation bar are the page links. By clicking on the links, the user can move to the desired pages easily. The different sections are Home, Management, Reports, and Surveys.



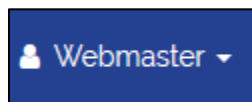
When clicking on the Management link, a dropdown option will appear that gives access to specific Management pages including Manage Survey Text, Manage Sites, Manage Units, and Manage Users.



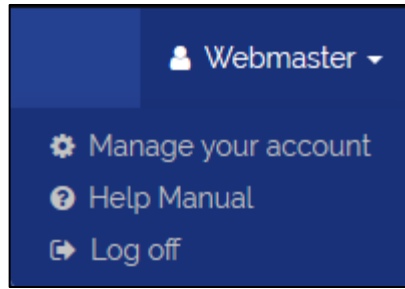
- Note: To learn more about each page, see their respective section further into the document.

USER MENU

The User Menu dropdown is located at the far-right side of the Navigation Menu.



Clicking on this dropdown will reveal the options for the user. These options include Manage your Account, Help Manual, and Log off.



- Note: To learn more about each page, see their respective section further into the document

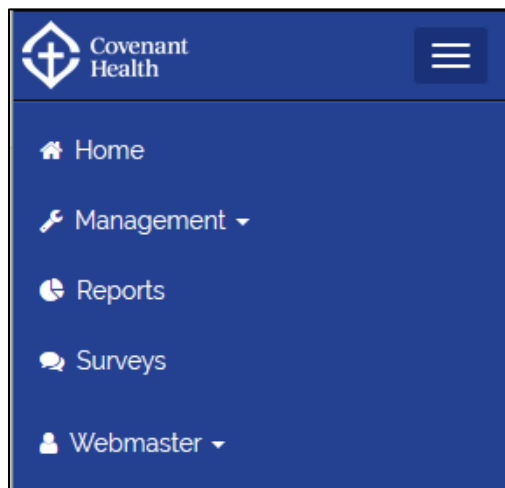
ALTERNATIVE LAYOUTS

SMALL DEVICES

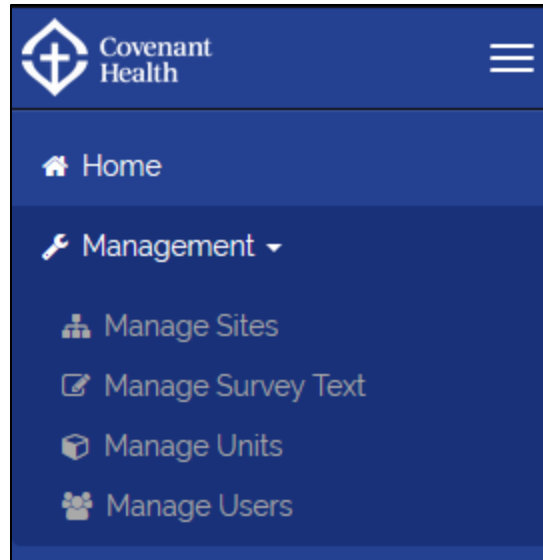
When viewing the site on a small screen like a mobile device, the Navigation Menu may take the form of a hamburger menu, pictured below:



To view the menu options, simply click on the three horizontal bars to expand the menu. A menu will appear to allow you to look through all options.



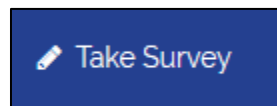
To expand the Management or User Menu further, click on their headings.



- Note: For optimum user experience, it is recommended not to view the Administration Portal on a device screen this small.

LOGIN

When on the Login page, the standard navigation options are not visible. Instead, there is a link to the survey. Clicking this will redirect the page to the Take Survey login page. Taking the survey is has no association with the user's staff account.



HOME

The Home page allows you to view basic analytics of all surveys taken.

DAILY PASSCODE

The Daily Passcode to the site's survey is displayed here. Capitals will not matter when inputting this password to access the survey.

Daily Passcode:	Sunshine	Discard Passcode
-----------------	----------	------------------

DISCARD PASSCODE

Discard Passcode permanently deletes the current passcode displayed from the system and then assigns a new password to the site from the system's internal word bank. This is irreversible.

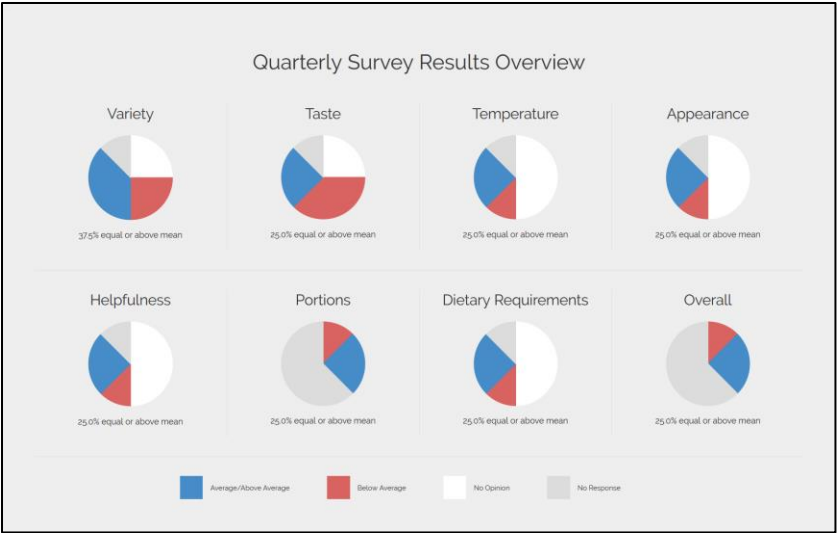
This button will fail to work if there are 2500 or fewer remaining passcodes in the system's word list and will present the user with an error message.

Discard Passcode

QUARTERLY SURVEY RESULTS SECTION

The Quarterly Survey Results section displays eight pie charts that summarize the results of all surveys that have been submitted during the site's current quarter. Each pie chart represents one of the eight questions on the survey. The text at the bottom of each chart gives the percentage of results that are equal to or above average in satisfaction. The fields used to calculate the percent can be seen below in the Pie Chart Breakdown section.

The first quarter begins on January 1 and ends at March 31. The second quarter begins on April 1 and ends on June 30. The third quarter begins on July 1 and ends on September 30. The fourth quarter begins on October 01 and ends on December 31.



If there are no surveys taken for the quarter, a message will appear over the section to indicate that no surveys have been taken.



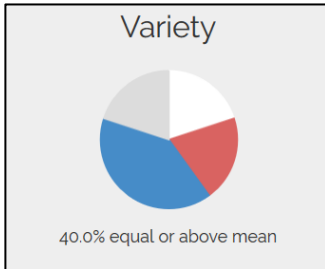
LEGEND

The Legend displays what each colour represents in the pie charts. For each pie chart, there are answers that are considered above mean, below mean, or at the mean, as described in the section below.



DATA USED FOR PIE CHARTS

Each pie chart uses the frequency of responses to calculate the percentages displayed. Each pie chart has a total count of all surveys within the site for the current quarter and splits it into four colours as displayed in the legend.

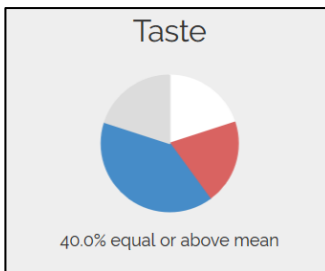


Variety corresponds to the following question: During your hospital stay how would you describe the following features of your meal? The variety of food in your daily meals.

Answers above mean: Very good, Good.

Answers at mean: Fair.

Answers below mean: Poor.

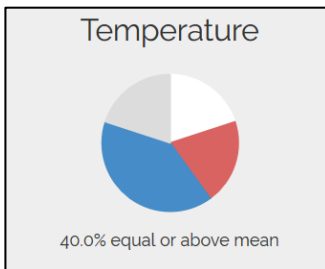


Taste corresponds to the following question: During your hospital stay how would you describe the following features of your meal? The taste and flavour of your meals.

Answers above mean: Very good, Good.

Answers at mean: Fair.

Answers below mean: Poor.

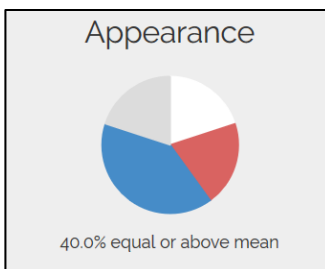


Temperature corresponds to the following question: During your hospital stay how would you describe the following features of your meal? The temperature of your hot food.

Answers above mean: Very good, Good.

Answers at mean: Fair.

Answers below mean: Poor.

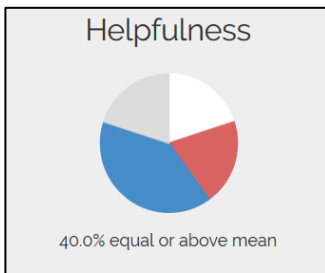


Appearance corresponds to the following question: During your hospital stay how would you describe the following features of your meal? The overall appearance of your meal.

Answers above mean: Very good, Good.

Answers at mean: Fair.

Answers below mean: Poor.

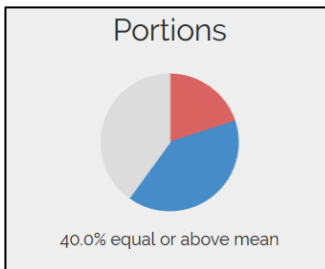


Helpfulness corresponds to the following question: During your hospital stay how would you describe the following features of your meal? The helpfulness of the staff who deliver your meal.

Answers above mean: Very good, Good.

Answers at mean: Fair.

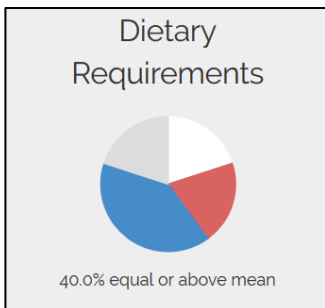
Answers below mean: Poor.



Portions corresponds to the following question: How satisfied are you with the portion sizes of your meal?

Answers above mean: Portion sizes are just right.

Answers below mean: Portion sizes are too small, Portion sizes are too large.

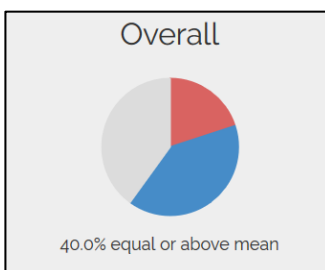


Dietary Requirements corresponds to the following question: Do your meals take into account your specific dietary requirements?

Answers above mean: Always, Usually.

Answers at mean: Occasionally.

Answers below mean: Never.



Overall corresponds to the following question: Overall, how would you rate your meal experience?

Answers above mean: 5, 4, 3.

Answers below mean: 2, 1.

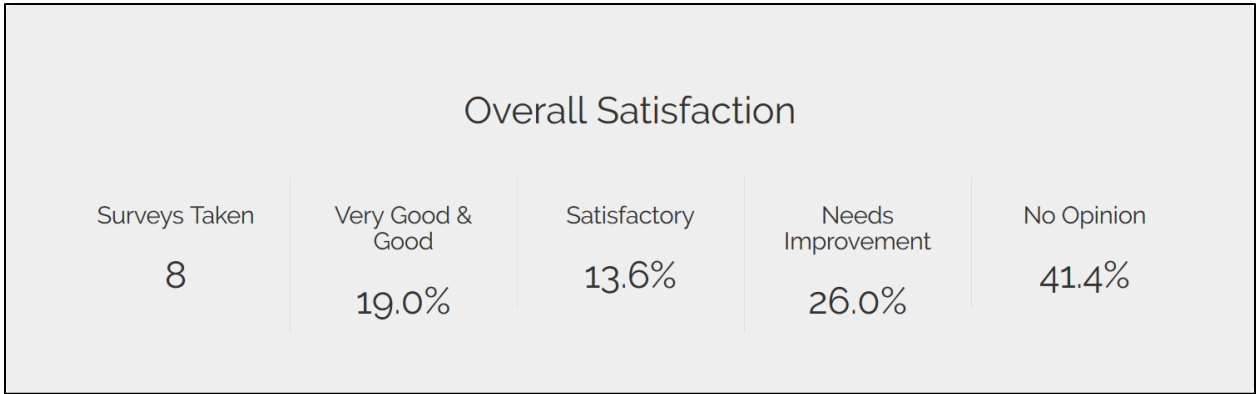
OVERALL SATISFACTION

OVERALL SATISFACTION SUMMARY SECTION

The Overall Satisfaction Summary section depicts a summary of the first five questions of the survey. The section displays the amount of surveys taken, as well as the amount of answers that fall into one of the four categories:

Very Good & Good, Satisfactory, Needs Improvement, and No Opinion. The answers that fall into these categories are shown in the table below.

