



Overview for CAMS Managers

This document provides information to help managers plan for using the Communicative Access Measures for Stroke (CAMS) online surveys in your organization.

We recommend watching the short introductory video at <http://cams.aphasia.ca> before continuing.

A summary of instructions for managers with screenshots is also available online at: <http://cams.aphasia.ca/help/manager>

If you have any questions or feedback, please email cams@aphasia.ca.

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Table of Contents

INTRODUCTION TO CAMS4

1. “What is CAMS?” 4

2. “Why CAMS may be useful to your institution or facility/unit” 4

3. Can I use CAMS for research? 5

4. “How does CAMS work?” 5

5. “What are the basic requirements to use the CAMS system?” 5

6. Do I need a unit manager to be the “CAMS Manager”? What is a “CAMS Manager”? 6

NAVIGATING THE WEBSITE7

Glossary..... 7

Site Menu..... 8

PLANNING: TO SET UP AN ACCOUNT IN THE CAMS SYSTEM.....9

7. “Who should set up the first account in CAMS?” 9

8. “How many accounts can one manager set up in CAMS?” 9

9. “Can my CAMS account perform a Manager role for one facility/unit, but only a Staff role in another?” 9

10. “If we have a large institution/organization with multiple facilities/units, how should we set up our CAMS accounts?” 9

11. Can I create 1 facility/unit in CAMS that reflects multiple facilities/units? 11

12. “What if a previous manager in my facility/unit has already set up a CAMS account?” 11

13. “What if I am not sure if a previous manager from my facility/unit has used CAMS before?”12

14. “What are the basic steps to setting up a CAMS account as a Manager?” 12

PLANNING: TO SET UP A ROUND OF SURVEYS.....12

15. “What does it mean to set up a ‘survey round’?” 12

16. “Why is there a 6-week maximum time range for the survey round?” 12

17. “What time, exactly, does the survey round expire, on the date I select?” 13

18. “Can I edit a survey round? E.g. shorten/prolong the time range of an existing survey round?” 13

19. “Can I set up more than one survey round at a time?” 14



20. “Can I cancel/delete active survey rounds?” 14

21. “What if some of our staff share time between different facilities/units within the institution?
Can staff participate in multiple surveys set up by different managers of different facilities/units
within the institution?” 14

22. “How many individuals need to complete the CAMS1- Administrator survey, per round?” .. 14

23. “How long does it take to complete the CAMS1-Administrator survey?” 14

24. “If my role in my facility/unit involves both managerial and frontline responsibilities, could I as
a manager complete more than one type of survey?” 14

25. “What would my staff need to know, before I invite them to participate in CAMS?” 15

a) What CAMS is about15

b) Estimated time needed to complete a survey in CAMS15

**c) Which facility/unit do the surveys will apply to – if any staff share time at other
 units**16

d) Assurance that as a manager, you can only view *aggregated* staff responses16

e) Time range planned for this facility/unit’s upcoming survey round16

f) Recognizing survey invitations when a manager sends it using the CAMS system .16

g) Process for completing CAMS3 survey with patients16

26. “Can I assign one staff to enter all of the CAMS3 – patient survey responses online?” 19

27. “How do I send reminders to complete CAMS surveys?” 19

28. "How do I view/edit my facility/unit membership?" 20

PLANNING: TO VIEW REPORTS20

29. “Who can view survey data reports in CAMS?” 20

30. “What kinds of survey data reports would I be able to get?” 20

31. “In the report, why are the data not shown for some of the questions?” 20

32. “What do the reports contain?” 21

33. “Does CAMS have a function to print or save a report?” 21

34. “Can I publish our facility/unit’s survey results in a report?” 21



INTRODUCTION TO CAMS

1. “What is CAMS?”

Communicative Access Measures for Stroke (CAMS) is a set of surveys that can help a facility or unit evaluate the **degree to which it is communicatively accessible for people with stroke and aphasia**. The term ‘**communicative access**’ refers to the ability of people with communication problems, like aphasia, to gain access to services through understanding verbal information, expressing their ideas, and making informed decisions about their health care.

CAMS consists of 3 online surveys that measure communicative access from different perspectives within the healthcare experience:

CAMS1 – Administrator Survey

- This survey targets the organizational and/or system level policies and procedures. It is completed online by someone familiar with these policies (e.g. a unit manager, program director, etc.)

CAMS2 – Staff Survey

- This survey targets attitudes and practices of frontline staff who provide service to people with communication barriers. It is completed online by frontline staff.

CAMS3 – Patient Satisfaction Survey

- This survey targets service recipients to find out what people with aphasia experience in the way of communication barriers -- and relates this to their overall satisfaction with your services. It is facilitated by frontline staff using the pictographic resources and scripts to collect patient responses, which are later entered online.
- The pictographic survey specifically designed to support comprehension of the question and to facilitate methods of responding that get around the language barrier.
- To keep things simple, we have referred to CAMS3 as a “Patient Satisfaction Survey”, and service recipients as “patients”. However, CAMS3 can be used with anyone with stroke and aphasia that is receiving service (e.g. patients, clients, and residents.)

Through the website, CAMS managers will be able to invite individuals to complete these surveys and view the anonymized and aggregated responses for each question.

