

Micro Pulse — Create a New Survey, Select a Template, and Step 1: Choose & Review Questions

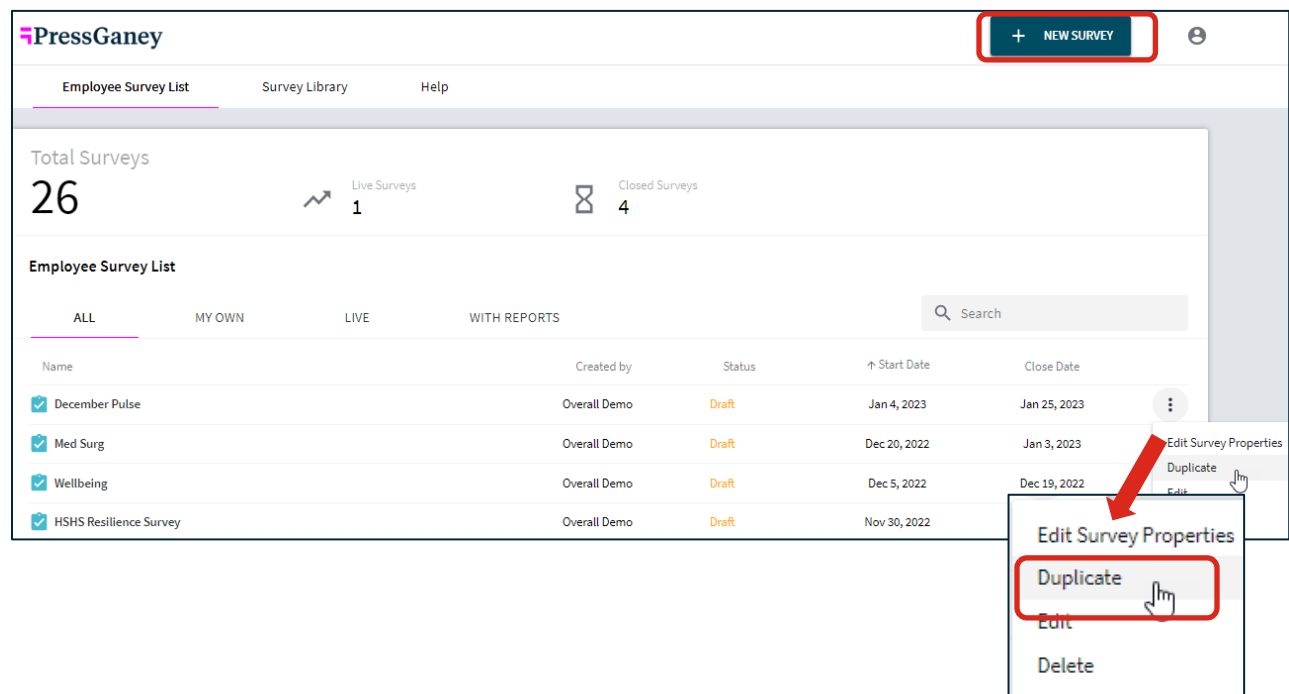
Create a New Survey

When you create a new survey, you will have two options: duplicate an existing survey or create a new survey.

Duplicate an Existing Survey

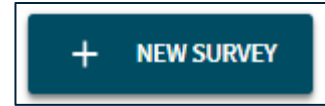
In the Survey List, click on the three dots to the far right of the survey you want to duplicate and select Duplicate. A box will pop up where you (re)name the survey and click duplicate.

Note that only the survey design (Step 1) and invitation reminder messages (Step 3) are duplicated. You will still need to complete the remaining steps: select a sample (Step 2) and select timeline (Step 3).



Create a New Survey

Begin by selecting New Survey in the upper right corner. Select from one of three templates available. Each template is pre-populated with one open-ended question. The survey design is customized in Step 1.



1. Sampling via Hierarchy and Demographic Filters

- This sampling method allows you to select which work unit(s) and/or demographic categories you would like to invite to take the survey. To invite all units, select the top node of the hierarchy. Demographic filtering is available when viewing results.
- Common uses for this template include:
 - Track the improvement plan progress of a specific group from your census survey results (e.g., a specific unit or demographic group).
 - Check in on a specific group (e.g., follow-up on a safety event with a Safety Culture pulse).
 - Assess readiness of targeted groups leading up to or during organizational changes.
 - Gauge Resilience or Well-Being at low-performing hospitals and/or clinics.
 - Leverage random sampling to solicit input to prepare for a town hall meeting or organization-wide event (e.g., Nurses Week celebration).