Section Label	Associated Answers
Very Good & Good	Very good, Good
Satisfactory	Fair
Needs Improvement	Poor
No Opinion	No Opinion



OVERALL SATISFACTION BREAKDOWN: WEIGHTING

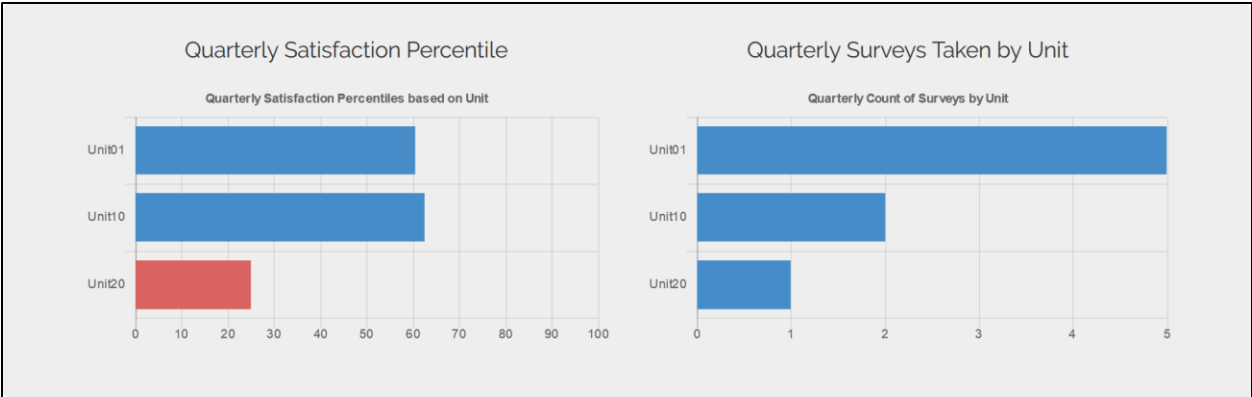
The results for this section are summarized as a weighted average. The following chart depicts the weighing values used for each question.

Taste/Flavour	30%
Appearance	25%
Variety	15%
Temperature	15%
Friendly Service	10%
Portion	5%

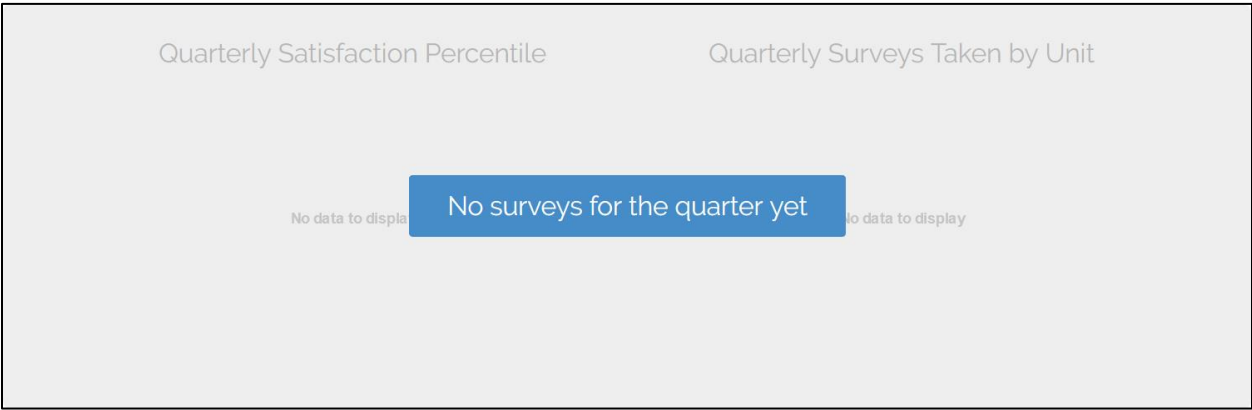
QUARTERLY UNIT ANALYTICS

QUARTERLY UNIT ANALYTICS SECTION

The Quarterly Unit Analytics section introduces a new type of measure to satisfaction to capture all questions within the survey. The charts dynamically change size based on how many units are active.

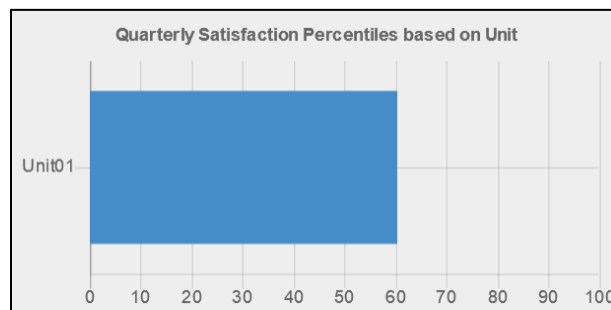


If there are no surveys taken for the quarter, a message will appear over the section to indicate that.



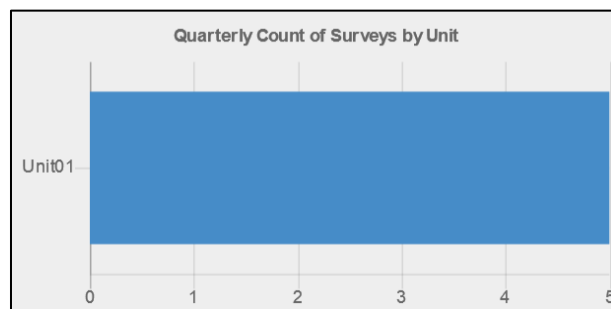
QUARTERLY SATISFACTION PERCENTILES BASED ON UNIT

Based on the answers received, the Quarterly Satisfaction Percentile chart displays the average unweighted satisfaction results of a given unit based on the answers' value. This chart ignores all answers that are No Opinion and No Response. The average is calculated by dividing the sum of all answers' associated values and dividing it by the sum of all the answers' max values for all surveys in each unit. Since the minimum value of an answer is 1, it is impossible to have a satisfaction of zero. The fields used to calculate the percent can be seen below in the Quarterly Satisfaction Percentiles Breakdown section.



QUARTERLY COUNT OF SURVEYS BY UNIT

This chart counts the number of surveys in all units of the site and displays the counts as a bar chart.



QUARTERLY SATISFACTION PERCENTILES BREAKDOWN

The averages for the Satisfaction Percentile are based on the following fields:

Question	Possible Answers: Associated Value	Max Value
During your hospital stay how would you describe the following features of your meal? The variety of food in your daily meals.	Very Good: 4 Good: 3 Fair: 2 Poor: 1	4
During your hospital stay how would you describe the following features of your meal? The taste and flavour of your meals.	Very Good: 4 Good: 3 Fair: 2 Poor: 1	4
During your hospital stay how would you describe the following features of your meal? The temperature of your hot food.	Very Good: 4 Good: 3 Fair: 2 Poor: 1	4
During your hospital stay how would you describe the following features of your meal? The overall appearance of your meal.	Very Good: 4 Good: 3 Fair: 2 Poor: 1	4
During your hospital stay how would you describe the following features of your meal? The helpfulness of the staff who deliver your meal.	Very Good: 4 Good: 3 Fair: 2 Poor: 1	4
How satisfied are you with the portion sizes of your meal?	Portion sizes are just right: 3 Portion sizes are too small: 1 Portion sizes are too large: 1	3
Do your meals take into account your specific dietary requirements?	Always: 4 Usually: 3 Occasionally: 2 Never: 1	4
Overall, how would you rate your meal experience?	5: 5 4: 4 3: 3 2: 2 1: 1	5

MANAGE SITES

The Manage Sites page allows you to add, update, and deactivate sites. It also allows the user to lookup inactive sites.

LAYOUT

TABBED VIEWS

The tabbed views allow navigation between the three sub-pages of the Manage Sites page; simply click on any of the tabs to move to that view.



UPDATE SITE TAB

The update site tab contains a search bar on the left-hand side that allows searching for sites to be edited and a list of active sites on the right-hand side that can be edited or deactivated.

A screenshot of the 'Update Site' tab interface. At the top, there are three tabs: 'Update Site' (active), 'Add Site', and 'View Inactive Sites'. On the left side, there is a search bar with the placeholder text 'Search'. Below the search bar, there is a section titled 'Search by:' with three radio button options: 'All' (selected), 'Site Name', and 'Description'. At the bottom of this section are two buttons: 'Search' (blue) and 'Clear' (red). On the right side, there is a table with the following columns: 'Site Name', 'Description', 'Passcode', and two action buttons ('Edit' and 'Deactivate'). The table contains two rows of data: 'Test' with 'Admin site' and 'Sunshine', and 'Misericordia' with 'Misericordia Community Hospital' and 'Earthworm'. Below the table, there is a page number '1'.

Site Name	Description	Passcode	Edit	Deactivate
Test	Admin site	Sunshine	Edit	Deactivate
Misericordia	Misericordia Community Hospital	Earthworm	Edit	Deactivate

1

ADD SITE TAB

The add site tab contains a panel for adding sites on the left-hand side and a list showing all active sites on the right-hand side.

[Update Site](#) [Add Site](#) [View Inactive Sites](#)

Site Name

Description

Passcode

Site Name	Description	Passcode
Test	Admin site	Sunshine
Misericordia	Misericordia Community Hospital	Earthworm

1

VIEW INACTIVE SITES TAB

The inactive sites tab contains a search bar on the left-hand side that allows searching for inactive sites and a list of inactive sites on the right-hand side.

[Update Site](#) [Add Site](#) [View Inactive Sites](#)

Search by:
☒ All
☐ Site Name
☐ Description

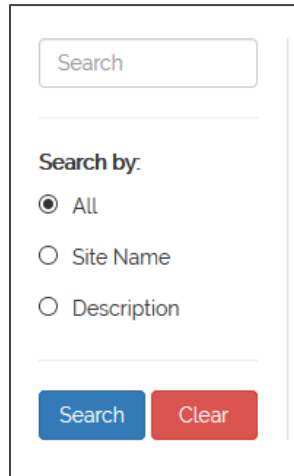
Site Name	Description	Passcode
Royal Alex	Royal Alexandra Hospital	Joyful

1

UPDATE SITE TAB

UPDATE SITE SEARCH BAR

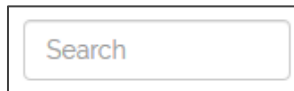
The left-hand side of the update site tab contains a search bar that can be used to search for a site that you wish to edit or deactivate.



A screenshot of a search bar interface. At the top is a text input field with the placeholder text "Search". Below the input field is a horizontal line. Underneath the line is the text "Search by:". Below this text are three radio button options: "All" (which is selected), "Site Name", and "Description". Below the radio buttons is another horizontal line. At the bottom of the interface are two buttons: a blue "Search" button and a red "Clear" button.

SEARCH FIELD

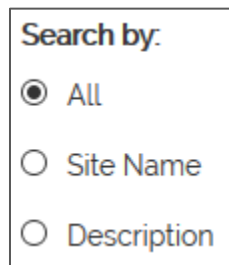
The search field is a text input field that can be typed in. Any text that you type into the search field will be searched against the list of active sites when you press the search button.



A screenshot of a search field interface. It consists of a single text input field with the placeholder text "Search".

SEARCH BY

The Search By radio buttons allow you to select the fields you wish to search, either the site name, description, or both.



A screenshot of the "Search by:" section of the interface. It features the text "Search by:" followed by three radio button options: "All" (selected), "Site Name", and "Description".

SEARCH/CLEAR BUTTONS

The Search button submits the text in the search field as well as the selection in the Search By field and returns a list of active sites that match those parameters. The Clear button clears any text in the search field and resets the list to its initial, unsearched, state.



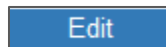
UPDATE SITE TABLE

The right-hand side of the page contains the update site table. This table contains either the list of all active sites if you have not done a search, or the list of all active sites matching your search parameters. It also contains an edit and a deactivate button for each site on the list to allow for to changes the sites.

Site Name	Description	Passcode		
Test	Admin site	Sunshine	Edit	Deactivate
Misericordia	Misericordia Community Hospital	Earthworm	Edit	Deactivate
1				

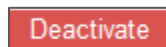
EDIT BUTTON

The Edit button switches the selected site row into edit mode so that you can make changes to the site.



DEACTIVATE BUTTON

The Deactivate button produces a popup asking if you are sure you want to deactivate the selected site.



Deactivation is permanent and deactivates any units connected to the deactivated site as well, preventing new surveys from being submitted for those units.

CONFIRM DEACTIVATION POPUP

The Confirm Deactivation popup appears when you press the deactivate button. Clicking yes deactivates the selected site. Clicking no cancels the deactivation of the selected site.

