



# Canadian Patient Experiences Survey — Inpatient Care (20M and 6M): Patient-Reported Experience Measures

The Canadian Institute for Health Information (CIHI) developed the Canadian Patient Experiences Survey — Inpatient Care (CPES-IC) with 2 standardized versions, customizable for local needs: CPES-IC-20M and the subset CPES-IC-6M. The 20M has 20 patient-reported experience measures (8 multi-question [composite] and 12 single measures, 3 of which are overall hospital experience measures). The 6M has 7 measures (4 multi-question [composite] and 3 single measures, 1 of which is an overall hospital experience measure). The table below describes the measures and the survey questions that are used to calculate them.

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

**Table** Patient-reported experience measures and overall experience measures

| Measure name               | Survey question(s)   | 20M* | 6M* | Type of measure            |
|----------------------------|--|------|-----|----------------------------|
| Cleanliness                | <i>During this hospital stay, how often were your room and bathroom kept clean?</i><br>(Response options: Never, Sometimes, Usually, Always)   | Q8   | Q8  | Single                     |
| Communication With Doctors | <i>During this hospital stay, how often did doctors treat you with courtesy and respect?</i><br>(Response options: Never, Sometimes, Usually, Always, I did not receive care from a doctor)          | Q5   | Q4  | Multi-question (composite) |
|                            | <i>During this hospital stay, how often did doctors listen carefully to you?</i><br>(Response options: Never, Sometimes, Usually, Always, I did not receive care from a doctor)                      | Q6   | Q5  |                            |
|                            | <i>During this hospital stay, how often did doctors explain things in a way you could understand?</i><br>(Response options: Never, Sometimes, Usually, Always, I did not receive care from a doctor) | Q7   | Q6  |                            |





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| Measure name                                | Survey question(s)   | 20M* | 6M* | Type of measure            |
|---|--|------|-----|----------------------------|
| <b>Communication With Nurses</b>            | <i>During this hospital stay, how often did nurses treat you with courtesy and respect?</i><br>(Response options: Never, Sometimes, Usually, Always)   | Q1   | Q1  | Multi-question (composite) |
|   | <i>During this hospital stay, how often did nurses listen carefully to you?</i><br>(Response options: Never, Sometimes, Usually, Always)   | Q2   | Q2  |                            |
|   | <i>During this hospital stay, how often did nurses explain things in a way you could understand?</i><br>(Response options: Never, Sometimes, Usually, Always)  | Q3   | Q3  |                            |
| <b>Consistent Information</b>               | <i>Thinking about your care and treatment, how often were you told something by a member of staff that was different from what you had been told by another member of staff?</i><br>(Response options: Never, Sometimes, Usually, Always)                          | Q22  | Q7  | Single                     |
| <b>Coordination of Tests and Procedures</b> | <i>How often were tests and procedures done when you were told they would be done?</i><br>(Response options: Never, Sometimes, Usually, Always, I did not have any tests or procedures)  | Q24  | —   | Single                     |
| <b>Discharge Planning</b>                   | <i>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?</i><br>(Response options: Yes, No)  | Q17  | —   | Multi-question (composite) |
|   | <i>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?</i><br>(Response options: Yes, No)  | Q18  | —   |                            |
| <b>Emotional Support</b>                    | <i>Did you get the support you needed to help you with any anxieties, fears or worries you had during this hospital stay?</i><br>(Response options: Never, Sometimes, Usually, Always, Not applicable)   | Q26  | —   | Single                     |
| <b>Explanation About Medications</b>        | <i>Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?</i><br>(Response options: Never, Sometimes, Usually, Always)   | Q15  | —   | Multi-question (composite) |
|   | <i>Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?</i><br>(Response options: Never, Sometimes, Usually, Always)   | Q16  | —   |                            |
| <b>Hospital Rating (Worst to Best)</b>      | <i>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?</i><br>(Response options: 0 worst hospital possible to 10 best hospital possible) | Q19  | —   | Single                     |
| <b>Hospital Stay Helpful</b>                | <i>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.”</i><br>(Response options: 0 not helped at all to 10 helped completely)                                       | Q32  | —   | Single                     |



