MEASURING PATIENT EXPERIENCES WITH INTEGRATED CARE AND PATIENT SAFETY

HCQI Subgroup meeting on Measuring Patient Experiences
7 November 2013
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Source: national and international surveys

- Agency for Healthcare Research and Quality: Expanded HCAHPS Survey
- The Commonwealth Fund International Health Survey 2013
- Eurobarometer 2009
- Australia: ABS Patient Experience Survey ( Household Based Population Survey)
- Canada Primary Health Care Patient Experience Survey
- France: Questionnaire on satisfaction of hospitalized patients
- Ireland: Inpatient Survey
- Japan: Patient Experience Survey (Inpatient Care)
- Netherlands: Module Integrated care for chronically ill
- Norway: Survey on patients' experiences of hospital stay 2011
- Sweden: National Patient Survey on Primary Care and National Patient Survey on Specialist Care
- Singapore: Patient Experience Survey
- Switzerland: Patient Safety Questionnaire
Proposed questions

- 17 questions on patient experiences with integrated care
- 17 questions on patient safety
- Questions for all patients, hospitalised patients, and outpatient care
Questions on patient experiences with integrated care

- Care coordination among health care providers (information sharing/management),
- Patient empowerment/enablement/involvement,
- Discharge planning, and
- Coordination with social services/informal carers.
Questions on patient safety

• Medical mistakes,
• Administrative errors,
• Risk prevention (including patient safety literacy), and
• Risk management
• **Valid**: sufficient scientific evidence exists to support a link between the indicator value and one or more aspects of health care quality.

• **Relevant**: an indicator measures aspects of quality that has clinical importance.

• **Actionable**: an indicator measures an aspect of quality that is subject to control by providers and/or the health care system.

• **Internationally feasible**: an indicator can be used for international comparisons without substantial additional resources.
Which questions/indicators are ... ?

- **Reliable**: repeated measurements get similar results.

- **Internationally comparable**: countries can use the proposed question and response categories to collect data, and differences in values between countries reflect issues in quality of care.
National and international surveys for data collection

- Survey types – hospital, primary care survey, population-based survey, etc.
- Periodicity and stability of the survey
- Target population – all population, the hospitalised, etc.
- Nationally representative data?
  - Sample frames and methods
  - Sample size
  - Response rates
  - Mode of data collection
Phrasing of questions
Referring experiences (periods and providers)
Response categories
The Subgroup on Measuring Patient Experiences is invited to:

- **DISCUSS** indicators of integrated care and patient safety proposed;
- **PROPOSE** other indicators for international comparisons, if any; and
- **PROVIDE ADVICE** on a shortlist of indicators to be reported for international comparisons.
Questions on patient experiences with integrated care

Q1. Thinking about the last time you received care in the past 12 months, which of the following best describes the type of care you principally received? (OECD Questionnaire on Patient Experiences with Ambulatory Care Q10)
General practitioner / family physician at a doctor’s office; Specialist at inpatient care; Specialist at an outpatient department of a hospital; Specialist at a doctor’s office; Nurse at hospital; Nurse at a doctor’s office; Nurse at a community based clinic; Others; Not sure; Decline to answer

Following questions refer to the last time you received care in the past 12 months.

Q2. Did the person you consulted know your most recent medical history? (Canada Primary Health Care Patient Experience Survey Q39)
Yes; No; Not Sure; Not applicable; Decline to answer

Q3. Did the person you consulted have access to your recent tests or exam results? (Canada Primary Health Care Patient Experience Survey Q40)
Yes; No; Not Sure; Not applicable; Decline to answer

Q4. Did you have to repeat information that should be in your medical record? (Canada Primary Health Care Patient Experience Survey Q43)
Yes; No; Not Sure; Not applicable; Decline to answer

Q5. Did you receive conflicting information from different members of staff? (The Commonwealth Fund International Health Survey Q1226 A2)
Yes; No; Not Sure; Not applicable; Decline to answer
Questions on patient experiences with integrated care

Q6. Before you left the clinic/doctor’s office/hospital, did a member of staff tell you what would happen next (e.g. whether you needed another outpatient appointment, to see your GP, etc.)? (England: Outpatients Questionnaire (Sample Bank) J12)
Yes; No; Not Sure; Not applicable; Decline to answer

Q7. Did a member of staff give you information about what symptoms or health problems to look out for after you left clinic/doctor’s office/hospital? (Agency for Healthcare Research and Quality: Expanded HCAHPS Survey Q20)
Yes; No; Not Sure; Not applicable; Decline to answer

Q8. Did a member of staff tell you who to contact if you were worried about your condition or treatment after you left clinic/doctor’s office/hospital? (England: Outpatients Questionnaire (CORE) Q48)
Yes; No; Not Sure; Not applicable; Decline to answer

Following questions are asked to those who were hospitalized in the past 12 months.

Q9. Did a member of staff give you information in writing about what symptoms or health problems to look out for after you left hospital? (Agency for Healthcare Research and Quality: Expanded HCAHPS Survey Q20)
Yes; No; Not Sure; Not applicable; Decline to answer

Q10. Did a member of staff talk with you about whether you would have the help you needed when you left the hospital? (Agency for Healthcare Research and Quality: Expanded HCAHPS Survey Q19)
Yes; No; Not Sure; Not applicable; Decline to answer
Questions on patient experiences with integrated care

Q11. Did a member of staff take your preferences and those of your family or caregiver into account in deciding what your health care needs would be when you left? (Agency for Healthcare Research and Quality: Expanded HCAHPS Survey Q23)
   Yes; No; Not Sure; Not applicable; Decline to answer