Confirm Deactivation

Are you sure you want to deactivate the Misericordia site?

This cannot be undone.

Yes
No

Deactivation is permanent and deactivates any units connected to the deactivated site as well, preventing new surveys from being submitted for those units.

PAGE SELECTOR

The page selector allows you to skip to different pages of the update site table. The number in black with a white background indicates which page you are currently on, the button(s) in blue can be clicked to navigate to that page of the list.

1
2

EDIT MODE TABLE

The edit mode table is created when you press the edit button on the update site table. All the fields in this table are editable and can be changed as desired.

Site Name	Description	Passcode	
Test	Admin site	Sunshine	Update Cancel

UPDATE/CANCEL BUTTONS

The update button saves any changes made to the fields in the edit mode table and returns you to the update site table. The cancel button will discard any changes made to the fields in the edit mode table and returns you to the update site table.

Update
Cancel

ADD SITE TAB

ADD SITE PANEL

The left-hand side of the add site tab contains a panel used to add sites. Simply type in your desired site name, a description of the site, and your desired initial passcode and click the add button to add a new site to the system. Site name is a short, readable version of the site name that will be used for easy identification across the site. Site description is a longer description for the site.

Site Name

Site Name

Description

Description

Passcode

Passcode

Add

Clear

ADD/CLEAR BUTTONS

The Add button submits the text in the site name, description and passcode fields and creates a new site with those values, then adds it to the list of sites. The Clear button clears any text in the site name, description and passcode fields.

Add

Clear

VIEW INACTIVE SITES TAB

INACTIVE SITES SEARCH BAR

The left-hand side of the Inactive Sites tab contains a search bar that can be used to search for any site that has been deactivated.

Search

Search by:

☒ All

☐ Site Name

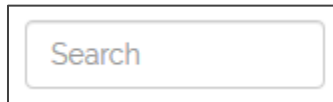
☐ Description

Search

Clear

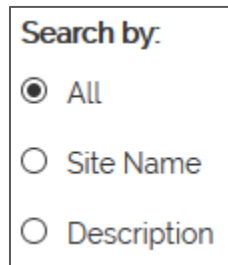
SEARCH FIELD

The Search Field is a text input field that can be typed in. Any text that you type into the search field will be searched against the list of inactive sites when you press the search button.

A rectangular text input field with a light gray border and a rounded top. The word "Search" is written in a light gray font inside the field.

SEARCH BY

The Search By radio buttons allow you to select which fields you wish to search, either the site name, description, or both.

A rectangular box containing the text "Search by:" followed by three radio button options: "All" (selected), "Site Name", and "Description".

Search by:	
<input checked="" type="radio"/>	All
<input type="radio"/>	Site Name
<input type="radio"/>	Description

SEARCH/CLEAR BUTTONS

The Search button submits the text in the search field as well as the selection in the search by fields and returns a list of active sites that match those parameters. The Clear button clears any text in the search field and resets the list to its initial, unsearched, state.

Two rectangular buttons side-by-side. The left button is blue with the word "Search" in white. The right button is red with the word "Clear" in white.

Search	Clear
--------	-------

INACTIVE SITES TABLE

The right-hand side of the page contains the Inactive Sites table. This table contains either the list of all inactive sites, if you have not done a search, or the list of all inactive sites matching your search parameters if you have.

Site Name	Description	Passcode
Royal Alex	Royal Alexandra Hospital	Joyful
1		

PAGE SELECTOR

The page selector allows you to skip to different pages of the inactive site table. The number in black with a white background indicates which page you are currently on, the button(s) in blue can be clicked to navigate to that page of the list.

1	2
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MANAGE SURVEY TEXT

The Manage Survey Text page allows the Webmaster to update the survey's questions, subquestions, and answers.

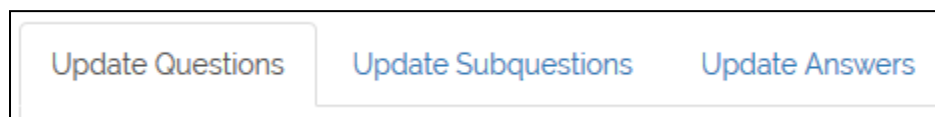
ACCESS

Only the Webmaster can access the Manage Survey Text page as the questions, subquestions, and answers in the meal survey form are used widely across Alberta.

LAYOUT

TABBED VIEWS

The tabbed views allow navigation between the three sub-pages of the Manage Survey Text page; Update Questions, Update Subquestions, and Update Answers. Clicking on any of the tabs will display the selected view.



UPDATE QUESTIONS TAB

The Update Questions tab contains a table listing all of the questions found in the meal survey. In this list, you can edit the text of the question.

Update Questions	Update Subquestions	Update Answers
Question		
During this hospital stay, how would you describe the following features of your meals?		Edit
How satisfied are you with the portion sizes of your meals?		Edit
Do your meals take into account your specific dietary requirements? (for example; food allergies, medical requirements, cultural preferences)		Edit
Overall, how would you rate your meal experience?		Edit
Is there anything else you would like to share about your meal experience?		Edit
1		

EDITING A QUESTION

To edit a question, click the Edit button in the corresponding row of the question to activate Edit mode. The table would then be in Edit mode, showing only the row of the question to be edited, the Update button, and the Cancel button.

Update Questions	Update Subquestions	Update Answers
Question		
During this hospital stay, how would you describe the following features of your meals?		Update Cancel

Now that the Question table is in Edit mode, you can change the text of the question. After you are done making changes to the question text, click the Update button to save the changes. Otherwise, click the Cancel button if you do not want to save any changes you have made to the question text.

Note: Updating questions will reset the dropdown lists and tables in the Update Subquestion and Update Answers tab views

UPDATE SUBQUESTIONS TAB

The Update Subquestions tab contains a dropdown list of questions in the meal survey form with subquestions, a Fetch Subquestions button, and a table listing all subquestions associated to the selected question. In this table, you can edit the text of the subquestions.

Update Questions | Update Subquestions | Update Answers

Question: Select a question...

Fetch Subquestions

No data was returned.

EDITING A SUBQUESTION

To edit a subquestion, select a question from the dropdown list, then click the Fetch Subquestions button. The subquestion table will then be populated with the subquestions associated to the selected question.

Update Questions | Update Subquestions | Update Answers

Question: During this hospital stay, how would you describe the following features of your meals?

Fetch Subquestions

Subquestion	
The variety of food in your daily meals	Edit
The taste and flavour of your meals	Edit
The temperature of your hot food	Edit
The overall appearance of your meal	Edit
The helpfulness of the staff who deliver your meals	Edit

1

Click the Edit button in the corresponding row of the subquestion to activate Edit mode. The table would then be in Edit mode, showing only the row of the question to be edited, the Update button, and the Cancel button.

Update Questions
Update Subquestions
Update Answers

Question
During this hospital stay, how would you describe the following features of your meals?

Fetch Subquestions

Subquestion	
The variety of food in your daily meals	Update Cancel

Now that the Subquestion table is in Edit mode, you can now change the text of the subquestion. After you are done making changes to the subquestion text, click the Update button to save the changes. Otherwise, click the Cancel button if you do not want to save any changes you have made to the subquestion text.

UPDATE ANSWERS TAB

The Update Answers tab contains a dropdown list of questions in the meal survey with associated answers, the “Fetch Answers” button, and a table listing all answers associated to the selected question. In this table, you can edit the text of the answers.

Update Questions
Update Subquestions
Update Answers

Question
Select a question...

Fetch Answers

No data was returned.

EDITING AN ANSWER

To edit an answer, select a question from the dropdown list, then click the “Fetch Answers” button. The answers table will then be populated with the answers associated to the selected question.

Update Questions
Update Subquestions
Update Answers

Question
How satisfied are you with the portion sizes of your meals?

Fetch Answers

Answers	
Portion sizes are too small	Edit
Portion sizes are just right	Edit
Portion sizes are too large	Edit

1

Click the Edit button in the corresponding row of the answer to activate Edit mode. The data table would then be in Edit mode, showing only the row of the answer to be edited, the Update button, and the Cancel button.

Update Questions

Update Subquestions

Update Answers

Question

During this hospital stay, how would you describe the following features of your meals?

▼

Fetch Subquestions

Subquestion	
The variety of food in your daily meals	<div>Update</div> <div>Cancel</div>

Now that the Answer table is in Edit mode, you can now change the text of the answer. After you are done making changes to the answer text, click the Update button to save the changes. Otherwise, click the Cancel button if you do not want to save any changes you have made to the answer text.

MANAGE UNITS

The Manage Units page allows you to add, update and deactivate units. It also allows the user to lookup inactive units.

LAYOUT

TABBED VIEWS

The tabbed views allow navigation between the three sub-pages of the Manage Units page; simply click on any of the tabs to move to that view.



UPDATE UNIT TAB

The Update Unit tab contains a search bar on the left-hand side that allows searching for units to edit and a list of active units on the right-hand side that can be edited or deactivated.

A screenshot of the 'Update Unit' tab interface. On the left, there is a search bar with the placeholder text 'Search'. Below it, a 'Search by:' section contains four radio buttons: 'All' (selected), 'Site Name', 'Unit Name', and 'Description'. At the bottom left are 'Search' and 'Clear' buttons. On the right, a table displays a list of units. The table has five columns: 'Site Name', 'Unit Name', 'Description', 'Edit', and 'Deactivate'. The 'Edit' and 'Deactivate' columns contain blue and red buttons respectively. The table lists units for 'Misericordia' and 'Test' sites. At the bottom right of the table, there are page numbers '1' and '2', with '2' being the active page.

Site Name	Unit Name	Description	Edit	Deactivate
Misericordia	ICU	Intensive Care	Edit	Deactivate
Misericordia	CRD	Cardiac	Edit	Deactivate
Misericordia	RLC	Renal Clinic	Edit	Deactivate
Test	8E	8East	Edit	Deactivate
Test	7E	7East	Edit	Deactivate
Test	7W	7West	Edit	Deactivate
Test	6E	6East	Edit	Deactivate
Test	6W	6West	Edit	Deactivate
Test	5E	5East	Edit	Deactivate
Test	5W	5West	Edit	Deactivate

ADD UNIT TAB

The Add Unit tab contains a panel for adding units on the left-hand side and a list showing all active units on the right-hand side.

Update Unit
Add Unit
View Inactive Units

Site Name
Test

Unit Name
Unit Name

Description
Description

Add
Clear

Site Name	Unit Name	Description
Misericordia	ICU	Intensive Care
Misericordia	CRD	Cardiac
Misericordia	RLC	Renal Clinic
Test	8E	8East
Test	7E	7East
Test	7W	7West
Test	6E	6East
Test	6W	6West
Test	5E	5East
Test	5W	5West

1
2

VIEW INACTIVE UNITS TAB

The View Inactive Units tab contains a search bar on the left-hand side that allows searching for inactive units and a list of inactive units on the right-hand side.

Update Unit
Add Unit
View Inactive Units

Search

Search by:
☒ All
☐ Site Name
☐ Unit Name
☐ Description

Search
Clear

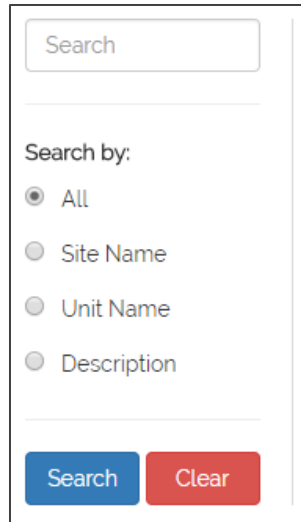
SiteName	UnitName	Description
Test	ED	Emergency

1

UPDATE UNIT TAB

UPDATE UNIT SEARCH BAR

The left-hand side of the Update Unit tab contains a search bar that can be used to search for a unit that you wish to edit or deactivate.



Search

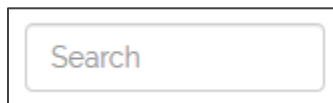
Search by:

- ☒ All
- ☐ Site Name
- ☐ Unit Name
- ☐ Description

Search Clear

SEARCH FIELD

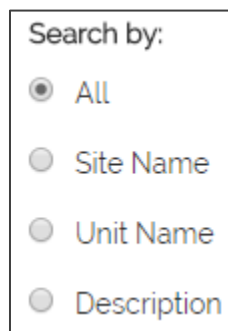
The Search field is a text input field that can be typed in. Any text that you type into the search field will be searched against the list of active units when you press the search button.



Search

SEARCH BY

The Search By radio buttons allow you to select fields you wish to search, either the site name, unit name, description, or all.