2. “Why CAMS may be useful to your institution or facility/unit”

CAMS is used to evaluate communicative accessibility in healthcare facilities and units providing services to individuals with **stroke and aphasia**. Responses from the CAMS surveys provide insight into how staff and patients can be better supported in communication within the healthcare environment. You could use your facility/unit’s CAMS survey results for the following purposes:

- Assessing and developing health equity plans
- Accreditation planning
- Service quality improvement initiatives
- Continuing education need assessments (i.e. related to stroke care in various healthcare settings)



Facilities and units are free to use, report, or display CAMS data for health equity plans, accreditation planning, quality improvement, or continuing education needs assessments related to aphasia and stroke care. For example, data can be shown in quality improvement reports or presentations. For more details on what CAMS data can be used for, please see the **Terms and Conditions**.

3. Can I use CAMS for research?

If you would like to use the CAMS surveys for research purposes, please ensure compliance with your organization's own research requirements and standards. The Aphasia Institute kindly requests that you please notify research@aphasia.ca if you use CAMS survey data and/or reports for the purpose of a research project.

4. "How does CAMS work?"

Surveys are completed on a unit or facility level (e.g. an inpatient stroke unit at a hospital). On the CAMS website, CAMS Managers are able to register their unit/facility to use CAMS and oversee the survey collection process. CAMS Managers are often unit managers, program directors, or their representative, such as an administrative assistant or research coordinator assigned to manage CAMS on their behalf.

Managers are responsible for registering their facility/unit, sending survey invites, and accessing reports of aggregated survey responses. Once a manager account is created on the CAMS site, the Manager will be able to schedule survey rounds that last up to 6 weeks and invite facility/unit members to complete any of the 3 surveys during that time. A Manager can also invite themselves to complete surveys they see fit. Invitations will be sent through email, and the recipients simply follow the links included to create an account and complete the surveys

5. "What are the basic requirements to use the CAMS system?"

Agreeing to share anonymized and aggregated data with the Aphasia Institute

In using CAMS, you are agreeing to share your results in an anonymized and aggregated fashion. This enables the useful ability to compare your facility's own data with the pooled data of all CAMS users by facility type, country, or region. This is explained further in [28. "What kinds of survey data reports would I be able to get?"](#)

Informed consent/Terms & Conditions

All survey participants must provide informed consent. For managers (CAMS1) and staff (CAMS2), an informed consent form will appear on the site before they access the surveys. For patients (CAMS3), informed consent materials with pictographic illustrations are included in the downloadable package for staff to use, so that the patients can understand and respond to the questions. It is up to staff to ensure informed consent is obtained and to keep consent forms securely on file in accordance with their unit/facility's own privacy guidelines

Managers and staff will also be required to review and accept the Terms & Conditions when creating their CAMS accounts.

Specific survey requirements

CAMS1 - Administrator Survey

This survey targets the organizational and/or system level policies and procedures and should be completed by someone like a unit manager or program director who is familiar with these policies. Only one CAMS1 survey can be completed in each survey round.

CAMS2 – Staff Survey

In order to protect the privacy of staff completing the CAMS2 survey, the data for each question will only be viewable if they have received at least 3 responses. Managers will need to invite at least 3 frontline staff members to complete CAMS2 for it to be useful. All survey questions are optional, so 3 staff members may still not be sufficient to meet the data viewing requirements if staff choose to skip some questions. This is explained further in [28. **“In the report, why do some of the questions seem to display no data?”**](#).

CAMS3 – Patient Survey

A patient’s completion of this survey is to be facilitated by a staff member, using the provided support resources, such as a pictographic survey and script. Staff facilitating this survey should have some expertise in supporting patients with communication difficulties.

6. Do I need a unit manager to be the “CAMS Manager”? What is a “CAMS Manager”?

“CAMS Managers” are designated individuals overseeing a facility or unit’s use of CAMS. The CAMS Manager is often a unit manager or director, but does **NOT** have to be. It can be anyone who will be responsible for registering their facility/unit, sending survey invites, and accessing reports of aggregated survey responses. Ideally, it is someone familiar with the operations of a facility or unit to best support the implementation of CAMS.

CAMS Managers, also referred to plainly as “Managers” on this site, **DO NOT** have to be individuals in managerial positions in their facility or unit.

CAMS Managers can also complete surveys that may pertain to them. First-time CAMS Managers create their accounts on the CAMS website using the **Create an Account** function. Other users can also be invited to be Managers for facilities/units later on.



NAVIGATING THE WEBSITE

For guidance on basic navigation of the site, click the **How to use CAMS** button on top menu or visit <https://cams.aphasia.ca/help> for walkthroughs with screenshots.

Glossary

Facility/Unit: The area of the Institution (or overarching organization) for which CAMS data is being collected (e.g., stroke or rehab unit at a hospital, a long term care facility, a retirement home, etc.) The CAMS website collects survey responses and generates reports on the level of facilities/units.

