



Information Sheet

The CPES-IC data is rich in that it can be used to provide aggregate-level analytical reports. Facilities can use these reports to identify potential areas for quality improvement and conduct further in-depth analyses in an area of interest using a point-of-care survey.

CIHI is working closely with jurisdictions across Canada to understand the need to measure patient experience across the continuum of care, beginning with care received in long-term care facilities, followed by care received in emergency departments.

Note: In the context of this CIHI information sheet on patient experience, the term “patient” refers to people receiving care in long-term care facilities.

Patient-Reported Experience Measures: Long-Term Care

Currently, long-term care facilities across Canada use many different types of survey tools to capture feedback on quality of care.

CIHI believes that using a standardized, common survey tool allows for pan-Canadian benchmarking and comparisons, and produces information that is key to improving performance through comparative reporting.

Building on an existing model

One such common tool is the Canadian Patient Experiences Survey — Inpatient Care (CPES-IC). Developed by CIHI and its partners in 2014, the CPES-IC is a standardized questionnaire that enables patients to provide feedback about the quality of care they received during their most recent stay in a Canadian acute care hospital.

CIHI is now planning to build on the work that has been done to develop the CPES-IC in order to identify a similar questionnaire for long-term care reporting. We are collaborating with partners to identify a single, common survey tool to be used in all long-term care facilities across Canada.

Identifying and recommending survey tools

The Inter-Jurisdictional Working Group on Patient Satisfaction for Long-Term Care (IJ-LTC) is a group of jurisdictional decision-makers committed to sharing best practices in the selection, implementation and use of patient experience surveys.

Partnering with CIHI, the IJ-LTC used validated evaluation criteria to conduct a literature review and an environmental scan of survey tools being used in long-term care in Canada and internationally. From this review, the IJ-LTC short-listed 3 recommended tools:

- interRAI Quality of Life (QoL) survey;
- Long Stay Resident Experience (LSRE) survey; and
- OHIO Long-Term Care Resident Satisfaction survey.

These 3 tools are also included on Accreditation Canada's list of approved survey tools for use by long-term care facilities. Long-term care organizations are required to conduct a patient experience survey as part of the accreditation process.

Moving ahead

Selecting a common tool for use in all long-term care facilities in Canada needs to balance tool quality with the availability of Canadian benchmarking data and testing. The tool should also complement the clinical data.

CIHI continues to collaborate with the IJ-LTC to further examine, evaluate and recommend patient experience surveys for use in long-term care facilities across Canada. Our ongoing work includes

- Understanding the scope and definition(s) of the long-term care sector in Canada and in each jurisdiction; and
- Promoting common tools, survey methods, modes and processes.

For more information

Send an email to prems@cihi.ca.

For more information on the CPES-IC, visit [CIHI's patient experience web page](#).