

# Canadian Patient Experiences Survey—Inpatient Care Terms of Use

## The Survey

- The Canadian Institute for Health Information’s (CIHI) *Canadian Patient Experiences Survey—Inpatient Care (CPES-IC)* is a standardized questionnaire that enables patients to provide feedback about the quality of care they received during their stay in a Canadian acute care hospital.
- Its purpose is to help assess patient experiences, support improvements to service delivery programs, inform provincial/territorial or regional quality improvement initiatives and provide a platform for national comparisons and benchmarking for the measurement of patient experience (the **Purpose**).
- The CPES-IC Procedure Manual (**Procedure Manual**) provides standards for administering the CPES-IC.
- The CPES-IC Data Dictionary Manual (**Data Dictionary Manual**) provides detailed information about the data collected using the CPES-IC including data element definitions, submission requirements for each data element, descriptions of permissible responses and guidelines for collecting each data element in the CPES-IC minimum data set.
- Together, the CPES-IC, Procedure Manual, and Data Dictionary Manual are referred to below as the “**CPES-IC Materials**.”

## Acceptance of the Terms

- When you access and use CPES-IC Materials, you are accepting the terms below (the **Terms**). If you, or the entity you represent, do not wish to or cannot be bound by the Terms, you may not use the CPES-IC Materials.

## Use of CPES-IC Materials

- You are free to reproduce and use CPES-IC Materials for the Purpose.

- You must respect and adhere to the standards, rules, guidelines, and other relevant information set out in the Procedure Manual and Data Dictionary Manual.
- You must preserve the phrase “Canadian Patient Experiences Survey—Inpatient Care” in the title of your version of the survey for the sake of consistency. You may add wording to your title (e.g., “The Hospital X Canadian Patient Experiences Survey-Inpatient Care”).
- You must preserve the order of the questions in the CPES-IC as set out in the Procedure Manual
- You are not free to make commercial use of CPES-IC Materials without CIHI’s express, prior, written permission.
- You may not delete nor obscure the notices in the CPES-IC that describe the origins of the questions.

### **Ownership and Licensed Rights**

- CIHI is the owner of the CPES-IC Materials. Parts of the CPES-IC Materials, however, were adapted by CIHI from a Hospital Consumer Assessment of Healthcare Providers and Systems (**HCAHPS**) questionnaire.
- Note that CIHI may update and modify CPES-IC Materials as/when required and you must check to ensure you are using the latest version.

### **Risks**

- CIHI has taken great care in the production of the CPES-IC Materials. However as errors can happen, the CPES-IC Materials are provided to you as-is and without any warranties.
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