

User Guide: Patient Experience Survey Dashboard

Overview

This dashboard is designed to support **learning, reflection, and quality improvement** by helping sites:

- Explore their own data
- Examine variation across sites
- Understand trends over time

The dashboard is **not intended for performance management or ranking**, but to support shared understanding and improvement conversations.

Dashboard Categories Include

1. **Overall and Site-Specific Data** – Focuses on your own site
 2. **Comparison Between Sites Data** – Shows variation across sites within a survey cycle
 3. **Trends Over Time Data** – Shows change across survey cycles
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Logging In

1. Open the dashboard using the shared [direct link](#) in your web browser

OR

Visit <https://dfcm.utoronto.ca/patient-experience-survey> to access the link to the dashboard there.

2. When prompted, enter your email address and the password provided to you.



Best practice:

- Use Chrome or Edge
 - View on a full-size screen when presenting
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Navigation

The dashboard is organized using two navigation menus, displayed along the left side and top of the screen.

The menu on the left side navigates to the following categories and pages:

- **Overall and site-specific data/results** – Focused views of your own site's data
- **Comparison between sites** – How results vary across sites
- **Trends over time** – How measures change across survey cycles
- **Survey methods** - Overview of the survey methods including information on survey updates and requesting custom questions
- **How do I interpret the Person-Centred Primary Care Measure (PCPCM) data** - Definitions, data calculations, and notes on interpretation

The menu on the top navigates to the following sections of the Patient Experience Survey:

- **Receiving care**
- **Booking method**
- **Phone experience**
- **Care experience**
- **Urgent care access**
- **Satisfaction**
- **PCPCM**
- **Demographics**
- **Surveys Returned (Comparison between sites only)**

Use the menus to move freely between categories, sections, and pages

Finding Your Site Data

Using Drop-Down Filters and Interacting with Graphs

Drop-down menus allow you to tailor the data shown on the dashboard, depending on the category, filters may include:

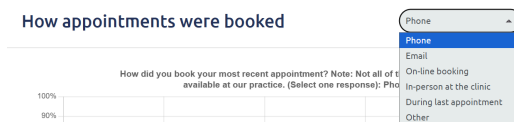
- Site (Within the dashboard sites are identified by numerical codes rather than site names. If you need assistance in identifying your site please contact pes.dfc@utoronto.ca.)

SITE 007

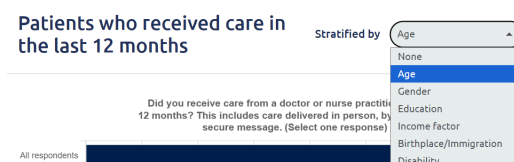
- Survey cycle / time period

WAVE Winter 2026

- Response options



- Stratifications by demographics



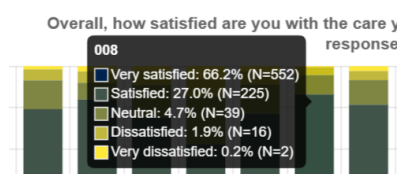
How to use:

1. Click on a drop-down menu.
2. Select an option
3. Visuals will update automatically based on your selection.

Tip: If results look unexpected, check that filters are set as intended.

All graphs are interactive:

- Hover to see values



Exporting Graphs

Exporting Individual Graphs - Image Only

To use a graph in slides or reports:

1. Go to the graph you want to export
2. Select the export icon

A light blue button with rounded corners and a thin blue border, containing the word "EXPORT" in blue capital letters.

3. Save as an image (e.g., PNG)

Exporting Multiple Graphs - Images or Slides

1. Go to the category you want to export graphs from (i.e., site-specific, comparison, trends)
2. Scroll to the bottom of the page
3. Select the export multiple graphs icon

A dark blue button with rounded corners, containing the text "EXPORT MULTIPLE CHARTS" in white capital letters.

4. Select the graphs individually or select all from the menu
5. Save as a .zip or slides (.pptx)

A light blue button with rounded corners and a thin blue border, containing the text "Download Selected (.zip)" in blue.A dark blue button with rounded corners, containing the text "Download as Slides (.pptx)" in white.

When exporting:

Please note that the exported graphs will display based on the current selections (site number, survey cycle, drop down selection) on each graph. Ensure you have selected the correct site, survey cycle, and desired drop down options for each graph prior to exporting.