2. Sampling via Email Addresses

- This sampling method allows you to enter email addresses for anyone you would like to invite to take the survey. Demographic filtering is NOT available when viewing results unless the respondent provided the data in the survey (i.e., pre-filled demographics are unavailable).
- This template is ideal for gathering feedback from large groups of respondents when the group does not occur in the hierarchy.
- Common uses for this template include:
 - Evaluate the effectiveness of a training course.
 - Gather feedback from a group of award winners.
 - Create a test survey to send to a select group of people for review (Note: you will need to send to at least the number of people as your reporting threshold, typically five).
 - Gather input from volunteers who are not included in your organizational hierarchy.

3. Sampling via the Contact Database

- This sampling method allows you to select individual respondents from the organizational hierarchy you would like to invite to take the survey. Demographic filtering is available when viewing results.
- This template is ideal for gathering feedback from smaller groups of respondents when the group does not occur in the hierarchy.
- Common uses for this template include:
 - Gather feedback from a small committee.
 - Send test surveys to select individuals.

To choose a template click on Select Template.

SELECT TEMPLATE



Sampling via Hierarchy and Demographic Filters

This sampling method allows you to select which work unit(s) and/or demographic categories you would like to invite to take the survey. If you'd like to invite all units, please select the top node of the hierarchy. Demographic filtering is available when viewing results.

1 Questions Open Text

Customizable

English, Spanish

[SELECT TEMPLATE](#) [VIEW QUESTIONS](#)

Sampling via Email Addresses

This sampling method allows you to enter email addresses for anyone you would like to invite to take the survey. Demographic filtering is NOT available when viewing results unless the respondent provided the data in the survey (i.e., pre-filled demographics are unavailable).

1 Questions Open Text

Customizable

English, Spanish

[SELECT TEMPLATE](#) [VIEW QUESTIONS](#)

Once you select your template, type your survey name and any notes you want to make about this survey (notes do not appear for the survey respondent). Select the default language from the dropdown menu. The default language determines the language in which the survey invitation and reminder will be sent. If you included Spanish translations in your Employee Micro Pulse platform, the first question on every survey you create asks the respondent to select their language. Select Create and you will be taken to the four-step process to create your survey.

Create New Survey

You are creating a new survey from template Sampling via Hierarchy and Demographic Filters

Survey Name *
Training Group 1

Default language *
English

English
Spanish

This group began their role in June

*Required

[CANCEL](#) [CREATE](#)

Step 1: Choose and Review Questions

You can edit the name of your survey, view the Dimensions included in your survey, and the number of items in your survey. Any additional questions you add to your survey will display on the right.

The screenshot displays the 'Choose and Review Questions' step in the Press Ganey survey creation tool. The interface shows a progress bar at the top with four steps: 1. CHOOSE AND REVIEW QUESTIONS, 2. SELECT SAMPLE, 3. SETUP EMAIL, and 4. COMPLETE SET UP. Navigation buttons include 'SAVE & EXIT', 'PREVIEW SURVEY', and 'NEXT >'. The main area is titled 'Training Group 1' and shows '3 Questions' and 'Dimensions'. A search bar is on the left. A list of question categories is on the left, with 'Diversity - Diversity & Equity' selected. A question is highlighted: 'The person I report to treats all employees equally regardless of their background.' Below this question, three properties are shown: 'Question ID: EV315', 'Dimensions: Diversity - Diversity & Equity', and 'Response: Optional'. A dropdown menu for language selection is open, showing 'English' and 'Spanish'. A four-way arrow icon is next to the question box.

For each question you can select Show Properties to view more information and options:

