



# Canadian Patient Experiences Survey—Inpatient Care

## Backgrounder

In Canada, patient experience surveys are currently administered using many different tools and data collection methods.

The Canadian Patient Experience Initiative aims to improve the way data is collected about a patient's experience during his or her hospital stay. Having standardized collection tools, approaches and methods allows for pan-Canadian comparisons and produces information that is key to improving performance through comparative reporting.

The initiative is a collaboration between the Canadian Institute for Health Information (CIHI), Accreditation Canada, The Change Foundation, the Canadian Patient Safety Institute, members of an inter-jurisdictional committee, and experts in the field.

2 tools are currently available as part of the initiative:

1. Canadian Patient Experiences Survey—Inpatient Care (CPES-IC)
2. CPES-IC Procedure Manual

The Canadian Patient Experiences Survey—Inpatient Care (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. This standardized tool will help hospitals assess a patient's experiences with care, inform the delivery of patient-centred care, support quality improvement initiatives and provide a platform for national comparisons and benchmarking for the measurement of patient experience.

CIHI has collaborated with the national and international research community as well as stakeholders across the country to inform the development and pilot testing of the CPES-IC.

The CPES-IC includes 22 items from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey and an additional 27 items that will address key areas not currently captured in the HCAHPS survey. The items in the HCAHPS survey have been rigorously validated and used in the United States for more than 10 years. CIHI, in consultation with the Inter-Jurisdictional Patient Satisfaction Group, added questions for identified areas that were not represented in the HCAHPS survey.

The CPES-IC is non-proprietary and not tied to a specific vendor, so jurisdictions can work with their preferred vendor to implement it. The CPES-IC meets the accreditation requirements for patient experience surveying.

Indicators reported using CPES-IC data will be a combination of existing HCAHPS domains and new preliminary Canadian domains.



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### Survey Domains

HCAHPS Domains	Canadian Domains (Preliminary)
<ul style="list-style-type: none"> <li>• Communication with nurses</li> <li>• Communication with doctors</li> <li>• Physical environment</li> <li>• Responsiveness of staff</li> <li>• Pain control</li> <li>• Communication about medications</li> <li>• Discharge information</li> <li>• Ratings               <ul style="list-style-type: none"> <li>– Rate hospital from worst to best</li> <li>– Would you recommend this hospital to family and friends?</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Admission to hospital               <ul style="list-style-type: none"> <li>– Direct admit</li> <li>– Admit through emergency department</li> </ul> </li> <li>• Person-centred care               <ul style="list-style-type: none"> <li>– Communication</li> <li>– Timeliness of testing</li> <li>– Involvement in decision-making</li> <li>– Emotional support</li> </ul> </li> <li>• Discharge and transition</li> <li>• Outcome</li> <li>• Global rating</li> <li>• Demographic questions (Canadian context)</li> </ul>

### CPES-IC Survey Administration Procedure Manual

The Procedure Manual provides guidelines to administer the CPES-IC. It includes information about the questionnaire, the survey process and other relevant issues. A consistent approach to administering the CPES-IC will allow results to be compared across Canada and internationally. The protocols are designed to increase patients' response rates and minimize proxy and biased responses.

### Patient Experience Measures

As part of a working group, CIHI is collaborating with several jurisdictions to develop a set of indicators to measure patient experience, inform performance improvements over time and support benchmarking across Canada. More information will be available in March 2015.

### Canadian Patient Experiences Reporting System

#### Development of the Canadian Patient Experiences Reporting System

In spring 2014, CIHI began developing the Canadian Patient Experiences Reporting System (CPERS); the system will be ready to receive CPES-IC data from jurisdictions in spring 2015. Jurisdictions will continue to work with the vendor of their choice and will submit survey data directly to CIHI in a way that meets the minimum data standards and is consistent with CIHI's processes and privacy and security standards. Detailed data submission requirements will be available in fall 2014.

#### Development of the CPES-IC Minimum Data Set

A critical first deliverable for the development of the CPERS was the CPES-IC Minimum Data Set (MDS)—the information that should be collected by this system to capture inpatient experiences in hospitals. The CPES-IC MDS includes data elements that capture the patient's responses to the survey questions, information on the methods and processes used to administer the survey, and additional administrative information needed to support analysis and reporting. CIHI uses the term "minimum data set" to define the minimum or essential information needed by multiple stakeholders to fulfill the objectives of the CPES-IC and meet the necessary requirements of the CPERS. To ensure the development of a data set that is valid and useful for its stated purpose, CIHI did an extensive review of its own and international standards and consulted with experts on privacy and survey methodology.

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The CPES-IC MDS will standardize the collection of patient experience information, ensure the comparability of data from participating organizations and ensure that we have the minimum necessary data elements required for reporting and analysis. The CPES-IC MDS (complete with domain value codes for permissible responses) will accompany detailed technical documentation.

## Future Directions

The inpatient acute care patient experience data received in the CPERS will be analyzed to generate a core set of measures and aggregate comparative benchmarking reports. In addition, CIHI will explore opportunities to link patient experience data to administrative data at CIHI, where appropriate.

While inpatient care is the primary focus, CIHI is collaborating 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 and emergency departments. More information will be provided in the future.

## Contact Us

Please contact us at [prems@cihi.ca](mailto:prems@cihi.ca) if you have any questions about this initiative.