

## Hospital Annual Evaluation Data Collection Brief

The data collection company is a Civic tech and data-driven innovation that supports public institutions in gathering client feedback to improve service delivery. The data collection company engaged with Hospital A to carry out their annual evaluation.

### Data collection

Data collection commenced at the beginning of May 2023 and concluded in the 3rd week of May.

### Breakdown of the data collected:

Inpatient interviews	102
Staff interviews	144
Outpatient interviews	206
<b>Total</b>	<b>452</b>

**Observation:** The busy schedule of the hospital staff made some members unable to fill in the staff survey forms. Some staff members also returned forms that were filled in during the previous years' assessment (2022) while others' feedback was illegible. For matters of inpatient and outpatient data collection, there were a number of patients who were not willing to give feedback. However, we managed to work around the prevailing conditions in order to collect representative data from those who visited the hospital.

### Next steps

Currently, all data input into online systems for analysis has been finalized and data analysis has commenced. We expect to finalize with the analysis and report generation within the first 2 weeks of June 2023 after which data collection using the standard the data collection company citizen feedback surveys can start.