Facility/Unit Types include:

- Acute stroke unit
- Emergency
- Intensive care unit
- Other acute care unit
- In-patient rehabilitation
- Complex continuing care / Skilled nursing facility
- Outpatient services
- Community centre / Day program
- Home health care system
- Long term care facility
- Retirement home
- Other

The facility/unit type will determine how your facility/unit's data will be grouped with others when shown in the anonymized, aggregated data reports

Institution: The overarching organization that facilities/units are part of. If your facility is not part of larger institution, you can enter your facility as the institution when creating the facility in the CAMS system- it will not change how your facility/unit's survey responses are collected or reported.

Roles: On the CAMS website, users assume the role of either **CAMS Manager** or **Staff** for the facilities/unit they are a part of. A user can be a Manager for one facility and Staff for another - roles are tied to the facility/unit.

CAMS Managers: Individuals overseeing a unit or facility's use of CAMS.

CAMS Managers are designated individuals overseeing a facility or unit's use of CAMS. The CAMS Manager is often a unit manager or director, but does **NOT** have to be. It can be anyone who will be responsible for registering their facility/unit, sending survey invites, and accessing reports of aggregated survey responses. Ideally, it is someone familiar with the operations of a facility or unit to best support the implementation of CAMS.

CAMS Managers, also referred to plainly as "**Managers**" on this site, **DO NOT** have to be individuals in managerial positions in their facility or unit.

CAMS Managers can also complete surveys that may pertain to them. First-time CAMS



Managers create their accounts on the CAMS website using the **Create an Account** function. Other users can also be invited to be Managers for facilities/units later on.

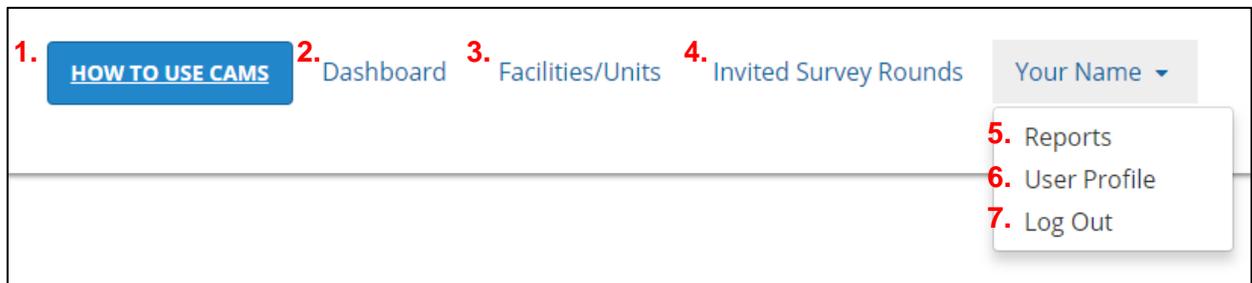
Staff: Members of a facility/ unit invited by Managers to complete CAMS surveys. Staff can only complete the surveys they are invited to and are unable to generate reports.

Any individual invited to complete surveys, whether as Manager or Staff, will receive an invitation email containing a link to complete the survey. If they don't already have a CAMS account tied to their email, an account will automatically be created and they will be asked to finalize their account (i.e. fill registration information, set a password) before accessing the surveys.

Survey round: A period of time for invited individuals to complete CAMS surveys for a facility/unit. Managers create survey rounds and invite staff to complete surveys. Survey round length can be a minimum of 1 day to a maximum of 6 weeks. Only one survey round can be active at a time for each facility/unit.

Reports: Once a survey round ends, Managers will be able to generate reports of the responses. Responses are reported in an anonymized and aggregated fashion for each question. Data for some questions may be withheld if not enough data is available to meet privacy requirements. For more information about this, see [28. "In the report, why do some of the questions seem to display no data?"](#).

Site Menu



- 1. How to Use CAMS** – This page has instructions and support for Managers and Staff on using CAMS.
- 2. Dashboard** – This page will show you all the active survey rounds that you have been invited to complete surveys for. From this page, you can view/edit rounds, send reminders to staff, and fill invited surveys. If you did not invite yourself to any survey in a survey round, the round will not appear in your Dashboard - you will have to navigate the Facilities/Units page to see your survey rounds.
- 3. Facilities/Units** – This page lists all of the facilities/units that you manage. From this page, you can create new facilities/units to manager and start survey rounds. You can also edit facilities/units , view and edit facility/unit membership , and view survey rounds . If you did not invite yourself to complete any surveys in an active survey round, the round will not appear in your Dashboard. To edit and send reminders for them, you will need to go to the Facilities/Units page to view survey rounds for your facility/unit , and select the survey round to edit , or view  survey round details to send a reminder email.
- 4. Invited Survey Rounds** – This page lists all survey rounds you have been invited to.



CAMS COMMUNICATIVE ACCESS MEASURES FOR STROKE

5. **Reports** – This page allows you to generate reports of your facility/unit’s survey responses. Only managers have access to this page.
6. **User Profile** – On this page, you can view or edit your profile information.
7. **Log Out** – Log out after you are done using CAMS, especially if you are sharing a computer with other CAMS users.

PLANNING: TO SET UP AN ACCOUNT IN THE CAMS SYSTEM

7. “Who should set up the first account in CAMS?”

