**Canadian Patient Experiences Survey — Inpatient Care (CPES-IC) Sampling Protocol**

**Step 1**
- **Patient population**

**Step 2**
- Patient meets **eligibility/inclusion** criteria
  - YES: Remove patient from CPES-IC sampling frame
  - NO: YES: Patient meets **exclusion** criteria
  - NO: Remove patient from CPES-IC sampling frame

**Step 3**
- Patient has principal diagnosis and/or intervention from the CPES-IC Service Line Categories and ICD-10-CA & CCI Classification List
  - YES: Remove patient from CPES-IC sampling frame
  - NO: Patient has already been surveyed within the previous 12 months
  - YES: Remove patient from CPES-IC sampling frame
  - NO: Conduct census surveying

**Step 4**
- CPES-IC sampling frame

**Step 5**
- Select a **random sample** of eligible patients for surveying
  - YES: Facility has >1,200 unique eligible discharges
  - NO: Conduct census surveying

* The CPES-IC Service Line Categories and ICD-10-CA & CCI Classification List is currently under review.

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- Identify the **patient population**\(^*\) by creating a data file of all discharges within the appropriate time frame (i.e., at least 3 consecutive months).
- The survey package must be mailed by the end of the month following the relevant discharge month but not sooner than 48 hours after discharge.

- Use the **eligibility/inclusion criteria**\(^*\) to limit the discharge population to eligible cases only.
  - Remove patients who do not meet the eligibility/inclusion criteria from the CPES-IC sampling frame.

- Eligibility/inclusion criteria:
  - 18+ years at the time of admission
  - Alive at discharge
  - Occupied an inpatient bed

- Use the **exclusion criteria**\(^*\) to limit the discharge population to eligible cases only:
  - Remove patients who meet the exclusion criteria from the CPES-IC sampling frame
  3a) Use the exclusion criteria in the CPES-IC Procedure Manual.
  3b) Then use the CPES-IC Service Line Categories and ICD-10-CA & CCI Classification List to identify patients for exclusion based on services received during their hospital stay (currently under review)

Note: In addition to applying exclusion criteria, also remove patients who have incomplete contact information (address, phone number or email address) in this step.

- Perform **de-duplication**\(^*\) by removing patients from the CPES-IC sampling frame that had been selected for surveying within the same facility in the previous 12 months.

- After applying the inclusion criteria, exclusion criteria, and performing de-duplication in consecutive steps, the final resulting data file will become the CPES-IC sampling frame.
- Various **sampling methodologies**\(^*\) can be used to survey patients from the sampling frame, depending on the preferences of the facility and the number of unique eligible discharges from the facility per fiscal year.
  - Option 1: Attempted census (<1,200 unique discharges per fiscal year)\(^\dagger\)
  - Option 2a: Simple random sampling (>1,200 unique discharges per fiscal year)\(^\ddagger\)
  - Option 2b: Stratified Random Sampling\(^\ddagger\)
    - Option 2b (i): Proportionate stratified random sampling
    - Option 2b (ii): Disproportionate stratified random sampling

\(^\dagger\) Option 1: Required sample size for inclusion in public comparative reports: \(\geq 100\) complete surveys.
\(^\ddagger\) Option 2: Required sample size for inclusion in public comparative reports: \(\geq 300\) complete surveys.