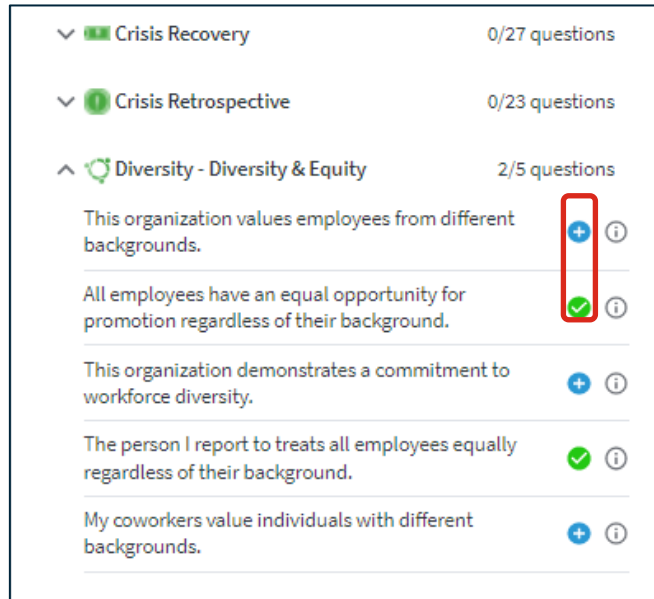
- **Question ID:** each standard question has a unique alpha-numeric code assigned by Press Ganey
- **Dimensions:** Dimension(s) the question is associated with
- **Response:** indicates if participant response to the question is optional or required. All standard Press Ganey questions are optional. Custom questions can be optional or required.
- **Four-way arrows:** click and drag the question box to change the order of the question.
- If you included Spanish translations in your Employee Micro Pulse platform, select the default survey language from the dropdown menu. Respondents will be able to select in which language they want to complete the survey.

Note: The language that you select from the dropdown menu in *Step 1: Choose and Review Questions/Step 4: Complete Set Up* will be the default language for the respondent's survey. The *Preview Survey* functionality allows you to confirm how the survey will look to respondents. The default language you chose when you *Selected a Template* determines the default language for the survey invitation and reminder emails.

Adding a Standard Press Ganey Question

Expand any of the Dimensions to view the available questions. Use the information icon to view the full question wording and other details.

To add the question to your survey, select the plus sign in the dropdown. The question will be added to the bottom of your survey. Questions added to the survey are noted with a check.

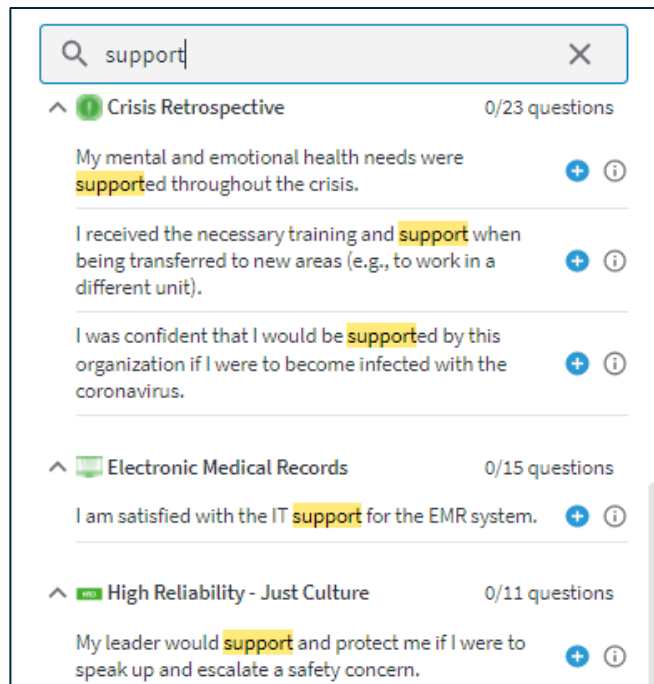


A screenshot of a question library interface. It shows a list of dimensions and their associated questions. The dimensions are: Crisis Recovery (0/27 questions), Crisis Retrospective (0/23 questions), and Diversity - Diversity & Equity (2/5 questions). The Diversity - Diversity & Equity dimension is expanded, showing five questions. Each question has a plus sign (+) and an information icon (i). The second question, "All employees have an equal opportunity for promotion regardless of their background.", has a green checkmark next to its plus sign, indicating it has been added to the survey. A red box highlights the plus sign for this question.

Dimension	Questions
✓ Crisis Recovery	0/27 questions
✓ Crisis Retrospective	0/23 questions
^ Diversity - Diversity & Equity	2/5 questions
This organization values employees from different backgrounds.	
All employees have an equal opportunity for promotion regardless of their background.	
This organization demonstrates a commitment to workforce diversity.	
The person I report to treats all employees equally regardless of their background.	
My coworkers value individuals with different backgrounds.	

Search Library

Enter the keyword(s) you would like to search for within the question library. Results are shown with the word/text highlighted in yellow.