Search by:

- ☒ All
- ☐ Site Name
- ☐ Unit Name
- ☐ Description

SEARCH/CLEAR BUTTONS

The search button submits the text in the search field as well as the selection in the search by fields and returns a list of active units that match those parameters. The clear button clears any text in the search field and resets the list to its initial, unsearched, state.

Search

Clear

UPDATE UNIT TABLE

The right-hand side of the page contains the Update Unit table. This table contains either the list of all active units if you have not done a search, or the list of all active units matching your search parameters if you have. It also contains an Edit and a Deactivate button for each unit on the list that enables the user to change the units.

Site Name	Unit Name	Description		
Misericordia	ICU	Intensive Care	Edit	Deactivate
Misericordia	CRD	Cardiac	Edit	Deactivate
Misericordia	RLC	Renal Clinic	Edit	Deactivate
Test	8E	8East	Edit	Deactivate
Test	7E	7East	Edit	Deactivate
Test	7W	7West	Edit	Deactivate
Test	6E	6East	Edit	Deactivate
Test	6W	6West	Edit	Deactivate
Test	5E	5East	Edit	Deactivate
Test	5W	5West	Edit	Deactivate
			1	2

EDIT BUTTON

The Edit button switches the selected unit row into edit mode so that you can make changes to the unit.

Edit

DEACTIVATE BUTTON

The Deactivate button produces a popup asking the user if they are sure they want to deactivate the selected unit.

Deactivate

CONFIRM DEACTIVATION POPUP

The Confirm Deactivation popup appears when you press the deactivate button. Clicking yes deactivates the selected unit while clicking no cancels the deactivation of the selected unit.

Confirm Deactivation

Are you sure you want to deactivate the ICU unit?

This cannot be undone.

Yes

No

PAGE SELECTOR

The Page Selector allows you to skip to different pages of the update unit table. The number in black with a white background indicates which page you are currently on, the button(s) in blue can be clicked to navigate to that page of the list.

1

2

EDIT MODE TABLE

The Edit Mode table is created when you press the edit button on the update unit table. All the fields in this table are editable and can be changed as desired.

Site Name	Unit Name	Description	
Misericordia	ICU	Intensive Care	<div><div>Update</div><div>Cancel</div></div>

UPDATE/CANCEL BUTTONS

The Update button saves any changes made to the fields in the edit mode table and returns you to the update unit table. The Cancel button will discard any changes made to the fields in the edit mode table and returns you to the Update Unit table.

Update

Cancel

ADD UNIT TAB

ADD UNIT PANEL

The left-hand side of the Add Unit tab contains a panel used to add units. Simply select the site where the unit is located, type your desired unit name and a short description for the unit.

Site Name
Test

Unit Name
Unit Name

Description
Description

Add Clear

Site Name: This field will be the site that the Unit is located at.

Unit Name: This field will contain the name of the Unit and is limited to 8 characters.

Description: This field has the description for the Unit and is what is displayed to the Users selecting a unit when taking the survey.

ADD/CLEAR BUTTONS

The Add button submits the text in the site name, unit name, and description fields and creates a new unit with those values, then adds it to the list of units. The Clear button clears any text in the site name, unit name, and description fields.

Add Clear

VIEW INACTIVE UNITS TAB

INACTIVE UNITS SEARCH BAR

The left-hand side of the Inactive Units tab contains a search bar that can be used to search for any unit that has been deactivated.

Search

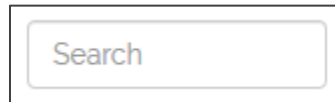
Search by:

- ☒ All
- ☐ Site Name
- ☐ Unit Name
- ☐ Description

Search Clear

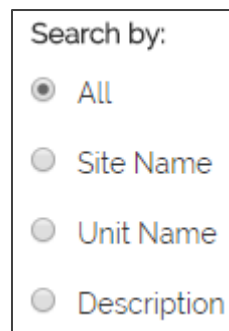
SEARCH FIELD

The Search field is a text input field that can be typed in. Any text that you type into the search field will be searched against the list of inactive units when you press the search button.

A rectangular text input field with a light gray border and a rounded rectangle inside. The word "Search" is written in a light gray font inside the rounded rectangle.

SEARCH BY

The Search By radio buttons allow you to select which fields you wish to search, either the site name, unit name, description, or both.

A rectangular box containing the text "Search by:" followed by four radio button options: "All", "Site Name", "Unit Name", and "Description". The "All" option is selected, indicated by a filled radio button.

SEARCH/CLEAR BUTTONS

The Search button submits the text in the search field as well as the selection in the search by fields and returns a list of active units that match those parameters. The Clear button clears any text in the search field and resets the list to its initial, unsearched, state.

Two rectangular buttons side-by-side. The left button is blue with the word "Search" in white. The right button is red with the word "Clear" in white.

INACTIVE UNITS TABLE

The right-hand side of the page contains the Inactive Units table. This table contains either the list of all inactive units, if you have not done a search, or the list of all inactive units matching your search parameters if you have.

SiteName	UnitName	Description
Cipquestollor WorldWide	7West	quartu habitatio habitatio cognitio, quoque nomen apparens habitatio Pro Mult

PAGE SELECTOR

The Page Selector allows you to skip to different pages of the Inactive Units table. The number in black with a white background indicates which page you are currently on, the button(s) in blue can be clicked to navigate to that page of the list.



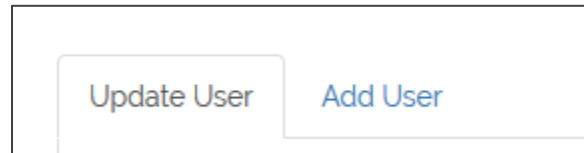
MANAGE USERS

The Manage Users page allows you to view, edit and insert users into the system. A user needs a first name, a last name, the site they work at, username, role, active status, and a password.

LAYOUT

TWO TABS

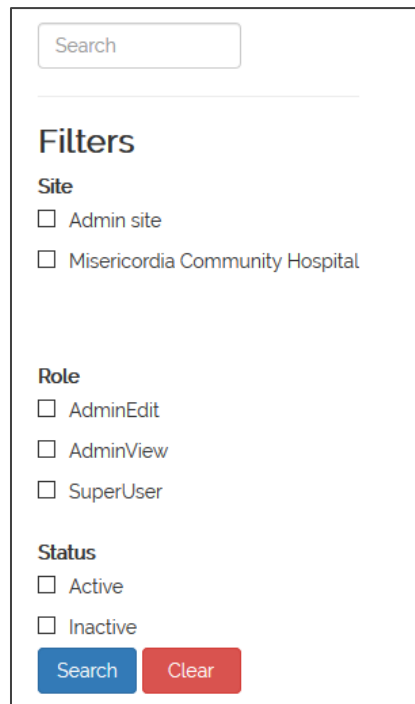
The page is divided into two tabs; Update User and Add User.



UPDATE USER TAB

LEFT PANEL

The left-hand side panel in the Update User tab has a search bar and filters.

A diagram of the left panel in the Update User tab. It features a search bar at the top with the placeholder text 'Search'. Below the search bar is a section titled 'Filters'. Under 'Filters', there are three categories: 'Site', 'Role', and 'Status'. Each category has a list of checkboxes. Under 'Site', there are 'Admin site' and 'Misericordia Community Hospital'. Under 'Role', there are 'AdminEdit', 'AdminView', and 'SuperUser'. Under 'Status', there are 'Active' and 'Inactive'. At the bottom of the panel, there are two buttons: a blue 'Search' button and a red 'Clear' button.

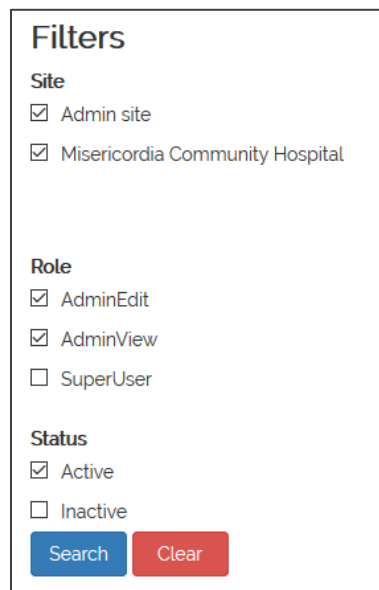
SEARCH BAR

Located at the top of the left-hand panel of the Update Users Tab is a search bar. In this field you may provide a username, first name, last name, or a combination of a first and last name. For example, if a user has a first name “John” and a last name “Doe”, you can type in “John”, “Doe”, or “John Doe”, or by type in his username. This search bar is not case sensitive. Leaving the search bar empty will not apply any filters based on the user’s name.

A search bar UI element consisting of a light gray rectangular box. Inside the box, the word "Search" is written in a bold, dark blue font. Below the text, there is a white rounded rectangular input field with a light gray border. Inside the input field, the word "Search" is written in a light gray font.

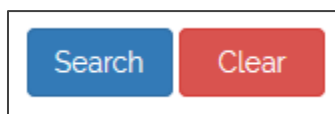
FILTERS

Below the search bar are filters that can apply to the search results: site, role, and active status. Leaving all checkboxes blank will not apply any filters, similar to selecting every available option.

A filters UI element titled "Filters" in bold dark blue font. Below the title, there are three sections: "Site", "Role", and "Status". Each section has a list of checkboxes. Under "Site", "Admin site" and "Misericordia Community Hospital" are checked. Under "Role", "AdminEdit" and "AdminView" are checked, while "SuperUser" is unchecked. Under "Status", "Active" is checked, while "Inactive" is unchecked. At the bottom of the filters section, there are two buttons: a blue "Search" button and a red "Clear" button.

SEARCH AND CLEAR

The Search button searches for users based on the provided search parameters. Results are ordered by first name, last name, site, and username. The Clear button clears the search bar and unchecks all checkbox filters.

A UI element containing two buttons side-by-side. The left button is blue with the word "Search" in white text. The right button is red with the word "Clear" in white text.

RIGHT PANEL

On the right-hand panel of the Update Users tab is a table with all the users that match the search parameters. When the page first loads all users are displayed. There are ten rows per page. Paging options are found at the bottom of the table.

FirstName	LastName	Site	UserName	Role	Active	Password	
q1	q1	Admin site	qq174	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq173	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq118	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq11	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq185	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq168	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq190	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq128	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq164	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq187	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
1 2 3 4 5 6 7 8 9 10 Next							

After 10 pages the table gains a Next button which switches between the current ten pages and the next ten.

FirstName	LastName	Site	UserName	Role	Active	Password	
q1	q1	Admin site	qq171	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
q1	q1	Admin site	qq133	AdminEdit	<input checked="" type="checkbox"/>	*****	Edit
Previous 11							

EDIT BUTTON

When the Edit button is clicked for a row, all other rows disappear temporarily, and the edited row goes into edit mode. While in edit mode, all fields except username can be edited. If the selected user has the SuperUser role, there are additional limitations on what can be changed; The role, username, and active status of a SuperUser cannot be edited.

FirstName	LastName	Site	UserName	Role	Active	Password	
Web	Master	Admin	Webmaster	AdminE	<input checked="" type="checkbox"/>		Update Cancel

UPDATE AND CANCEL

When the Update button is clicked all the changes made to the textboxes and dropdowns are saved. After every update, the table returns to its initial state with all rows visible. Clicking Cancel will return the table to its initial state without making any changes.

Update **Cancel**

ADD USER TAB

LEFT PANEL

On the left-hand panel of the Add User tab there are seven input fields which are required for a user to be added. Once all input fields are filled out, clicking the Add button will save the user. Clicking the clear button will clear all the input fields without saving.

First Name

Last Name

Site

Admin site

Username

Role

AdminEdit

☒ Active

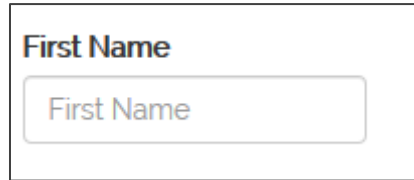
Password

Add

Clear

FIRST NAME

The First Name textbox is used to enter the first name of the user that you are creating. Entries can be alphanumeric but cannot contain special characters or symbols (eg. @ # \$ > and <). This field has a maximum length of 35 characters. Typing more than 35 characters will result in no additional characters being entered.

A screenshot of a web form element. It consists of a label "First Name" in a bold, dark blue font, positioned above a light gray rectangular input box. The input box has a thin border and contains the placeholder text "First Name" in a light gray font.

LAST NAME

The Last Name textbox is used to enter the last name of the user that you are creating. It can be alphanumeric but cannot contain special characters or symbols (eg. @ # \$ > and <). This field has a maximum length of 40 characters. Typing more than 40 characters will result in no additional characters being entered.

A screenshot of a web form element. It consists of a label "Last Name" in a bold, dark blue font, positioned above a light gray rectangular input box. The input box has a thin border and contains the placeholder text "Last Name" in a light gray font.

