



Leading with Innovation
Serving with Compassion

ST. MICHAEL'S HOSPITAL

A teaching hospital affiliated with the University of Toronto

Patient Information Letter

Before agreeing to participate in this survey, it is important that you read and understand information provided in this letter. This letter provides all the information we think you will need to know in order to decide whether you wish to participate in the survey. If you have any questions after you read through this form, direct your questions to Iryna Soluk-Figol, staff chaplain, Spiritual Care Department. You may also wish to discuss your participation in this survey with a family member or close friend.

Title of Research Study

Spiritual Care Patient Satisfaction Survey – Pilot Study

Principal Investigator:

Iryna Soluk-Figol, BA, M.A.Th,
Staff Chaplain at the Spiritual Care Department, St. Michael's Hospital,
30 Bond St., Toronto, ON,
M5 1W8 Phone: (416) 360-4000 ex.2872

Monday to Friday 9:00-5:00

Study Sponsors

St. Michael's Hospital: The Intrapreneurship Program (TIP Grant)
Spiritual Care Department
Canadian Association for Pastoral Practice and Education

Purpose of the Research:

Why should You participate?

The purpose of this survey is to provide us with the information about the quality of service provided by the Spiritual Care Department, and how we can improve it. We would like to know if spiritual care made a difference in your hospitalization. Did the visit from a chaplain help you to deal with your specific situation? What, in your opinion, could be done differently as to be more useful to you? Your answers are very important to us. Based on them we will adjust our service as to fit the needs of the future patients.

Description of the Research:

When you were admitted to St. Michael's Hospital, you were visited by a chaplain. A chaplain provided you with a brochure about Spiritual Care and pointed out a possibility that you might be contacted in the future for a survey. This is a survey that a chaplain mentioned.

For 9 month period on a weekly basis each chaplain working within the Spiritual Care Department submitted a list of the patients or their families whom they have visited for at least 10 minutes to Iryna Soluk-Figol (PI). After collecting 1000 names for this study, the PI has send a survey to every person on the list. As a result, you

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have received this letter and a survey. With the survey is attached a return pre-paid postage envelope. This envelope has no marking on it, and we ask you **not to put** your return address on it. This way your confidentiality is fully preserved. Whether you fill the application or not, we will have no way to trace it. When you fill out the survey please do not skip the questions. If some of them do not apply to you, please check 'not applicable' box. After you finish we ask you to send the envelope to its marked address. Your response will go to a contracted Research Analyst, who will analyze the answers from all the responders. Then a Research Analyst will present the analysis, together with the surveys to PI. The surveys will be kept in the restricted area under the key. Only PI will have access to them. They will be kept for 3 years and then destroyed. The results of the analysis will be presented to the Spiritual Care Department. On the basis of these analyses we will make changes as to provide a better Spiritual care to the future patients. We will also present our findings to the St. Michael's Hospital Community in a form of a presentation and an article.

Potential Harms (Injury, Discomforts or Inconvenience):

There are no known harms associated with participation in this study. If you, however, at any time feel that the survey is disturbing, extremely upsetting or painful to you, please feel free to discuss it with your local religious or spiritual authority, your family doctor or get connected with a community Mental Health worker near you by calling 1-800-463-6273 (toll free in Ontario). You can also contact Iryna Soluk-Figol at (416)360-4000, ex. 2872.

Potential Benefits:

You will not benefit directly from participating in this study. However, your participation in the survey will affect changes in the Spiritual Care Department at St. Michael's Hospital.

Confidentiality and Privacy:

The hard copy of the names to whom we send this survey together with the filled out surveys will be kept in a locked filing cabinet located in a locked office. Only Iryna Soluk-Figol will have access to them. They will be kept for 3 years and then destroyed.

Your Confidentiality will be respected and no information that discloses your identity will be released or published without consent unless required by law.

Publication of results:

After the analysis of the study is completed, we plan to publish its results in the form of an article. We also plan to make a hospital-wide presentation and presentations at different conferences. There will be no mention of any names in an article, or in presentations. We will only present the analysis of a survey which will include tables and percentages, as well as our plans to address issues pointed out by those who fill out the survey.

Research Ethics Board Contact:

If you have any questions about the survey, please do not hesitate to contact Iryna Soluk-Figol, Principal Investigator at (416) 360-4000, ex. 2872.

If you have any questions as about your rights as a participant you may contact Dr. Ron Heslegrave, Chair, St. Michael's Hospital, Research Ethics Board at 864-6060 Ext 2557