A screenshot of a search results interface. A search bar at the top contains the text "support" and a close button (X). Below the search bar, the results are grouped by dimension. The first dimension is Crisis Retrospective (0/23 questions), which is expanded to show three questions. The word "support" is highlighted in yellow in each of these questions. The second dimension is Electronic Medical Records (0/15 questions), which is collapsed. The third dimension is High Reliability - Just Culture (0/11 questions), which is expanded to show one question. The word "support" is highlighted in yellow in this question as well.

Dimension	Questions
^ Crisis Retrospective	0/23 questions
My mental and emotional health needs were supported throughout the crisis.	
I received the necessary training and support when being transferred to new areas (e.g., to work in a different unit).	
I was confident that I would be supported by this organization if I were to become infected with the coronavirus.	
^ Electronic Medical Records	0/15 questions
I am satisfied with the IT support for the EMR system.	
^ High Reliability - Just Culture	0/11 questions
My leader would support and protect me if I were to speak up and escalate a safety concern.	

Adding a Custom Question

Note about custom questions not screened by Press Ganey: client remains responsible for custom content compliance.

To add a question not available in the Dimension dropdowns, go to Custom Questions and select Add. Then select the question type.

The screenshot shows the 'Add new custom question' interface. At the top right, there is a list of dimensions: 'Well-Being Collaborative' (1/42 questions), 'Working Remote' (0/14 questions), and 'Open Text' (1/18 questions). Below this, the 'Custom Questions' option is highlighted with a red box and an 'ADD' button. The main area is titled 'Add new custom question' and contains a 'Question Type' dropdown menu. The dropdown menu is open, showing the following options: Agreement Scale Question, Frequency Scale Question, Importance Scale Question, Satisfaction Scale Question, Yes/No Scale Question, Open Text Question, and Informational Text.

Question Type	Description
Agreement Scale Question	Strongly Disagree (1), Disagree (2), Neutral (3), Agree (4), Strongly Agree (5), NA (6)
Frequency Scale Question	Never (1), Rarely (2), Sometimes (3), Most of the Time (4), Always (5), NA (6)
Importance Scale Question	Not at All Important (1), Not so Important (2), Somewhat Important (3), Very Important (4), Extremely Important (5), NA (6)
Satisfaction Scale Question	Very Dissatisfied (1), Dissatisfied (2), Neither Satisfied nor Dissatisfied (3), Satisfied (4), Very Satisfied (5), NA (6)
Yes/No Scale Question	Yes or No
Open Text Question	Comment box with a 2,000-character limit for each question.
Informational Text	Additional Survey Instructions. Examples include, but are not limited to: background on the purpose of the survey, how respondent feedback will be used, custom key terms, custom survey instructions, etc.

Check the box to require respondents to answer this question. Type the text of the question in the box. If Spanish has been added to your Employee Micro Pulse platform, you must provide and enter your own Spanish translation in the Spanish box. Select Create. The question will appear at the bottom of the survey and can be moved to a different sequence order if needed.

Add new custom question ✕

Question Type
Yes/No Single Custom Question

Required Question

English
Question text

Spanish (default)

CANCEL CREATE

Adding Informational Text

Expand the Informational Text Dimension to view the available options. Examples of Informational Text include Survey Instructions, Key Terms, Confidentiality and Thank You statements.

To add the text to your survey, use the plus sign or select Add to Survey from within the information icon. The text will be added to the bottom of your survey.

Confirm that the Informational Text is appropriately placed in your survey. For example, Instructions, Key Terms and Confidentiality Statements should be placed before survey questions, while the Thank You Statement should be at the end of the survey.

Search

Informational Text 0/0 questions

Informative Texts

Confidentiality: Your responses to this survey are confidential, so please complete the survey as honestly as possible. Your individual responses will never be identified or revealed, no one within your organization will ever see your completed survey. + i

Survey Instructions: Please select the response option that best captures your experience at your organization. You must submit the survey for your survey responses to be captured. + i

Open-ended Instructions: Please be aware that your comments will be reported as verbatim. + i

Thank you: Thank you for taking the time and effort to help our organization become an even better place to work. + i

Delete, Edit, or Move a Question

The garbage can icon indicates a question which can be removed. The pencil icon indicates a question which can be edited. Click and drag the four-way arrow to move questions within the survey. Questions can also be deleted by selecting the check mark to the right of the question in the library.



Complete Step 1

Select Step 2 or Next.

1

CHOOSE AND REVIEW QUESTIONS

2

SELECT SAMPLE

3

SETUP EMAIL

4

COMPLETE SET UP

NEXT >