The individual who will be the CAMS Manager for their facility/unit should set up the first account. CAMS managers are often unit managers or program directors, but do **NOT** have to be. It can be their representatives, such as an administrative assistant or research coordinator assigned to manage CAMS on their behalf, or another staff member will be responsible for coordinating the use of CAMS. CAMS Managers **DO NOT** have to be individuals in managerial positions in their facility or unit.

Staff will create accounts using the links they receive in their survey invitation, after the Manager has set up the facility/unit(s) and sent invitations to staff. Managers are responsible for registering their facility/unit, sending survey invites, and accessing reports of anonymized and aggregated survey responses.

8. “How many accounts can one manager set up in CAMS?”

One CAMS user account can be created per valid email address. A CAMS manager can manage multiple facilities/units using their account. However if you are responsible for managing CAMS for facilities/units in **multiple institutions**, we highly recommend you create separate CAMS accounts for each institution you are part of to keep the data for each institution separated for privacy reasons.

If you would like an additional person to be a manager for a facility/unit that you created, you will be able to when you create a survey round, by setting the role of the invited user as Manager. Once they create an account, they will have the same Manager abilities as you.

9. “Can my CAMS account perform a Manager role for one facility/unit, but only a Staff role in another?”

Yes, even if you are a Manager for a facility/unit, others can invite you to be Staff as part of their facility/unit if applicable. Your role is tied to the particular facility/unit.

10. “If we have a large institution/organization with multiple facilities/units, how should we set up our CAMS accounts?”

The CAMS system is flexible – it allows a single CAMS Manager to manage multiple facilities/units, and for facilities/units to have multiple managers.

The number of CAMS accounts set up for institutions/organizations will depend on how they would like to manage the survey administration and how they would like the CAMS data collated.

CAMS is set up to collect and report data by facility/unit type:



- Acute stroke unit
- Emergency
- Intensive care unit
- Other acute care unit
- In-patient rehabilitation
- Complex continuing care / Skilled nursing facility
- Outpatient services
- Community centre / Day program
- Home health care system
- Long term care facility
- Retirement home
- Other

CAMS operates on the level of facilities/units. The facility/unit type will determine how your facility/unit's data will be grouped with others when shown in the anonymized, aggregated data reports. For more on this, please see [27. "What kinds of survey data reports would I be able to get?"](#) Managers can only access data reports for the facilities/units that they manage, even if other facilities/units in their institution use CAMS. Assigning one account to manage multiple facilities/units allows for that account to access data reports for those facilities/units.

If you have multiple facilities/units at your institution using CAMS and would like one person to have access to the data of all those facilities/units, there are two options:

1. *If facilities/units will still be managed independently*

The managers for each facility/unit should create their CAMS account and facility/unit first. Then they can invite the user who will have access to all the facilities/units to a survey round and assign them the role of manager. They will have to be invited to complete a survey, but can ignore the survey if the invitation is intended solely for adding them as a manager for existing facilities/units. This allows that user to have access to data reports for all facilities/units they are now Manager for.

Example:

The Aphasia Institute wants Units A and B to use CAMS. Unit A is to be managed by Unit Manager A. Unit B is to be managed by Unit Manager B. However, they would like the Program Director C to have access to both units if necessary and to see the data reports.

Unit Managers A and B will create their own CAMS accounts and set up their units. When sending their first survey rounds, they will both invite Program Director A and assign them to be Manager. Now the Program Director A will also be a Manager for both Units A and B.

2. *If facilities/units will be managed by one individual*

The individual who will be responsible for managing multiple facilities/units can create an account and create multiple facilities/units. If necessary, they can invite others to be Managers for individual facilities/units during survey round invitations. These Managers will only have access for the facilities/unit they have been invited to.

Example:

The Aphasia Institute wants Program Director A to manage CAMS for Units A, B, and C. Program Director A will create an account and set up the 3 units. Program Director A is now Manager for all 3 units. If down the road, Program Director needs SLP A to help manage Unit A for them, they can invite SLP A to a survey round and assign them to the role of Manager in a survey round. SLP A will now also be a Manager for Unit A and can create survey rounds or access data reports for that unit.

11. Can I create 1 facility/unit in CAMS that reflects multiple facilities/units?

If you are part of an organization or network that has multiple facility/units, you could use your organization as the facility/unit for CAMS, thereby amalgamating all the facilities and units that are part of that organization. However, generally speaking, it is not advised. While it is up to you how you would like to use CAMS, here are some things to consider:

- CAMS operates on the level of facilities/units, so it is **most appropriate** for each facility/unit to be represented individually in CAMS, especially if facilities/units fall into different facility types (e.g., acute, rehab, community, etc.). Doing so makes comparing your data to aggregated data from all other CAMS users difficult.
- If you decide to treat multiple facility/units as one in CAMS, you will **NOT** be able to separate the data out for each individual facility/unit. If you would like to do any comparisons of facilities and units you oversee, you should not treat them as one unit in CAMS.
- It may be appropriate to treat multiple units as one in CAMS, if the units are the same type of unit (acute, rehab, community, etc.), and the units individually lack sufficient staff to meet suppression rules. For example, if you oversee 3 rehab units with limited staff (e.g. less than 3 in each), you may want to treat the 3 as one unit in CAMS.