Q12. Did a member of staff give your family or someone close to you all the information they needed to help care for you? (England: 2011 Inpatient Survey Q69)
   Yes; No; Not Sure; Not Applicable; My family or friends did not want or need information; Decline to answer

Q13. When you left the hospital, did the hospital make arrangements or make sure you had follow-up care with a doctor or other health care professional? (The Commonwealth Fund International Health Survey 2013 Q1335)
   Yes; No; Not sure; Not applicable – did not need follow up care; Decline to answer

Q14. After you left the hospital, did the doctors or staff at the place where you usually get medical care seem informed and up-to-date about the care you received in the hospital? (The Commonwealth Fund International Health Survey 2013 Q1345)
   Yes; No; I did not see a/my regular doctor/GP after leaving the hospital; Not sure; Decline to answer

Q15. Did the hospital services work well together with your regular doctor and other services outside of the hospital? (England: End of Life – VOICES survey (2012) Q27)
   Yes; No; Not Sure; Not applicable; Decline to answer
Questions on patient experiences with integrated care

Q16. After leaving hospital, were you given enough care and help from health or social services? (England: Cancer Survey Q52)
Yes; No; Not Sure; Not applicable; Decline to answer

The following question is asked to those who saw a specialist in the past 12 months.

Q17. Did your regular doctor seem informed and up-to-date about the care you got from the specialist? (The Commonwealth Fund International Health Survey 2013 Q1226)
Yes; No; Not Sure; Not applicable; Decline to answer
Questions on patient safety

Q1. Thinking about the last time you received care in the past 12 months, which of the following best describes the type of care you principally received? (OECD Questionnaire on Patient Experiences with Ambulatory Care Q10)
General practitioner / family physician at a doctor’s office; Specialist at inpatient care; Specialist at an outpatient department of a hospital; Specialist at a doctor’s office; Nurse at hospital; Nurse at a doctor’s office; Nurse at a community based clinic; Others; Not sure; Decline to answer

Following questions refer to the last time you received care in the past 12 months

Q2. Were you given clear written or printed information about your medicines? (England: 2011 Inpatient Survey Q67)
Yes; No; Not Sure; Not applicable; Decline to answer

Q3. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand? (England: Outpatients Questionnaire (CORE) Q42 and 2011 Inpatient Survey Q64)
Yes; No; Not Sure; Not applicable; Decline to answer

Q4. Did a member of staff explain to you how to take the new medications? (England: Outpatients Questionnaire (CORE) Q41)
Yes; No; Not Sure; I did not need an explanation; Not applicable; Decline to answer

Q5. Did a member of staff tell you about medication side effects to watch for? (England: Outpatients Questionnaire (CORE) Q43 and 2011 Inpatient Survey Q65)
Yes; No; Not Sure; I did not need this type of information; Not applicable; Decline to answer
Questions on patient safety

Q6. As far as you know, did doctors wash or clean their hands between touching patients? (England: 2011 Inpatient Survey Q34)
Yes; No; Not Sure; I did not need this type of information; Not applicable; Decline to answer

Following questions are asked to those who were hospitalized in the past 12 months.

Q7. Were hand-wash gels available for patients and visitors to use? (England: 2011 Inpatient Survey Q27)
Yes; Yes, but they were empty; I did not see any hand-wash gels; Don’t know / Can’t remember; Not applicable; Decline to answer

Q8. Did you get an infection during this hospital stay (e.g. inflammation / pus in surgical wound / pneumonia / sepsis / urinary tract infection / cystitis)? (Norway: Survey on patients' experiences of hospital stay 2011 Q51 and Swiss patient safety questionnaire)
Yes; No; Not Sure; Had infection before hospitalization; Decline to answer

Q9. Did a member of staff confirm my identity prior to administering my medication? (Ireland: Inpatient Survey)
Yes; No; Not Sure; Not applicable; Decline to answer

Q10. Did a member of staff confirm my identity prior to my procedure/operation/surgery? (Ireland: Inpatient Survey 5.3.2.2)
Yes; No; Not Sure; Not applicable; Decline to answer
Questions on patient safety

Q11. If you experienced errors or unnecessary problems associated with the hospital stay, did a member of staff take care of the problem or issue in a satisfactory manner? (Norway: Survey on patients' experiences of hospital stay 2011Q52)
Yes; No; Not Sure; Not applicable; Decline to answer

Following questions refer to experiences in the past 12 months

Q12. Was there a time you thought a medical mistake was made in your treatment or care? (The Commonwealth Fund International Health Survey 2013 Q1710)
(By medical mistake we mean an error made by a doctor, nurse, hospital or health care professional.)
Yes; No; Not sure; Decline to answer

Q13. Have you been given incorrect results for a diagnostic or lab test? (The Commonwealth Fund International Health Survey 2013 Q1731 A2)
Yes; No; Not Sure; Not applicable; Decline to answer

Q14. Have you experienced delays in being notified about abnormal test results? (The Commonwealth Fund International Health Survey 2013 Q1731 A1)
Yes; No; Not Sure; Not applicable; Decline to answer

Q15. Have you been given the wrong medication or wrong dose by a doctor, nurse, hospital or pharmacist? (The Commonwealth Fund International Health Survey 2013 Q1705)
Yes; No; Not Sure; Not applicable; Decline to answer
Questions on patient safety

Q16. Have you experienced administrative errors (e.g. mess in paperwork, test results did not arrive, agreed tests were not ordered)? (Norway: Survey on patients' experiences of hospital stay 2011 Q44) Yes; No; Not Sure; Not applicable; Decline to answer

Q17. Did the doctor or other members of staff involved tell you that a medical error had been made in your treatment? (The Commonwealth Fund International Health Survey 2013 Q 1740) Yes; No; Not Sure; Not applicable; Decline to answer