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| Measure name   | Survey question(s)  | 20M* | 6M* | Type of measure            |
|--|---|------|-----|----------------------------|
| <b>Information and Understanding When Leaving the Hospital</b> | 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?<br>(Response options: Not at all, Partly, Quite a bit, Completely, Not applicable)    | Q29  | Q11 | Multi-question (composite) |
|  | <i>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?</i><br>(Response options: Not at all, Partly, Quite a bit, Completely, Not applicable)        | Q30  | Q12 |                            |
|  | <i>During your hospital stay, did you receive enough information to improve your understanding of your condition?</i><br>(Response options: Not at all, Partly, Quite a bit, Completely, Not applicable)  | Q31  | Q13 |                            |
| <b>Information While Waiting</b>                               | <i>It's not uncommon to have to wait while being admitted to the hospital. While waiting to be admitted, were you kept informed?</i><br>(Response options: Not at all, Partly, Quite a bit, Completely, Not applicable)                                     | Q21  | —   | Single                     |
| <b>Internal Coordination of Care</b>                           | <i>How often did doctors, nurses and other hospital staff seem informed and up-to-date about your hospital care?</i><br>(Response options: Never, Sometimes, Usually, Always)   | Q23  | Q8  | Single                     |
| <b>Involvement in Decision-Making and Treatment Options</b>    | <i>Were you involved as much as you wanted to be in decisions about your care and treatment?</i><br>(Response options: Never, Sometimes, Usually, Always)   | Q27  | Q9  | Multi-question (composite) |
|  | <i>Were your family or friends involved as much as you wanted in decisions about your care and treatment?</i><br>(Response options: Never, Sometimes, Usually, Always, I did not want them to be involved, I did not have family or friends to be involved) | Q28  | Q10 |                            |
| <b>Overall Hospital Experience (Very Poor to Very Good)</b>    | <i>Overall 0 I had a very poor experience to 10 I had a very good experience.</i><br>(Response options: 0 I had a very poor experience to 10 I had a very good experience)  | Q33  | Q14 | Single                     |
| <b>Pain Controlled</b>   | <i>During this hospital stay, how often was your pain well controlled?</i><br>(Response options: Never, Sometimes, Usually, Always, Not applicable)   | Q12  | —   | Multi-question (composite) |
|  | <i>During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?</i><br>(Response options: Never, Sometimes, Usually, Always, Not applicable)  | Q13  | —   |                            |
| <b>Quietness</b>   | <i>During this hospital stay, how often was the area around your room quiet at night?</i><br>(Response options: Never, Sometimes, Usually, Always)  | Q9   | —   | Single                     |



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| Measure name  | Survey question(s)   | 20M* | 6M* | Type of measure            |
|---|--|------|-----|----------------------------|
| <b>Received Information About Condition and Treatment</b> | <i>During this hospital stay, did you get all the information you needed about your condition and treatment?</i><br>(Response options: Never, Sometimes, Usually, Always)  | Q25  | —   | Single                     |
| <b>Staff Responsiveness</b>                               | <i>During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</i><br>(Response options: Never, Sometimes, Usually, Always, Not applicable (I never pressed the call button)) | Q4   | —   | Multi-question (composite) |
|   | <i>How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?</i><br>(Response options: Never, Sometimes, Usually, Always)  | Q11  | —   |                            |
| <b>Wayfinding</b>   | During your admission, was the information you received about where to go in the hospital easy to understand?<br>(Response options: Not at all, Partly, Quite a bit, Completely, Not applicable)                                     | Q20  | —   | Single                     |

## Notes

\* The 6M is a subset of the 20M survey; therefore, the questions and their order vary, and question numbers are provided for both.

— Not applicable.

Questions 10 and 14 from the 20M are instructional questions and are not included in the measures. Demographic questions are not included.

## Source

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For information, please email [prems@cihi.ca](mailto:prems@cihi.ca).

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