12. “What if a previous manager in my facility/unit has already set up a CAMS account?”

If you have assumed the previous manager’s email address, but don’t know the password, you can use the password reset page [here](#).

If the previous manager is available, they can make you a manager of the facility/unit by inviting you to a survey round and assign your account the role of Manager. The survey round can be set as the minimum length of 1 day and you don’t have to fill in the survey if the intent of the survey round is solely to assign a new Manager.



If the previous manager is no longer available and you would like to be a Manager for an existing facility/unit, please email cams@aphasia.ca. Please include in your request the name of the organization and facility/unit, facility/unit address, and the name of the previous CAM Manager if applicable.

13. “What if I am not sure if a previous manager from my facility/unit has used CAMS before?”

Email cams@aphasia.ca to inquire if your facility/unit exists in the CAMS systems already. Please include the name and address of your institution/organization and facility/unit.

14. “What are the basic steps to setting up a CAMS account as a Manager?”

Register with CAMS at <http://cams.aphasia.ca/register>

1. Create an Account

Fill out the account creation form.

2. Create a Facility/Unit (and Institution)

Fill out the facility/unit form. If your institution doesn't exist in the CAMS system yet, provide information about your institution.

3. Wait for your Facility/Unit to be approved by an Administrator

We will review your request to create a facility/unit (and institution). This is for the purpose of verifying your details and ensuring that the account's set-up reflects how your facility/unit aims to benefit from CAMS.

4. Create Survey rounds and invite staff to fill surveys

Once your facility/unit has been approved, you will be notified by email and will be able to create survey rounds and invite staff to fill surveys.

For step-by-step instructions with screenshots, visit <https://cams.aphasia.ca/help>.

PLANNING: TO SET UP A ROUND OF SURVEYS

15. “What does it mean to set up a ‘survey round’?”

A survey round is a period of time (minimum 1 day; maximum 6 weeks) for invited individuals to complete CAMS surveys for a facility/unit. As a CAMS Manager, you will set the time range for the survey round, add any internal notes for yourself regarding the survey round (e.g. purpose of survey round), and invite others and/or yourself to complete surveys. When inviting individuals, you will have to assign them the role of Staff or Manager. Those invited as Staff will only be able to fill surveys they are invited to, whereas those invited as managers will become Managers of the facility/unit and be able to schedule future survey rounds and access data reports

16. “Why is there a 6-week maximum time range for the survey round?”

One survey round needs to be contained within 6 weeks for the validity of the survey results.

The results from each CAMS survey round indicate a measure of your facility/unit's communicative accessibility at one general point in time. The CAMS system also allows you to compare the results of your own facility/unit from two different times. If your survey ran for a longer period and your facility/unit, staff or patients' views changed during that time, your survey results would not be as meaningful in indicating patterns regarding one time period..

17. "What time, exactly, does the survey round expire, on the date I select?"

All date and time functions in the CAMS system go by Eastern Standard Time (EST time zone). When you set up an expiry date, your survey round will end at 11:59 pm (EST) on that date.

After setting up a survey round, be sure to note – and to communicate with your staff – when the survey will actually close in your local time. You can communicate this with your staff using the "Add a message to the invitation" function when creating a survey round.

Example:

If you are in Australian Eastern Time Zone, your CAMS survey round would expire about 14 hours after your set expiry date.

If you are in Pacific Time Zone, your CAMS survey round would expire about 3 hours before midnight on the set expiry date.

18. "Can I edit a survey round? E.g. shorten/prolong the time range of an existing survey round?"

Editing survey rounds

Even after starting survey rounds, you will be able to edit all aspects of it, including length, invitations, internal notes, etc.

Survey rounds you manage AND have invited yourself to complete surveys for

If you have invited yourself to complete any of the surveys in a survey round, the round will appear in both your **Dashboard** and **Invited Survey Rounds** page. On those pages, you can edit the survey round, including length, by clicking on the  icon and following the on-screen instructions.

Survey rounds you manage, but are NOT invited to complete surveys for

If you created a survey round, but have not invited yourself to complete a survey, you will need to go to the **Facilities/Units** page, where you will see all the facilities/units that you manage. Click on the  icon to see/edit that facility/unit's survey rounds. Edit the survey round, including length, by clicking on the  icon and following the on-screen instructions.

Editing survey round time range

The deadline for survey completion can only be edited prior to the expiry date of the current survey round. The new deadline would still need to fall within 6 weeks of the original start date. It is up to you to communicate the new deadline to your participating staff members. You can do this using the Email Reminder function once you've edited the survey round time range. See [24. How do I send reminders to complete CAMS surveys?](#)

19. “Can I set up more than one survey round at a time?”

Yes, you can set up more than one survey round at a time for different facilities/units within an institution. However, only one survey round for a particular facility/unit can be ongoing at a time. The active survey round needs to end before another can be set-up for that facility/unit.

20. “Can I cancel/delete active survey rounds?”

No, you cannot cancel/delete active survey rounds. If you need to end an active survey round, you can change the expiry date to the next day and let it expire on its own.

21. “What if some of our staff share time between different facilities/units within the institution? Can staff participate in multiple surveys set up by different managers of different facilities/units within the institution?”

