Canadian Patient Experiences Reporting System
A Unique New Tool

Focus on Patients

Understanding a patient’s experience during his or her hospital stay is integral to improving patient-centred care. CIHI has developed a new reporting system for the country with this perspective at its core. Aligned with Accreditation Canada’s new requirements as well as international standards, the Canadian Patient Experiences Reporting System (CPERS) is poised to support facilities and jurisdictions from coast to coast.

Recognizing stakeholders’ interest in using patient-centred measures to provide high-quality, patient-centred care, CIHI collaborated with several jurisdictions to develop the following:

• **Canadian Patient Experiences Survey — Inpatient Care (CPES-IC):** endorsed by Accreditation Canada, it includes questions
  - From the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey;
  - Tailored to the Canadian context; and
  - That lead to the collection of demographic information.

• **Patient experience measures:** an initial core set of indicators to
  - Assess patient experience;
  - Inform performance improvements over time; and
  - Support benchmarking across Canada.

To support survey implementation, CIHI has developed procedures for administering the CPES-IC.

Contact Us

To download the CPES-IC and find out more about the CPERS, please visit [www.cihi.ca](http://www.cihi.ca). If you have any questions about CIHI’s patient experience work, please send an email to [prems@cihi.ca](mailto:prems@cihi.ca).