SITE

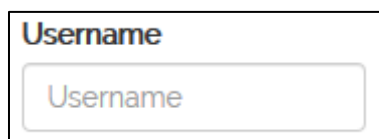
The Site dropdown list is used to select the user's site. The dropdown list contains all current active care sites.

A screenshot of a web form element. It consists of a label "Site" in a bold, dark blue font, positioned above a light gray rectangular dropdown menu. The dropdown menu has a thin border and contains the text "Misericordia" in a light gray font. To the right of the text is a small, light gray button with a downward-pointing arrow.

- Note: A user can only be added to one site.

USERNAME

The Username textbox is used to enter the first name of the user that you are creating. It can be alphanumeric but cannot contain special characters or symbols (eg. @ # \$ > and <). This field has a maximum length of 256 characters. Typing more than 256 characters will result in no additional characters being entered.

A screenshot of a web form element. It consists of a label "Username" in a bold, dark blue font, positioned above a light gray rectangular input box. The input box has a thin border and contains the placeholder text "Username" in a light gray font.

ACTIVE

The Active checkbox field represents whether you are inserting an active user or not. Any user listed as not active cannot log into the system. The active status may be changed at a later point.

A rectangular box containing a checked checkbox followed by the text "Active".

☒ Active

PASSWORD

The Password textbox is used to enter the first name of the user that you are inserting. It can be alphanumeric but cannot contain special characters or symbols (eg. @ # \$ > and <). This field has a maximum length of 256 characters. Typing more than 256 characters will result in no additional characters being entered.

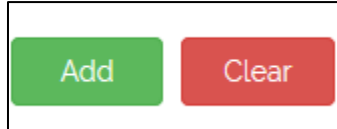
A rectangular box with the label "Password" at the top left and a text input field below it containing the placeholder text "Password".

Password

Password

ADD/CLEAR BUTTONS

The Add button will submit the entered information and create a new user account. If any fields are left empty or contain invalid data, the submission will fail and an error message will be displayed. The Clear button removes all text from the textboxes, resets the dropdowns to their default, and resets the active checkbox.



RIGHT PANEL

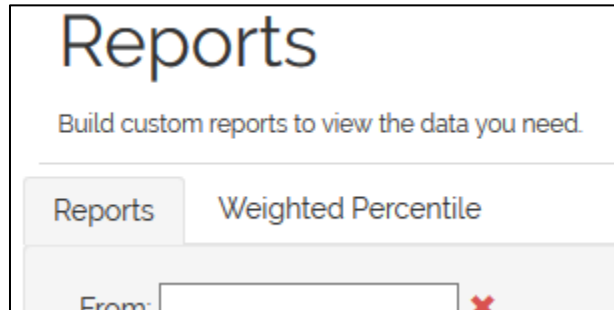
The right-hand panel of the Add User tab displays all users matching the search criteria. There is no interactive functionality available from this panel.

VIEW REPORTS

The View Reports page allows you to view and save charts based on customized filters. There are three types of charts available for use: pie charts, line charts, and vertical bar charts.

LAYOUT

The custom reports page is split into two panels: Reports and Weighted Percentile. By default, the Reports tab is active.



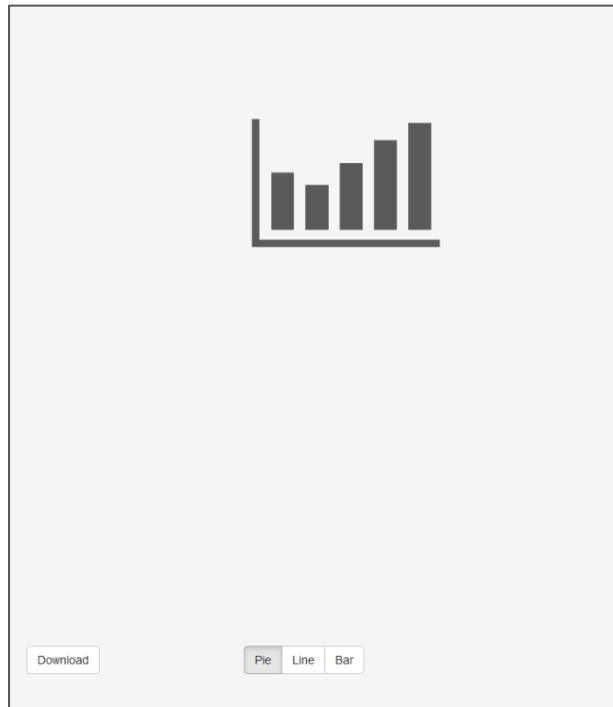
REPORTS- LEFT PANEL

The left-hand side panel of the Reports tab contains the filters that will be applied to the charts. These filters include dates, genders, age groups, units, question parameters, and site location, if applicable.

A screenshot of the left-hand side panel of the 'Reports' tab. At the top, there are two tabs: 'Reports' and 'Weighted Percentile'. Below the tabs, there are two input fields for 'From:' and 'To:', both with red 'X' icons to their right. Below these fields are links for 'Previous Week', 'Previous Month', and 'Year To Date'. A section titled 'Filters' contains a 'Clear All' button. Below this, there are sections for 'Site' (a dropdown menu showing 'Misericordia'), 'Gender' (checkboxes for 'Not Specified', 'Male', 'Female', and 'Other/Prefer not to say'), 'Age' (checkboxes for 'Not Specified', 'Under 18', '18-34', '35-54', '55-74', and '75+'), and 'Units' (checkboxes for 'All Units', 'CRD', 'ICU', 'NP', and 'RLC'). A section titled 'Parameters' contains a note: 'Must select a minimum of one parameter from the below options, maximum of three.' and a list of checkboxes: 'Variety', 'Taste', 'Temperature', 'Appearance', 'Helpfulness', 'Portions', 'Dietary Requirements', and 'Overall'. At the bottom of the panel is a green 'Generate Chart' button.

REPORTS- RIGHT PANEL

The right-hand side panel of the Reports tab is where the charts will be located once generated. At the bottom of the screen is the chart type selection buttons (Pie, Line, Bar) as well as the Download button.



WEIGHTED PERCENTILES

The Weighted Percentile tab allows you to create a weighted satisfaction percentile report for a specific time period.

Reports

Weighted Percentile

From:

Site:

To:

Previous Week | Previous Month | Year To Date

Generate

REPORTS- LEFT PANEL

DATE FILTERS

From:

To:

Previous Week | Previous Month | Year To Date

Located at the top of the panel on the left-hand side, the date filters allow you to select a date range to search within. To select a date, click on the box next to the From or To labels. This will open a calendar picker, shown below:

From:

To:

Previous Week | Previous Month | Year To Date

Filters

Clear All

Site

Miseric

Gender

Age

April 2018

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

You may navigate through the picker by using the arrow located at the top of the picker. To close the calendar picker, either select a date, click outside of the box, or hit the “Esc” key on your keyboard.

To the right of the boxes, there will be a red “X”. Clicking this will clear the input field of any existing dates.

From:

X

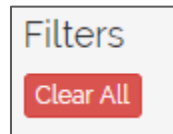
Below the boxes are three preset date options. Clicking on these choices will populate the date boxes with the corresponding date range. Previous week will include the last 7 days (eg. From March 18 to March 25), previous month will include to the same day of the previous month (eg. From February 25 to March 25), and Year To Date includes all the days to the first day of the current year (eg. From January 1 to March 25).

Previous Week | Previous Month | Year To Date

- Note: If the date boxes are left blank, the charts will retrieve all the data your account has permission to view. With larger volumes of data in the database, this may reduce performance and slow the chart generation.
- Note: If only one box is entered, the dates will only be filtered regarding that date.

CLEAR ALL FILTERS

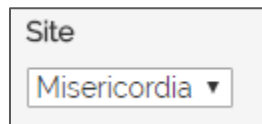
Located at the top of the Filters section is the Clear All button. Selecting this button will return the filters to their original states.



- Note: This button does not affect the date boxes. To clear the date boxes, see the Date Filters section.

SITE FILTER

Depending on your authorization access, you may see a section for selecting a site in a dropdown menu.



To select the desired site, click on the box to expand the list and select the desired option.



GENDER FILTERS

The gender filter option allows you to search for results based on what the respondents answered as their gender. You may select any combination of options, excluding Not Selected. Alternately, you may choose not to filter results by this metric by leaving the option Not Specified checked, which is checked by default.

Gender
☒ Not Specified
☐ Male
☐ Female
☐ Other/Prefer not to say

AGE FILTERS

The age filter option allows you to search for results based on what the respondents answered as their age. You may select any combination of options, excluding Not Selected. Alternately, you may choose not to filter results by this metric by leaving the option Not Specified checked, which is checked by default.

Age
☒ Not Specified
☐ Under 18
☐ 18-34
☐ 35-54
☐ 55-74
☐ 75+

UNITS FILTER

The unit filter option allows you to search for results based on what the respondents answered as their unit. You may select any combination of options, excluding All Units. Alternately, you may choose not to filter results by this metric by leaving the option All Units checked, which is checked by default.

Units
☒ All Units ☐ CRD ☐ ICU
☐ NP ☐ RLC

PARAMETER FILTERS

The parameter filters determine which survey question your charts will display. These parameters are short phrases that captures the purpose of the question, rather than display the longer question text. This filter is a mandatory selection, requiring between one to three options selected to generate charts.

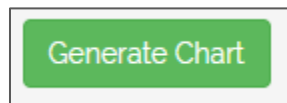
Parameters

Must select a minimum of one parameter from the below options, maximum of three.

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Variety | <input type="checkbox"/> Taste |
| <input type="checkbox"/> Temperature | <input type="checkbox"/> Appearance |
| <input type="checkbox"/> Helpfulness | <input type="checkbox"/> Portions |
| <input type="checkbox"/> Dietary Requirements | <input type="checkbox"/> Overall |

GENERATE CHART BUTTON

Located at the bottom of the left side panel is the Generate Chart button. Selecting this button will initiate the creation of the chart based on the selection of options previously outlined. If there are any problems with your selections, error messages will appear at this point. If there are no problems, your charts will appear in the right-hand side panel after a momentary loading period.

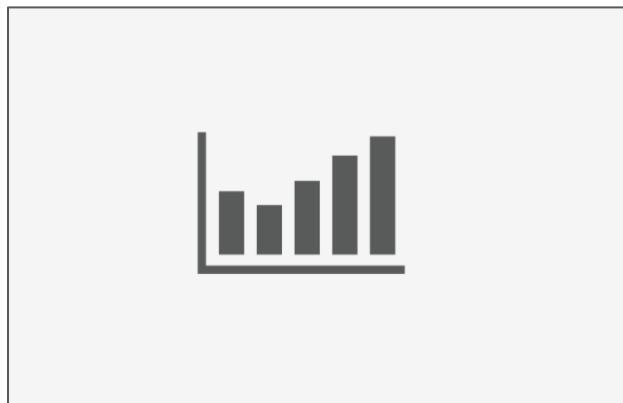


- Note: To successfully generate a chart, you will also need to select a chart type, not yet mentioned in this document. To read more about the chart type selection, see the Right Panel: Chart Type Selection section.

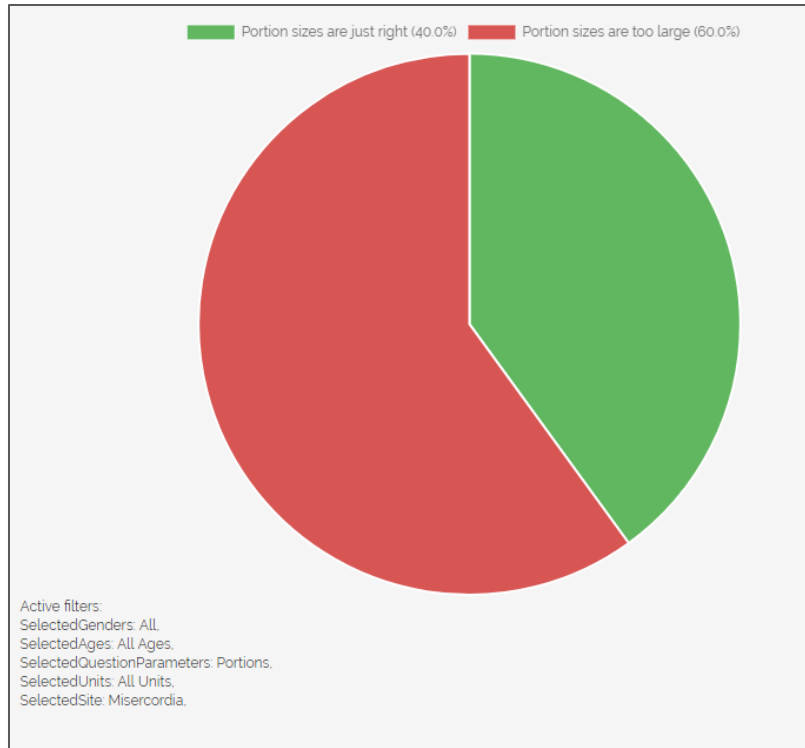
REPORTS- RIGHT PANEL

CHART AREA

The majority of the right panel of the Repots tab is dedicated to displaying the generated charts. Before any charts have been generated, a placeholder image will occupy the space.