Yes, users can respond to survey invites from Managers of different facilities/units. Users can see all the active survey rounds they have been invited to on their **Dashboard** or the **Invited Survey Rounds** page.

22. “How many individuals need to complete the CAMS1- Administrator survey, per round?”

Only one individual needs to complete the CAMS1-Administrator survey per survey round because the survey asks about your institution and facility/unit’s policies and procedures – not an individual’s views. CAMS1 survey is typically completed by unit managers or program directors, who will often be their facility/unit’s CAMS Manager. This means the Manager will invite themselves to complete the CAMS1 survey. However, another individual can be invited to complete this survey instead.

23. “How long does it take to complete the CAMS1-Administrator survey?”

Approximately 5-10 minutes.

24. “If my role in my facility/unit involves both managerial and frontline responsibilities, could I as a manager complete more than one type of survey?”

Yes, you can invite yourself to fill out the CAMS1 - Administrator survey as well as the CAMS2 - Staff survey and/or CAMS3 - Patient satisfaction survey if you wish.

In addition, other managers can invite you to fill out the CAMS2 - Staff survey and/or CAMS3 - Patient satisfaction survey if you are a frontline staff member in other facilities/units of the same institution.



25. “What would my staff need to know, before I invite them to participate in CAMS?”

We recommend that staff watch the [Introduction to CAMS video](#) to get a better understanding of CAMS before proceeding.

You may want to brief your staff before launching a CAMS survey round, on:

- a) What CAMS is about
- b) Time needed to complete a staff survey or patient satisfaction survey
- c) Which facility/unit the surveys will apply to – if any staff share time between facilities/units
- d) Assurance that as a manager, you can only view *anonymized* and aggregated staff responses
- e) Time range planned for this facility/unit’s upcoming survey round
- f) Recognizing a manager’s survey invitations sent through the CAMS system
- g) Process for completing surveys with patients

Below are some suggested points to help you brief your staff on each of these topics.

a) What CAMS is about

“Communicative Access Measures for Stroke” (CAMS) is a suite of surveys that can help a facility or unit evaluate the degree to which it is communicatively accessible for people with stroke and aphasia. CAMS includes a survey on organizational policies & procedures; a staff survey; and a patient satisfaction survey. (To keep things simple, we have referred to CAMS3 as a Patient Satisfaction Survey. However, CAMS3 applies to patients, clients and residents.) Staff will receive email invitations to participate in CAMS. The invitation will include a link to create their account and complete surveys.

b) Estimated time needed to complete a survey in CAMS

Survey	Task	Action / Notes
CAMS1 – Administrator survey	Completing survey	~5-10 minutes
CAMS2 – Staff survey	Completing survey	~10 minutes
CAMS3- Patient satisfaction survey	Coordinating meetings with patients	Varies per facility
	Facilitating an informed consent prior to the survey*	~5-15 minutes*
	Facilitating a survey*	~10-30 minutes*
	Transferring survey responses from paper to online	~5 minutes
* Time estimate may vary depending on severity of communication difficulties		

c) Which facility/unit do the surveys will apply to – if any staff share time at other units

If any staff share time with other facilities/units within the same institution, be sure staff pay attention to which facility/unit they are responding for. This information is indicated in the email invitations, **Dashboard**, and **Invited Survey Rounds**.

d) Assurance that as a manager, you can only view *aggregated* staff responses

Survey reports available to managers show an aggregate of anonymized survey results. To protect user privacy, there are some restrictions when generating survey reports.

- Internal results for CAMS2-Staff Surveys are only available after 3 or more participants have responded.
- External results are only available after 5 or more participants have responded have participated within the parameters viewed (i.e. survey type / facility type / region / country / time range)

Additional note to staff: Your honest responses to the survey can help to improve services for people with communication problems and highlight challenges, as well as what is working well. This survey examines the system and not individual performance. All questions are optional.

e) Time range planned for this facility/unit's upcoming survey round

Let your staff know when to expect receiving survey invitations by and when they should complete their surveys by. The survey round expiry will also be in their invitation emails and any reminder emails you send through the CAMS system.

f) Recognizing survey invitations when a manager sends it using the CAMS system

When a manager invite staff to a survey, the CAMS system emails a unique survey link and login information per person, customized with the manager's message, from cams@aphasia.ca.

g) Process for completing CAMS3 survey with patients

The **CAMS3 – Patient Satisfaction Survey** is for frontline staff to use to survey patients on their satisfaction with the services they receive. Staff will use the provided pictographic resources and scripts to collect patient responses and then enter them online.

IMPORTANT

Each patient participating in CAMS3 will need to be assigned a unique identifier. This unique ID will be reused for the assigned patient if they participate in future survey rounds. It should **NOT** include identifiable information (e.g. full names, initials, health card numbers). For example, you can use numeric codes like 001, 002... or alphanumeric codes like P1, P2, ...

Before proceeding, please ensure your facility/unit has established a system for assigning unique ID for patient participating in the CAMS3 survey. We recommend units meet to discuss how patients are assigned unique IDs and the scheduling of survey facilitation first.

