Canadian Patient Experiences Survey — Inpatient Care: Patient-Reported Experience Measures

The Canadian Institute for Health Information (CIHI) has 23 patient-reported experience measures (10 multi-question [composite], 9 single and 4 overall hospital experience measures). This table describes the measures and the survey questions from CIHI’s Canadian Patient Experiences Survey — Inpatient Care (CPES-IC) that are used to calculate them. Publicly reported measures are shaded grey and marked with an asterisk.

- The composite measures use a combination of survey questions with similar concepts.
- The single measures use 1 survey question that measures a distinct concept.

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<th>Measure name</th>
<th>Survey question(s)</th>
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| Admission Into the Hospital Organized (Direct Admission) | Q25. Was your admission into the hospital organized?  
(Response options: Not at all, Partly, Quite a bit, Completely) | Single             |
| Cleanliness                                      | Q8. During this hospital stay, how often were your room and bathroom kept clean?  
(Response options: Never, Sometimes, Usually, Always) | Single             |
| Communication With Doctors*                      | Q5. During this hospital stay, how often did doctors treat you with courtesy and respect?  
(Response options: Never, Sometimes, Usually, Always)  
Q6. During this hospital stay, how often did doctors listen carefully to you?  
(Response options: Never, Sometimes, Usually, Always)  
Q7. During this hospital stay, how often did doctors explain things in a way you could understand?  
(Response options: Never, Sometimes, Usually, Always) | Multi-question (composite) |
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| **Communication With Nurses***                                             | Q1. During this hospital stay, how often did nurses treat you with courtesy and respect?  
(Response options: Never, Sometimes, Usually, Always)  
Q2. During this hospital stay, how often did nurses listen carefully to you?  
(Response options: Never, Sometimes, Usually, Always)  
Q3. During this hospital stay, how often did nurses explain things in a way you could understand?  
(Response options: Never, Sometimes, Usually, Always)                                                                 | Multi-question       |
| **Coordination of Tests and Procedures†**                                  | Q32. How often were tests and procedures done when you were told they would be done?  
(Response options: Never, Sometimes, Usually, Always, I did not have any tests or procedures)                                                                 | Single                |
| **Discharge Planning**                                                     | Q19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?  
(Response options: Yes, No)  
Q20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?  
(Response options: Yes, No)                                                                 | Multi-question       |
| **Emotional Support**                                                      | Q34. Did you get the support you needed to help you with any anxieties, fears or worries you had during this hospital stay?  
(Response options: Never, Sometimes, Usually, Always, Not applicable)                                                                                      | Single                |
| **Enough Information Given About Admission Process, Prior to Arrival**     | Q24. Before coming to the hospital, did you have enough information about what was going to happen during the admission process?  
(Response options: Not at all, Partly, Quite a bit, Completely)                                                                                               | Single                |
| **Explanation About Medications**                                         | Q16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?  
(Response options: Never, Sometimes, Usually, Always)  
Q17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?  
(Response options: Never, Sometimes, Usually, Always)                                                                 | Multi-question       |
| **Hospital Rating (Worst to Best)**                                        | Q21. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?  
(Response options: 0 worst hospital to 10 best hospital)                                                                                                 | Single                |
| **Hospital Stay Helpful**                                                  | Q40. Overall, do you feel you were helped by your hospital stay?  
Please answer on a scale where 0 is not helped at all and 10 is helped completely.  
(Response options: 0 not helped at all to 10 helped completely)                                                                                           | Single                |
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| **Information and Understanding When Leaving the Hospital**  | Q37. Before you left the hospital, did you have a clear understanding about all of your prescribed medications, including those you were taking before your hospital stay?  
(Response options: Not at all, Partly, Quite a bit, Completely, Not applicable)  
Q38. Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?  
(Response options: Not at all, Partly, Quite a bit, Completely)  
Q39. When you left the hospital, did you have a better understanding of your condition than when you entered?  
(Response options: Not at all, Partly, Quite a bit, Completely)   | Multi-question (composite)                                                                                       |
| **Information Shared With Patients in the Emergency Department (Admission Through ED)** | Q26. When you were in the emergency department, did you get enough information about your condition and treatment?  
(Response options: Not at all, Partly, Quite a bit, Completely)  
Q27. Were you given enough information about what was going to happen during your admission to the hospital?  
(Response options: Not at all, Partly, Quite a bit, Completely)   | Multi-question (composite)                                                                                       |
| **Intent to Recommend Hospital to Family and Friends**       | Q22. Would you recommend this hospital to your friends and family?  
(Response options: Definitely no, Probably no, Probably yes, Definitely yes)                                                                                                                                                | Single                     |
| **Internal Coordination of Care**                            | Q30. Do you feel that there was good communication about your care between doctors, nurses and other hospital staff?  
(Response options: Never, Sometimes, Usually, Always)  
Q31. How often did doctors, nurses and other hospital staff seem informed and up-to-date about your hospital care?  
(Response options: Never, Sometimes, Usually, Always)   | Multi-question (composite)                                                                                       |
| **Involvement in Decision-Making and Treatment Options**     | Q35. Were you involved as much as you wanted to be in decisions about your care and treatment?  
(Response options: Never, Sometimes, Usually, Always)  
Q36. Were your family or friends involved as much as you wanted in decisions about your care and treatment?  
(Response options: Never, Sometimes, Usually, Always, I did not want them to be involved, I did not have family or friends to be involved) | Multi-question (composite)                                                                                       |
| **Overall Hospital Experience (Very Poor to Very Good)**     | Q41. Overall 0 I had a very poor experience to 10 I had a very good experience.  
(Response options: 0 very poor experience to 10 very good experience)                                                                                                                                             | Single                     |
| **Pain Controlled**                                          | Q13. During this hospital stay, how often was your pain well controlled?  
(Response options: Never, Sometimes, Usually, Always)  
Q14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?  
(Response options: Never, Sometimes, Usually, Always)   | Multi-question (composite)                                                                                       |
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<td>Quietness</td>
<td>Q9. During this hospital stay, how often was the area around your room quiet at night? (Response options: Never, Sometimes, Usually, Always)</td>
<td>Single</td>
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<tr>
<td>Received Information About Condition and Treatment</td>
<td>Q33. During this hospital stay, did you get all the information you needed about your condition and treatment? (Response options: Never, Sometimes, Usually, Always)</td>
<td>Single</td>
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<td>Staff Responsiveness</td>
<td>Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? (Response options: Never, Sometimes, Usually, Always, I never pressed the call button) Q11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? (Response options: Never, Sometimes, Usually, Always)</td>
<td>Multi-question (composite)</td>
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<td>Transfer From ED to Hospital Bed Organized (Admission Through ED)</td>
<td>Q29. Was your transfer from the emergency department into a hospital bed organized? (Response options: Not at all, Partly, Quite a bit, Completely)</td>
<td>Single</td>
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<td>Waiting Too Long in the ED for a Hospital Bed (Admission Through ED)</td>
<td>Q28. After you knew that you needed to be admitted to a hospital bed, did you have to wait too long before getting there? (Response options: Yes, No)</td>
<td>Single</td>
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**Notes**
- Measure is publicly reported in CIHI’s [Your Health System web tool](https://www.yourhealthsystem.ca).
- † Measures were updated based on results of validation and accompanying consultations completed in 2018–2019.
- ‡ Measure was previously titled Discharge Management.
- § Measure was previously titled Involvement in Decision-Making.
- Questions 10, 12, 15, 18 and 23 are instructional questions and are not included in the measures. Demographic questions are not included.

**Source**

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