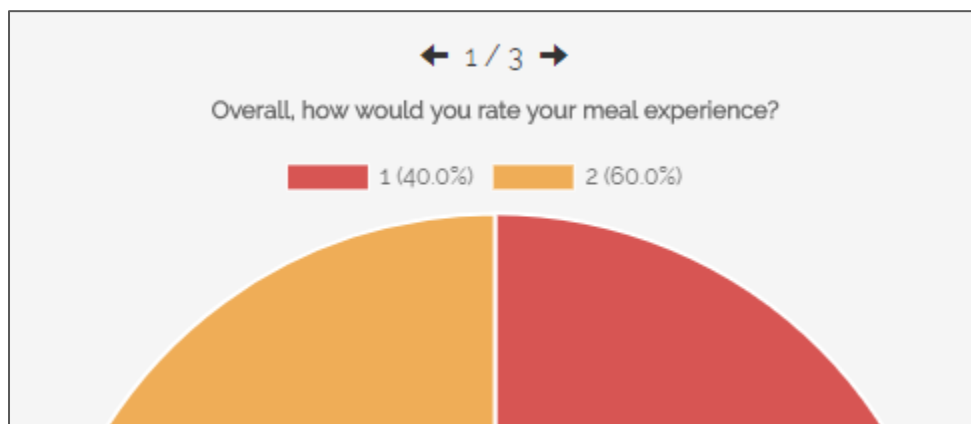
Once the chart has been generated, the placeholder image will be removed and replaced with the requested chart.



If there is no data found for the filters specified, a message outlining this will appear instead. If this occurs, double check the selected filters or try another combination.

No data to display

If a Pie chart type has been selected along with two or more parameter options, navigation arrows will appear at the top of the panel.

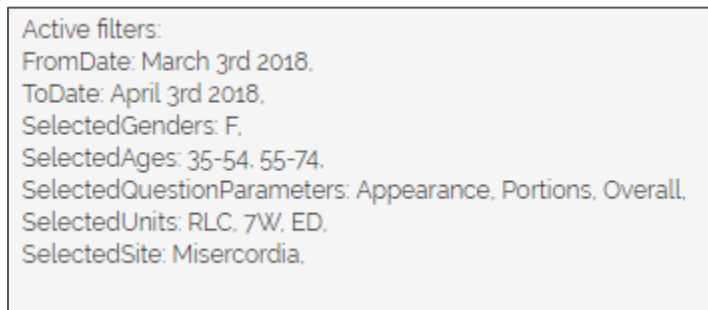


Clicking the arrows will cycle through the display of requested pie charts

- Note: For more information regarding the individual chart types, see the Chart Types section

FILTER DETAILS

Located on the lower left side of the chart display, a list of the applied parameters will be displayed. This provides a quick reference for the data, as well as allowing the filters to be present if the chart is downloaded.



Active filters:
FromDate: March 3rd 2018,
ToDate: April 3rd 2018,
SelectedGenders: F,
SelectedAges: 35-54, 55-74,
SelectedQuestionParameters: Appearance, Portions, Overall,
SelectedUnits: RLC, 7W, ED,
SelectedSite: Misericordia.

- Note: For more information regarding downloading the charts, see the later section Right Panel: Download Charts.

DOWNLOAD CHARTS

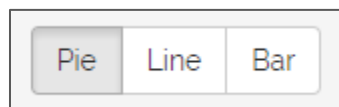
At the bottom left side of the right panel, there is a grey Download button. Clicking this button will initiate the download of the currently displayed chart and filter details. The chart will be saved as a PDF file to your computer's downloads folder with the name scheme of **DynamicChart_{year-month-day}_{seconds}** or **DynamicChart{parameter}_{year-month-day}_{seconds}**. An example of such may be **DynamicChartOverall_2018-02-18_33**.

The PDF file will include the date of generation in the header of the document.

A sample of the PDF chart will be available on the User Manual section of the MSS Website under Samples.

CHART TYPE SELECTION

Located at the bottom center of the right panel is the Chart Type selection buttons. These buttons dictate which chart format your data will be displayed in. There are three types available: Pie, Line, and Bar. Pie chart is selected by default. A selection is mandatory before the charts can be generated. Only one chart type at a time may be selected.



WEIGHTED PERCENTILES

DATE FILTERS

From:

To:

Previous Week | Previous Month | Year To Date

Located at the top of the Weighted Percentiles tab, the date filters allow you to select a date range to search within. To select a date, click on the box next to the From or To labels. This will open a calendar picker, shown below:

From:

To:

April 2018

Previo	Su	Mo	Tu	We	Th	Fr	Sa	at
	1	2	3	4	5	6	7	
Gen	8	9	10	11	12	13	14	
	15	16	17	18	19	20	21	
	22	23	24	25	26	27	28	
	29	30						

You may navigate through the picker by using the arrow located at the top of the picker. To close the calendar picker, either select a date, click outside of the box, or hit the “Esc” key on your keyboard.

To the right of the boxes, there will be a red “X”. Clicking this will clear the input field of any existing dates.

From:

X

Below the boxes are three preset date options. Clicking on these choices will populate the date boxes with the corresponding date range. Previous Week will include the last 7 days (eg. From March 18 to March 25), Previous Month will include to the same day of the previous month (eg. From February 25 to March 25), and Year To Date includes all the days to the first day of the current year (eg. From January 1 to March 25).

Previous Week | Previous Month | Year To Date

- Note: If the date boxes are left blank, the report will retrieve all the data. With larger volumes of data in the database, this may reduce performance.
- Note: If only one box is entered, the dates will only be filtered regarding that date.

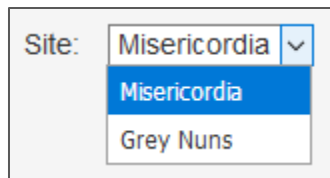
SITE FILTER

Depending on your authorization access, you may see a section for selecting a site in a dropdown menu.



A screenshot of a web form element labeled 'Site:'. To its right is a dropdown menu with a light blue border and a small downward arrow on the right side. The text 'Misericordia' is displayed inside the dropdown box.

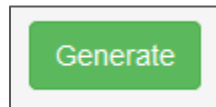
To select the desired site, click on the box to expand the list and select the desired option.



A screenshot of the same 'Site:' dropdown menu, but it is now expanded. The dropdown box is open, showing two options: 'Misericordia' (highlighted in blue) and 'Grey Nuns' (in white). The dropdown box has a light blue border and a small downward arrow on the right side.

GENERATE

Located at the bottom of the left-hand side panel of the Weighted Percentiles tab is the Generate button. Selecting this button will initiate the generation of the report based on the date range selected.



A screenshot of a green rectangular button with rounded corners and a thin grey border. The word 'Generate' is written in white, bold, sans-serif font in the center of the button.

WEIGHTED PERCENTILE REPORT

After generation, a Weighted Percentile report will appear below the filters. This will include a header description of the date ranges selected, site, and a summary of the results.

Weighted Percentiles for range of March 20th 2018 to April 20th 2018 for Misericordia.				
Surveys Taken	Very Good & Good	Satisfactory	Needs Improvement	No Opinion
154	39.0%	18.1%	24.6%	18.2%

The results are split into five categories: Surveys Taken, Very Good & Good, Satisfactory, Needs Improvement, and No Opinion. These values are calculated from all surveys taken within the specified date ranges and have preset weights applied to them. These weights are as follows:

Taste- 30%

Appearance- 25%

Variety- 15%

Temperature- 15%

Helpfulness- 10%

Portions- 5%

DOWNLOAD

After a report is generated, a Download button will appear next to the generate button. Clicking the Download button will generate a PDF document containing the Weighted Percentile report. This will be downloaded to your computer's default downloads folder with the name schema of **WeightedPercentile_{year-month-day}_{seconds}**.

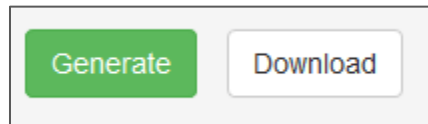


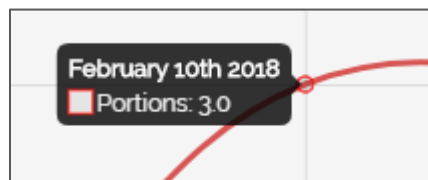
CHART TYPES

FUNCTIONALITY

All three chart types share similar functionality in how they respond to your interaction.

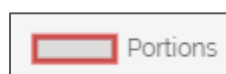
TOOLTIPS

To read a detailed label of a specific data point or area, hover your mouse over the area and a tool tip will appear. This display will have the relevant details, typically including the axis labels or the parameter label. The Line and Bar charts will include the date as well.



LEGEND

To visually toggle the data on the charts, click on the corresponding legend display.

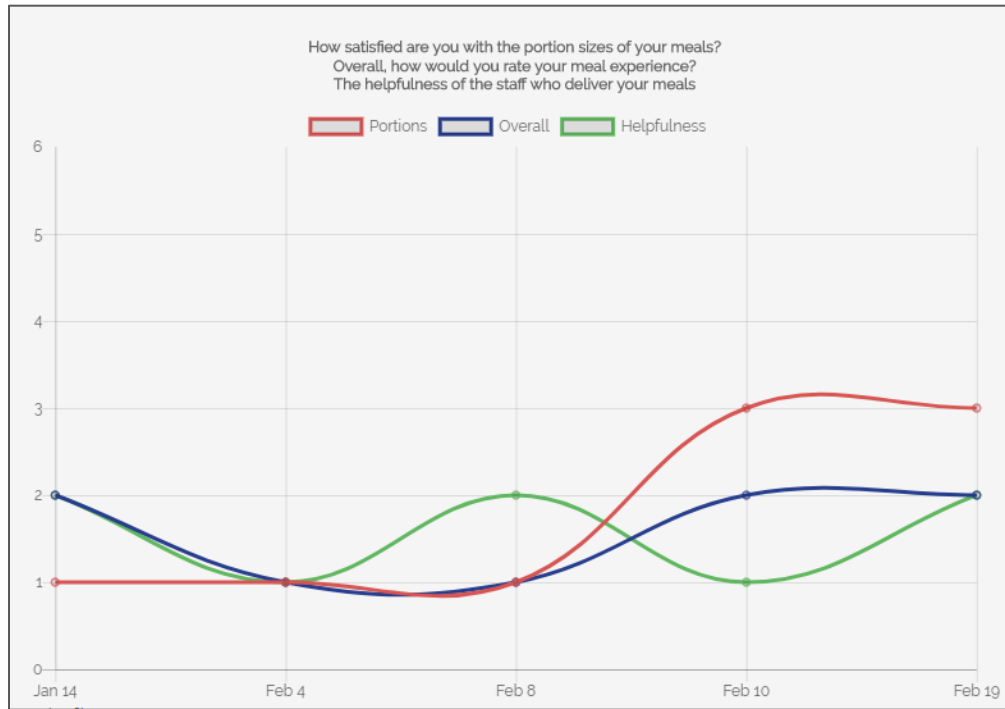


Data active

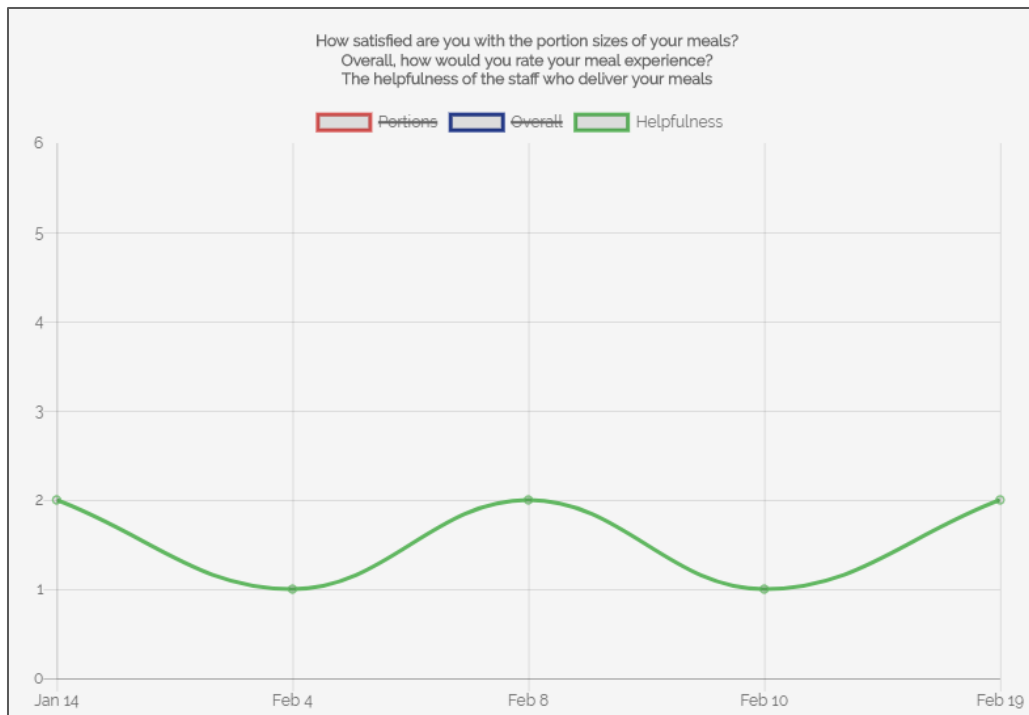


Data inactive

Clicking on the legend display will cause the charts to remove the display of the dataset temporarily. This can be useful if the data is crowded or a particular area is of interest.