An Excel template is provided in the download package as a suggested tool to assist you with planning the surveys and tracking patients and their unique IDs. **It is your organization's responsibility to secure this information in accordance with its privacy guidelines.**

The following is from the survey facilitation guide in the CAMS3 download package. Staff invited to facilitate survey completion with patients can download this package, which includes the pictographic survey materials and scripts, from the CAMS3 survey page.

STEP 1 - Print the materials designed for use with people with communication difficulties.

This package includes:

- A survey planner/tracker for staff

Note: It is the unit's responsibility to secure this information.

- A pictographic informed consent form
- A facilitator's script for the informed consent form
- A facilitator's script for the survey
- A pictographic survey (**Print in colour**)

Note: People with aphasia understand the response options more clearly when the rating scale is in colour. If you do not have access to colour printing, one option is to manually add colour to the scale (e.g. highlighter).

- A separate pictographic scale (optional) (**Print in colour**)

Note: A pictographic scale included for each question in the pictographic survey document. However, you may find it easier to print a separate one and re-use it for each question

These materials are the intellectual property of the Aphasia Institute, and can only be used by individuals who are participating in CAMS.

STEP 2 – Meet with your manager and other staff to review how unique identifiers will be assigned to patients and how you are tracking that information. An Excel template is provided in the download package as a suggested tool. It is the unit's responsibility to secure this information.

STEP 3 – Schedule date and time to meet with patients. We suggest scheduling time to obtain informed consent and facilitate the CAMS3 survey. For estimated times, please see the last page of this guide.

STEP 4 – Obtain informed consent with your patients prior to completing the satisfaction survey with them, using the provided pictographic informed consent form and associated facilitator script. It is up to your organization to keep patients' informed consent forms securely on file in accordance with its privacy guidelines

STEP 5 – Facilitate the satisfaction survey with the patient, using the provided pictographic survey and the associated facilitator script. Record survey responses on the hard copy survey to be entered online later.

Please refer to the videos linked at the end of this document for a demonstration of survey facilitation.

Note: You may want to use your unique IDs to keep track of the surveys used with each patient. There is a spot on the survey front cover to do so. **Do not put any identifying patient information on survey materials.**

STEP 6 – Return to the CAMS3 survey webpage, by logging into <https://cams.aphasia.ca> and selecting **[CAMS3]** from your dashboard.

STEP 7 – Select a patient record to enter survey responses.

- a. **New Patient Record:** For patients who have not participated in CAMS before, create a new patient record, by clicking **[+Create Patient]**. Enter the patient's unique ID. You should have established a system for assigning unique IDs prior to starting CAMS3.
- b. **Existing Patient Record:** For patients who have previously participated in CAMS, their patient records will be viewable in the list for you to select.

STEP 8 – Enter the patient's survey responses.

- i. You will be prompted to confirm that the patient gave informed consent before you facilitated the survey and that you have read and agreed to the Terms & Conditions.
- ii. Enter their survey responses. If you are not ready to submit your responses, you can save them by clicking **[Save as draft]** and return any time before the end of the survey round
- iii. **Click [Submit]** when you are ready to submit your responses. You will not be able to change them once submitted.

Repeat steps (7) and (8) for each patient with whom you facilitated surveys for.

Note: The staff member invited by the manager to facilitate patient satisfaction surveys should have some expertise in supporting patients with communication difficulties.

Demonstration videos of selected CAMS3 questions:

A speech-language pathologist trained in the methods of Supported Conversation for Adults with Aphasia (SCA™) has facilitated a selection of survey questions with a person with aphasia. Staff members invited to facilitate the patient satisfaction survey will receive in their preparation materials a link to view the demonstration videos.

Note: CAMS participants are asked to **not share the video links provided.**

These videos are the intellectual property of the Aphasia Institute, and can only be used by individuals who are participating in CAMS.

26. “Can I assign one staff to enter all of the CAMS3 – patient survey responses online?”

Yes. Instead of having multiple frontline staff members enter CAMS3 patient data, you may want to assign one person to enter all of the responses online. Staff can conduct the surveys and provide them to the assigned response entry staff when completed. That person just needs to be invited to complete a CAMS3 survey. There is a spot on the pictographic surveys to write the patient’s unique ID, which is used when entering the responses online. Personally identifying information, like patient name, should not be written on the survey.

To ensure staff facilitating the survey have access to the necessary survey materials, you should still invite all CAMS3 staff facilitators to CAMS3 survey online, but only have the assigned response entry staff enter survey responses.

Be sure to review how you would like to organize the survey facilitation and response entry with your staff in advance.

27. “How do I send reminders to complete CAMS surveys?”

Survey rounds you manage AND have invited yourself to complete surveys for

If you have invited yourself to complete any of the surveys in a survey round, the round will appear in both your **Dashboard** and **Invited Survey Rounds** page. From your **Dashboard**, you can click the  **Send Reminder** button to send reminder emails with links to surveys and information on the survey round. From the **Invited Survey Rounds** page, you can send reminders by first viewing the particular survey round  and then clicking on the  **Send Reminder Emails** button under the users invited list.