Category-Specific Guidance

Overall and Site-Specific Data/Results

Purpose: Understand your own site's results

Use this category to:

- Review your site's data
- Identify strengths and opportunities
- Support local reflection and discussion

How to use:

1. Select '**Overall and site-specific data/results**' in the left menu under '**Categories**'
2. Select the survey cycle and your site number from the drop down in the top right corner (if you do not know your site number please contact pes.dfc@utoronto.ca)
3. To view results from your site only, choose the appropriate site number
4. Use the dropdowns on select graphs to stratify measures by demographics
5. Use the show overall button on select graphs to compare your site to overall DFCM



Comparison Between Sites

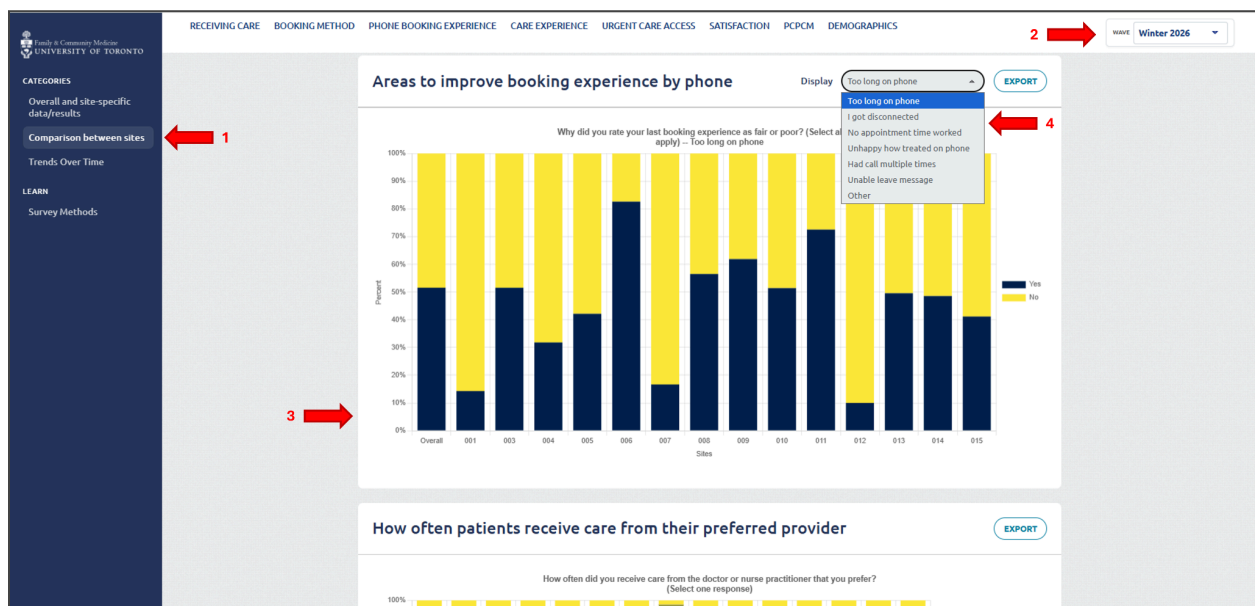
Purpose: Support shared learning across sites

Use this category to:

- Explore variation across sites within the same survey cycle
- Identify opportunities for shared learning
- Understand system-level patterns

How to use:

1. Select '**Comparison between sites**' in the left menu under '**Categories**'
2. Select the survey cycle from the drop down in the top right corner
3. View how sites vary on the same measure
4. Use the dropdowns on select graphs to see specific responses within the measure



Trends Over Time

Purpose: Understand change across survey cycles

Use this category to:

- See how measures shift across survey cycles
- Monitor change following improvement efforts
- Identify stable vs changing patterns

How to use:

1. Select '**Trends over time**' in the left menu under '**Categories**'
2. Use the check-boxes under each graph to select your site number (if you do not know your site number please contact pes.dfc@utoronto.ca). The default line shown on the graphs is the overall DFCM results.
3. Review trends across survey cycles
4. Use the dropdowns on select graphs to see specific responses within the measure





Need Help?

If you encounter technical issues or have questions about interpretation:

- Refer to the resources under the **Learn** section.
- Contact the Patient Experience Survey team at pes.dfcm@utoronto.ca.