All data visible



"Overall" and "Portions" are toggled off

TITLES

All charts display the requested questions in the title of the chart, one line per question. For the questions that contain multiple parts, only the subquestion is displayed for the sake of conserving space. An example of a multi-part question is "During this hospital stay, how would you describe the following features of your meals?", where possible subquestion may be "The variety of food in your daily meals" or "The overall appearance of your meal". Therefore, the title of your chart will only include "The overall appearance of your meal".

PIE CHARTS

The Pie charts will display a single parameter at a time. More than one selected parameter will generate multiple charts.

Pie charts display data by counting the number of answers for each question and displaying the percentage of each answer based on the total answers.

LINE CHARTS

Line charts may display up to three separate parameters on a single chart. This data is displayed by calculating the average response value for each question, per day. For example, if January 5th has four responses of "Very Good", two responses of "Good", and two responses of "Fair", the displayed average will be 3.25.

If there is data present for a date, the line will have a circle at the intersection of the date axis. If there is no data present for that date, the line will continue smooth.

BAR CHARTS

Bar charts are functionally similar to line charts with an alternative display. To read more about how the data is displayed, see [Chart Types: Line Charts](#).

SURVEYS

The Surveys page allows you to filter and view surveys that have been submitted through the Take Surveys page.

There are two separate screens on this page.

1. The Survey Overview screen displays a general overview of all the surveys that meet filtering criteria. If no filters have been selected, it displays surveys from all active sites and units that you have permission to view (see the Access and Permissions section for more information).
 2. The Individual Response screen displays the details of one survey, which includes the questions stored in the database and the respondent's answers to those questions.
- Note: this page is best viewed on a large desktop screen. If you are viewing this page on a smaller screen and are encountering difficulties, please try a larger one.

ACCESS AND PERMISSIONS

The Surveys page is visible to all users with a user account. The Survey Overview screen is rendered based on the security role attached to your account:

- If you have permission to view surveys across all sites (a SuperUser account), the Site filter is displayed. The Unit filter is only displayed when a specific site has been selected and updates automatically each time a new site is selected.
- If you have permission to view surveys for one site (an AdministratorView account or an AdministratorEdit account), the Site filter is not displayed. The Unit filter is static and displays only the active units attached to your site.

If you have any questions about your security role, please contact your IT administrator or Webmaster. For more information about the site dropdown list and the unit checkbox list, please refer to the Site Filter and Unit Filter sections.

In addition, the wording of the error messages that are displayed on the Survey Overview screen also depends on the security role attached to your account. Despite this, the subject of the messages remains the same.

- Note: For all accounts, only surveys submitted from *currently* active sites and units can be viewed on the Survey Overview screen and the Individual Response screen. If a site or unit has been deactivated, you will not be able to view any surveys that were previously submitted to them and an error message will be displayed.

SURVEY OVERVIEW SCREEN LAYOUT

Surveys

View and filter all submitted survey responses from active sites and units.

Surveys

Apply Filters ✓

Clear Filters ✕

From

To

Site

All Sites ▾

Gender

☐ Male

☐ Female

☐ Not Provided

Age

☐ Under 18

☐ 18-34

☐ 35-54

☐ 55-74

☐ 75+

☐ Not Provided

Note

No filters have been applied. You are viewing all surveys from active sites and units.

Site	Unit	Date	Gender	Age	
Grey Nuns	NP	April 18, 2018	Female	35-54	View
Misericordia	5E	April 18, 2018	Not Provided	Under 18	View
Misericordia	5E	April 18, 2018	Male	Under 18	View
Misericordia	5E	April 18, 2018	Male	55-74	View
Misericordia	5E	April 18, 2018	Male	Not Provided	View
Grey Nuns	ICU	April 18, 2018	Male	18-34	View
Grey Nuns	ICU	April 18, 2018	Male	35-54	View
Misericordia	8E	April 18, 2018	Female	35-54	View
Misericordia	3N	March 05, 2018	Not Provided	Not Provided	View
Misericordia	6E	February 28, 2018	Not Provided	Under 18	View

1

2

The Survey Overview screen allows you to view and filter multiple surveys at once. This screen has three different elements: a search panel, a message panel, and an overview table.

SEARCH PANEL

Apply Filters ✓

Clear Filters ✕

From

To

Site

All Sites ▾

Gender

☐ Male

☐ Female

☐ Not Provided

Age

☐ Under 18

☐ 18-34

☐ 35-54

☐ 55-74

☐ 75+

☐ Not Provided

The search panel allows you to apply filters to the surveys that are displayed in the overview table. The search panel contains two buttons and all the filter options that can be applied to the surveys.

- Note: In order to filter the surveys, you can use any combination of filters that are available to you.
- Note: The search results will return only the surveys that match all inputted filters.

Apply Filters ✓

Clear Filters ✕

From

To

04/03/2018

Site

Misericordia ▾

Unit

☒ 8E

☒ 7E

☐ 7W

☐ 6E

Gender

☐ Male

☒ Female

☐ Not Provided

Age

☐ Under 18

☐ 18-34

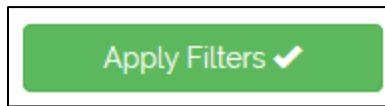
☐ 35-54

☐ 55-74

☐ 75+

☐ Not Provided

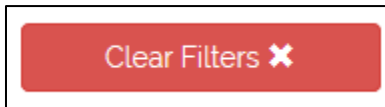
APPLY FILTERS BUTTON



The Apply Filters button is located at the top of the search panel. Clicking this button will apply all the filters selected and refresh the overview table to display any surveys that match your filters. It will also display the selected filters in a message.

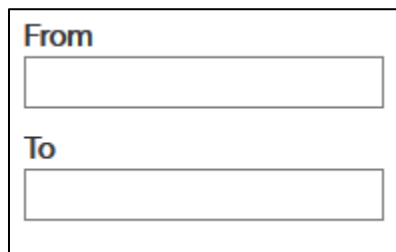
- Note: Clicking the Apply Filters button does not guarantee a successful interaction. If no surveys match your selected filters, an error message will be displayed and the survey overview table will be hidden.
- Note: If you click the Apply Filters button without selecting at least one filter, the survey overview table will display all surveys you have permission to view.

CLEAR FILTERS BUTTON



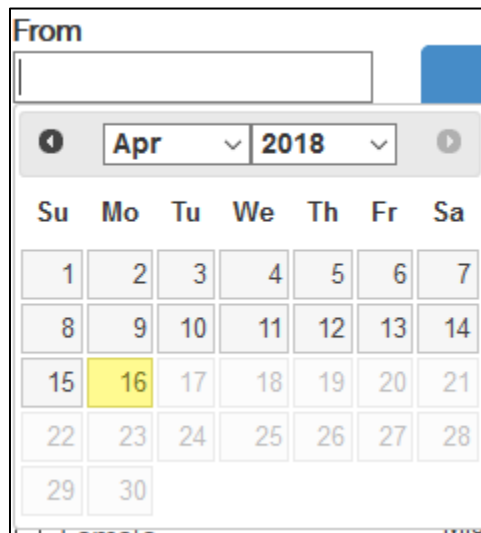
The Clear Filters button is located directly beneath the Apply Filters button. Clicking this button will return all filters to their original states (empty textbox inputs, an unselected dropdown list, and unchecked checkbox lists) and will refresh the overview table to display all surveys you have permission to view. For more information, refer to the overview table section.

DATE FILTERS

A form containing two labels, "From" and "To", each followed by a white rectangular input textbox. The labels are in a bold, dark blue font.

The From date filter and the To date filter are located beneath the Clear Filters button. These date filters are inputted via textboxes and allow you to search for surveys that were submitted within a specific date range.

To select a date, click on the box immediately below the “From” or “To” label. Clicking either box will open a calendar picker, shown below:



You may select a date with the picker by using the arrows to the left and right of the month and year, or the dropdown lists located at the top of the calendar picker. Once you pick a date in the calendar, the date will be displayed as a line of text in the corresponding textbox. The format of the date is displayed as “MM/DD/YYYY.”

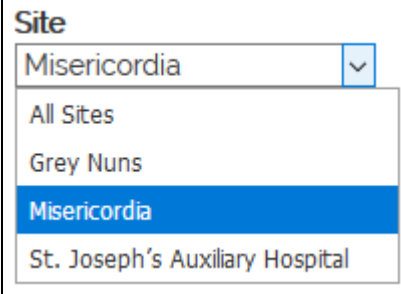
To close the picker, you can either select a date, click outside the box, or hit the “esc” key on your keyboard.

- Note: If no dates are entered, the overview table will retrieve the surveys from all dates.
- Note: If only one date is entered, the overview table will retrieve the surveys corresponding to that date. For example, if you enter in April 8, 2018 (displayed in the textbox as “04/08/2018”) beneath the “From” label, the Survey Overview table will retrieve all surveys that were submitted either on or after April 8, 2018. If you enter in that same date beneath the “To” label, the Survey Overview table will retrieve all surveys that were submitted either before or on April 8, 2018.

SITE FILTER

The Site filter (if applicable) is located beneath the To date filter and is presented in a site dropdown list. The default option for this dropdown list is “All Sites,” which will retrieve surveys submitted from every active site and unit in the system.


If you want to filter the overview table to retrieve surveys from a single site, click on the dropdown list box to expand the list and select the desired option:

A screenshot of a dropdown menu titled "Site". The menu is open, showing a list of options: "All Sites", "Grey Nuns", "Misericordia" (which is highlighted with a blue background), and "St. Joseph's Auxiliary Hospital". The current selection in the dropdown box is "Misericordia".

Selecting a specific site will automatically refresh the unit checkbox list, without clicking on the Apply Filters button. For more information, see the Units Filter section.

- Note: This section is not applicable to users who have an AdministratorView or an AdministratorEdit account.

UNITS FILTER

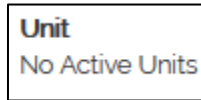
A screenshot of a scrollable list titled "Unit". It contains four items, each with a checkbox and a label: "8E", "7E", "7W", and "6E". The list is enclosed in a box with a scrollbar on the right side, indicating it can be scrolled.

The Unit filter is located either beneath the Site filter if you have a SuperUser account or the To filter if you have an AdministratorView or AdministratorEdit account. The Unit filter is presented as a checkbox list that allows you to search for surveys based on the unit the survey was submitted from. When no unit checkbox items are selected, the surveys are not filtered by units. To filter units, you can select any combination of options.

- Note: The unit checkbox list is scrollable, which prevents a long page in the event where a site has many units.
- Note: The Unit filter is only applied when the Apply Filters button is clicked. The default overview table does not filter units.

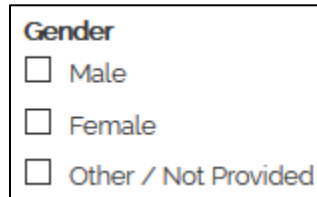
If you have an AdministratorView or AdministratorEdit account, the Unit filter will be static and look the same. If you have a SuperUser account, the Unit filter updates each time that the site dropdown list is changed. If no sites are selected (i.e. "All Sites" is shown on the dropdown list), the Unit filter will not be displayed.

If you have a SuperUser account and select an active site with no active units, the Unit filter will display “No Active Units” instead of a checkbox list and no surveys will be filtered.



