



## Information Sheet

The **Canadian Institute for Health Information (CIHI)** is an independent, pan-Canadian, not-for-profit organization that provides objective and credible information to support health decision-making.

## Collecting, Understanding and Applying the Information

**CPERS is now ready to receive CPES-IC data.**

Jurisdictions may submit survey data directly to CIHI. The data will help submitters better understand individual insights from across the country, develop benchmarks and drive quality improvement initiatives.

# 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).