

## Data Collection Methodology

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- An initial list of hospital pharmacies was prepared, based on respondents to previous surveys, hospital pharmacies on the mailing list of the Hospital Pharmacy in Canada Annual Report website and hospital pharmacies suggested by the members of the Editorial Board of the Hospital Pharmacy in Canada Annual Report. A telephone survey of these hospitals was conducted in order to obtain the names and e-mail addresses of the current Directors of Pharmacy and hospital Chief Executive Officers and to determine each hospital's eligibility based on an estimate of the number of acute beds ( $\geq 50$ ) and the total number of beds ( $\geq 100$ ). Some Directors requested the addition of other hospital pharmacies. A final list of 195 hospitals was then prepared based on the information collected.
- The Hospital Pharmacy in Canada survey was announced during the period of May 4 - May 13, 2004, in e-mails to Directors of Pharmacy and CEOs of hospitals.
- A second e-mail letter was sent only to the Directors of Pharmacy on May 31, 2004. This letter contained the respondent identification and the password required to log on to the survey web site.
- Respondents who had not completed the on-line survey received weekly reminders starting on June 15, 2004.
- The respondent identification (user ID) and the password enabled a respondent to log on to the survey website at any time and to complete any part of the questionnaire. The first page a respondent was presented with was a page with instructions for completing the survey. The survey questions were distributed over 19 web pages. From any page a respondent was able to move to any other page of the on-line survey. A respondent was also able to change the language of the questionnaire and respond to questions in English or French.
- On-line survey completion was interactive: if an answer required that questions be skipped, the on-line program presented a modified version of the questionnaire without these non-applicable questions. The program also warned respondents if they had entered numbers that were too high or too low, or if they had entered non-numeric information in fields that required numeric answers.
- Questionnaires were included in the analyses if more than 25% of key questions had been answered by August 13, 2004 and if teaching status and bed size of the hospital was known. Using these criteria, data from 144 hospital pharmacies could be analyzed. Nine hospital pharmacies did not qualify because they did not meet the bed size requirements or they did not qualify due to organizational considerations. The response rate calculated based on the remaining 186 hospitals was then 77%. The actual response rate may be higher because it is not known if there are more non-qualifying hospitals among the non-respondents.