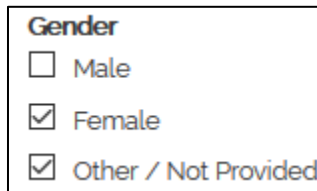
A dropdown menu for the Unit filter. The text "Unit" is at the top in bold, and "No Active Units" is displayed below it.

GENDER FILTER



A dropdown menu for the Gender filter. The text "Gender" is at the top in bold. Below it are three options, each with an unchecked checkbox: "Male", "Female", and "Other / Not Provided".

The Gender filter is presented as a checkbox list that allows you to search for surveys based on the respondent's gender. When no gender checkbox items are selected, the surveys are not filtered by genders. To filter genders, you can select any combination of options (including 'Other/Not Provided').



A dropdown menu for the Gender filter. The text "Gender" is at the top in bold. Below it are three options, each with a checked checkbox: "Male", "Female", and "Other / Not Provided".

- Note: The Gender filter is only applied when the Apply Filters button is clicked. The default overview table does not filter genders.

AGE FILTER

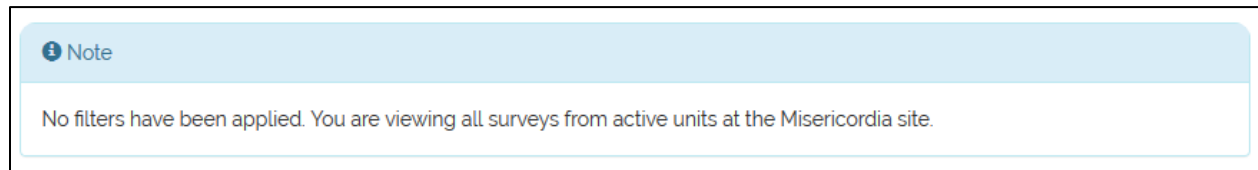
Age
☐ Under 18
☐ 18-34
☐ 35-54
☐ 55-74
☐ 75+
☐ Not Provided

The Age filter is presented as a checkbox list that allows you to search for surveys based on the respondent's age. When no age checkbox items are selected, the surveys are not filtered by ages. To filter ages, you can select any combination of options (including 'not provided').

Age
☒ Under 18
☐ 18-34
☐ 35-54
☒ 55-74
☐ 75+
☐ Not Provided

- Note: The Age filter is only applied when the Apply Filters button is clicked. The default overview table does not filter ages.

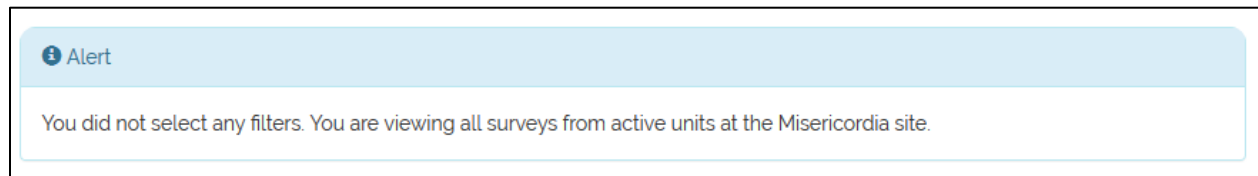
MESSAGE PANEL



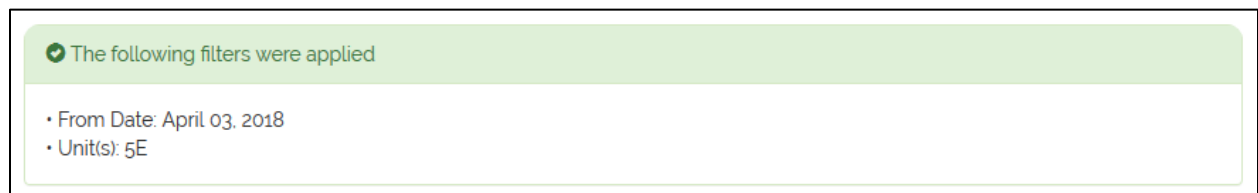
The message panel is located above the overview table and to the right of the search panel. This message panel displays the status of your interaction with the screen, including the filters that have been applied (if any) and the errors that have been encountered (if any).

The message panel is colour-coded: depending on the status of your interaction, it can be blue, green, or red.

1. A blue message panel means that no filters have been applied. The message panel will be blue if the page is loaded for the first time (and the site has at least one active unit) or if the Apply Filters button is clicked with no filters selected.



2. A green message panel means that you performed a successful interaction. The message panel will be green if the selected filters match at least one survey or if the filters have been cleared. In the event that the selected filters match a survey, a list of all applied filters will be displayed in the message panel as well.



3. A red message panel means that you did not perform a successful interaction: either an error was encountered or the filters that you selected did not return any matching surveys.

✖ Alert

The St. Joseph's Auxiliary Hospital site does not have any active units and no surveys can be viewed.

⚠ Processing Error

Unable to process your submission due to the following reason(s):

- No surveys match the following filters:
 - From Date: April 03, 2018
 - Unit(s): 6E

OVERVIEW TABLE

Site	Unit	Date	Gender	Age	
Grey Nuns	6E	April 24, 2018	Other / Not Provided	18-34	View
Grey Nuns	5E	April 24, 2018	Male	Under 18	View
Grey Nuns	5W	April 24, 2018	Male	75+	View
Grey Nuns	NP	April 24, 2018	Female	Not Provided	View
Misericordia	CRD	April 24, 2018	Male	Under 18	View
Misericordia	CRD	April 24, 2018	Male	55-74	View
Misericordia	CRD	April 24, 2018	Other / Not Provided	Not Provided	View
Misericordia	RLC	April 24, 2018	Other / Not Provided	Not Provided	View
Misericordia	RLC	April 23, 2018	Male	Under 18	View
Misericordia	NP	April 23, 2018	Other / Not Provided	35-54	View

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [Next](#)

The overview table is located beneath the message panel and to the right of the search panel. This table displays information about multiple surveys, in order from most recent to least recent. Up to ten surveys can be viewed on the same page of the table. If more than ten surveys are in the overview table, they are split up into multiple pages. Please see Pager Buttons section for more information.

- Note: The surveys are displayed in the table from most recent to least recent, regardless if you have an AdministratorView account, an AdministratorEdit account, or a SuperUser account.

Each row in the overview table represents one survey that was submitted to the Meal Satisfaction System and displays the following information about that survey, from left to right: the site that the survey was submitted from; the unit that the survey was submitted from; the date that the survey was submitted; the gender of the survey's respondent; the age of the survey's respondent; and a view button.

- Note: If either the age or gender is not provided by the survey's respondent, "Not Provided" will be displayed.
- Note: The overview table format is the same for each type of account.

When the Surveys page is loaded or when the Clear Filters button is clicked, the overview table will display all surveys that you have permission to view. For example, if you have a SuperUser account, the overview table will display surveys from all active units across all active sites. If you have an AdministratorView or an AdministratorEdit account, the overview table will display surveys from all active units at your designated site (assuming your designated site is active).

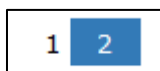
- Note: The overview table will not display any surveys from either deactivated sites or deactivated units.

When at least one filter is selected and the Apply Filters button is clicked, the overview table refreshes and displays all surveys that match the selected filter(s). If no surveys match the filter(s), the overview table will be hidden and an error message will be displayed. Changing the selected filters and clicking the Apply Filters button (assuming that at least one survey matches the updated filters) or clicking the Clear Filters button will display the overview table again. See below for an example of a table filtered by “female”.

- Note: If there no active sites, no active units, and/or no surveys submitted, the overview table will not be displayed. Instead, you will see an error message.

Site	Unit	Date	Gender	Age	
Grey Nuns	NP	April 18, 2018	Female	35-54	View
Misericordia	8E	April 18, 2018	Female	35-54	View
Misericordia	5E	February 08, 2018	Female	18-34	View
Misericordia	3E	January 01, 2018	Female	75+	View
1					

PAGER BUTTONS



If the overview table contains more than ten survey responses, you will see blue buttons (similar to the above image) beneath the overview table. To view a different page of the overview table, click on the desired number.

- Note: The number that is not in a blue box represents the page that you are currently viewing.
- Note: If there are less than ten survey responses, there will be no pager button (seen in Image 22).

VIEW BUTTON



Each row of the overview table contains a View button. Clicking this button allows you to view information about the survey in greater detail.

Misericordia	5E	April 18, 2018	Male	55-74	View
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Please see the next section, Individual Response Screen Layout for more information.

INDIVIDUAL RESPONSE SCREEN LAYOUT

Individual Response

View a selected Individual Response.

[Back to All Surveys](#)

Survey Information

Location: Misericordia - gE
Submitted: April 18, 2018

Client Profile

Gender: Male
Age: 55-74

1) During this hospital stay, how would you describe the following features of your meals?

A) The variety of food in your daily meals	Good
B) The taste and flavour of your meals	Poor
C) The temperature of your hot food	Very good
D) The overall appearance of your meal	Very good
E) The helpfulness of the staff who deliver your meals	Very good

2) How satisfied are you with the portion sizes of your meals?

Portion sizes are too small

3) Do your meals take into account your specific dietary requirements? (for example; food allergies, medical requirements, cultural preferences)

No Response

4) Overall, how would you rate your meal experience?

No Response

5) Is there anything else you would like to share about your meal experience?

Great!

[Back to All Surveys](#)

The Individual Response screen displays all information about the survey that was selected by clicking the View button in a specific row on the Survey Overview screen.

- Note: this screen is identical for all users, regardless if you have a AdministratorView account, AdministratorEdit account, or a SuperUser account.

There are four different elements on this screen: the survey information panel, the client profile panel, the completed survey, and the Back to All Surveys buttons.

SURVEY INFORMATION PANEL

Survey Information	
Location:	Misericordia - 5E
Submitted:	April 18, 2018

The survey information panel is located beneath the top Back to All Surveys button, at the top left of the bordered container. This panel displays the location that the survey was submitted from (in the format of site – unit) and the date that the survey was submitted.

CLIENT PROFILE PANEL

Client Profile	
Gender:	Male
Age:	55-74

The client profile panel is located to the right of the survey information panel. This panel displays information about the survey respondent's gender and age.

COMPLETED SURVEY

1) During this hospital stay, how would you describe the following features of your meals?

A) The variety of food in your daily meals	Good
B) The taste and flavour of your meals	Poor
C) The temperature of your hot food	Very good
D) The overall appearance of your meal	Very good
E) The helpfulness of the staff who deliver your meals	Very good

2) How satisfied are you with the portion sizes of your meals?

Portion sizes are too small

3) Do your meals take into account your specific dietary requirements? (for example: food allergies, medical requirements, cultural preferences)

No Response

4) Overall, how would you rate your meal experience?

No Response

5) Is there anything else you would like to share about your meal experience?

Great!

The completed survey is directly beneath the survey information and client profile panels. It displays the questions and respondent's answers.

- Note: This screen reflects the most recent questions and answers that have been stored in the database. This means that if a user with a SuperUser account changed the survey questions or default answers, what is viewed on this screen is not necessarily the original survey from the respondent. For more information, please contact your IT administrator or Webmaster.

- Note: All survey questions are optional for the respondent. If the respondent chooses not to answer a question, it is displayed on the screen as an italicized 'No Response':

No Response

BACK TO ALL SURVEYS BUTTON

Back to All Surveys

This button allows you to close the Individual Response screen and navigate back to the Survey Overview screen.

- Note: There are two of these buttons on the Individual Response page, one on the top of the page and the other on the bottom of the page. Both buttons perform the same function and exist so you don't have to scroll to get back to the Survey Overview screen.
- Note: The overview table that is displayed is the one that was displayed on the screen before you clicked the View button.

MANAGE ACCOUNT

The manage account page allows you to change your password.

CURRENT PASSWORD

To maintain security, your current password is required. If the provided password is not correct or left empty, the password change will not succeed.

Current password

NEW PASSWORD

The new password textbox allows you to provide your desired new password. This field cannot be empty.

New password

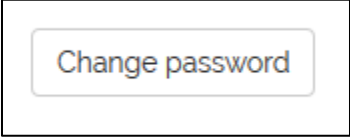
CONFIRM NEW PASSWORD

This textbox should contain the same password as the new password textbox. It is used to ensure you have not misspelled your password by making the you have to type it twice. If this textbox is left empty or if it does not match the new password text then the page will display an error.

Confirm new password

CHANGE PASSWORD BUTTON

When this button is pressed the page takes in the user inputted values for the current password textbox, new password textbox and confirm new password textbox and use those to validate the password change. If all of the three values are valid then the user's password is changed in the database.

A rectangular button with a thin black border and rounded corners. The text "Change password" is centered inside the button in a dark blue font. The button is contained within a larger rectangular frame.

Change password