Quality of Care Evaluation Program

The Quality of Care Evaluation Program (QCE) is made up of a team of people who collect survey information from you to help Seattle Children's provide better care to patients and families. We do this by asking you certain questions and collecting your responses. Your participation also helps us identify what matters to you and helps us find opportunities to improve the quality of care we provide at Seattle Children's.

What would I have to do if I chose to participate in the QCE?
You will be asked to complete one or more surveys depending on the QCE project. The topics of the questions will depend on the areas of care we are looking to improve at that time. You will only receive surveys if your child received care that was part of ongoing quality improvement work at Seattle Children's. The survey questions may be about your or your child's thoughts about:

- The quality of care you received
- Tests, treatments, or therapies
- The impact of some treatments or therapies on symptoms or quality of life

We may also ask you some demographic information like your highest level of education or your access to resources in the home like the internet. These surveys can take about 5-60 minutes depending on the project, how you complete the survey (mail, online or by phone), and whether we need to use an interpreter. You do not have to answer any questions that you are not comfortable answering.

How will the information I provide be used?
We will use the information you share with us to understand which areas of patient care need improvement. We may share our overall findings with the doctors, nurses, other staff at Seattle Children's or other institutions doing similar work to help them understand where we need to improve. Before we share our overall findings, any identifying details about you or your child will be removed. This way no one will be able to link you or your child to your survey responses when we share these overall findings. The findings will be anonymous so that your privacy will stay protected.

What will happen if I choose not to participate?
If you do not want to take part, just let a staff member know. Whether or not you participate in this program is voluntary and your choice to participate or not will not affect the care and treatment you or your child may get at Seattle Children's.