

## How to Upload Interviewer Monitoring Documentation

Part of the vendor oversight for PCF PECS includes submission of interviewer monitoring documentation. All survey vendors are required to submit this documentation to confirm that they have met the required 10% monitoring goal over the course of the PCF PECS data collection.

Survey vendors submit one of the following items as their monitoring documentation:

- Individual monitoring sheets documenting monitoring throughout the field period
  - Interviewers may be identified via name or ID number.
  - Scored monitoring sheets
  - [PCF PECS-supplied monitoring forms](#) as provided on the PECS website.
- Monitoring logs
  - Logs should include a list of interviewers monitored each week with a monitoring score.
  - The monitoring log can be electronic (e.g., MS Excel) or a scanned version of a handwritten log kept by the vendor.
- Other system-generated reports from the vendor that provides documentation of their monitoring activities with an indication of percent of calls monitored.

Vendors may submit their documentation through the PCF PECS website by following the steps listed below.

The screenshot shows the PCF PECS website interface. At the top, there is a navigation bar with tabs: Home, Dashboard, General Information, Practice Sites, Vendors, Training, and Data Submission. The 'Vendors' tab is selected, and a dropdown menu is open, listing various options. A red arrow points to the 'Submit Interviewer Monitoring Documentation' option at the bottom of the dropdown menu. The main content area of the page is partially visible, showing a welcome message and a list of links.

1. Once you login to the PCF PECS website using your vendor login information, select **Submit Interviewer Monitoring Documentation** from the list of options on the Vendors tab drop-down menu.

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The official website for news and information about the PCF PEC Survey

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### Submit Interviewer Monitoring Documentation

Please use this form to submit your organization's interviewer monitoring documentation. First, verify that the organization name listed below is correct. If this is the first monitoring documentation you have submitted, then select NEW. If this is an updated plan, select UPDATE. Finally, use the Browse button to point to the file you wish to upload, and click the Submit button. **When naming your file, please include your organization's name as the first part of the filename.**

If you need more information on what type of documentation to submit, please see the Quick Link "How to Submit Interviewer Monitoring Documentation".

Vendor Name: Main Street Survey Shop

Type of Submission:  New  Update

Select File:  No file chosen

2. The submission screen will provide the option of submitting New documentation or Updated documentation
  - a. If this is your first submission for the year, select **New**
  - b. If you are submitting updated documentation based on feedback from the PCF PECS Team, select **Update**

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### Submit Interviewer Monitoring Documentation

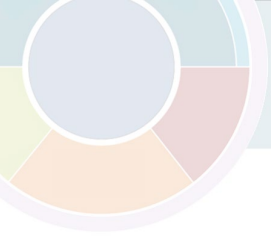
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Vendor Name: Main Street Survey Shop

Type of Submission:  New  Update

Select File:  Interview monitoring log.docx



3. Select the documentation file from your local drive. Acceptable file formats include Microsoft Word, Excel, and Adobe PDF.
  - a. If you have another file type you would like to submit, please reach out to the PCF PECS Team at [pcfpecs@rti.org](mailto:pcfpecs@rti.org) before uploading your documentation.
4. Select the Submit button to upload your interviewer monitoring documentation.

**Primary Care First (PCF) Patient Experience of Care Survey (PECS) (CAHPS® with PCF supplemental items)**  
The official website for news and information about the PCF PEC Survey

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Vendors / Submit Interviewer Monitoring Documentation

### Submit Interviewer Monitoring Documentation

You have successfully submitted your Interviewer Monitoring Documentation. Please use this form again if you need to submit updated documentation. Thank you.

5. After submission, a confirmation screen will verify that the documentation was successfully submitted. A confirmation email will also be sent to the vendor's point of contact.
6. The PCF PECS team will review the submitted documentation, provide feedback if needed, and let the vendor know if the interviewer monitoring documentation should be revised and re-submitted.

Vendors with questions should contact the PCF PECS Team via e-mail at [pcfpecs@rti.org](mailto:pcfpecs@rti.org) or call 1-833-997-2715.