Survey rounds you manage, but are NOT invited to complete surveys for

If you created a survey round, but have not invited yourself to complete a survey, you will need to go to the **Facilities/Units** page, where you will see all the facilities/units that you manage. Click on the  icon to see that facility/unit’s survey rounds. You can send reminders by first viewing the particular survey round  and then clicking on the  **Send Reminder Emails** button under the users invited list.



28. "How do I view/edit my facility/unit membership?"

If you need to review your facility/unit's membership or change roles for any of the users in your facility/unit, go to the **Facilities/Units** page and click  to view/edit membership for a facility/unit that you manage. From there, you can view all the users in your facility and change their role.

PLANNING: TO VIEW REPORTS

29. "Who can view survey data reports in CAMS?"

Only Managers in CAMS have access to viewing data reports.

30. "What kinds of survey data reports would I be able to get?"

Managers can view reports containing anonymized and aggregated information regarding:

- A single survey round in your facility/unit
- Internal comparisons – between two survey rounds completed by your own facility/unit
- External comparisons – between your facility/unit and others. For external comparisons, you can compare your unit with others by type of facility, by a province/state, by a country, or by all data available – within a range of time you select.

In each report, you can choose to view data for either one or all of the surveys.

31. "In the report, why are the data not shown for some of the questions?"

Data for some questions may be withheld if not enough data is available to meet privacy requirements. To protect confidentiality, reports will only display data after enough participants submit responses to the questions.

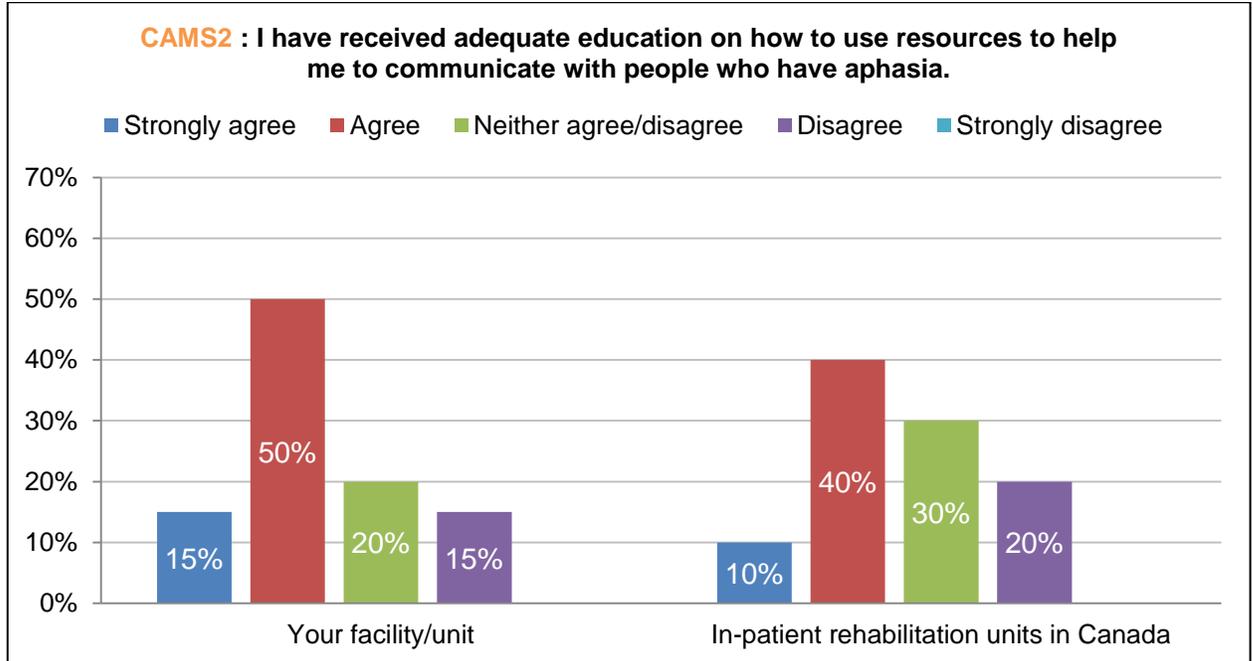
Internal data/reports: Data for any CAMS2 - Staff survey question with fewer than 3 responses will not be shown. You will need to invite at least 3 frontline staff members to complete CAMS2 for it to be useful to you. Since all survey questions are optional, data from some questions may still be hidden if they haven't received enough responses. There are no requirements for viewing responses to CAMS1 and CAMS3 surveys for your own facility/unit's data.

External comparison reports: When generating an external comparison report, external data for questions from any survey with fewer than 5 responses will not be shown.

32. “What do the reports contain?”

Each survey question has a bar graph showing number of responses given per choice. Text responses are not displayed to protect confidentiality.

Example: An external comparison report for CAMS2 comparing the Manager’s facility/unit with all in-patient rehabilitation units (facility/unit type) in Canada (country). Mock data was used for this example.



33. “Does CAMS have a function to print or save a report?”

Yes, CAMS reports are print-ready. Use the  **Print Report** button to print the generated report.

34. “Can I publish our facility/unit’s survey results in a report?”

You can publish your CAMS data reports for non-commercial reasons, but should acknowledge and recognize the Aphasia Institute. Please email research@aphasia.ca if you are planning on using CAMS survey data and/or reports for the purpose of a research project.