Patient Experience Data and Patient Reported Outcome Measures in Canada

Current state and future plans

OECD HCQI Expert Meeting
7-8th of November, 2013
Jeanie Lacroix
Canadian Institute for Health Information
Where is the current focus?

• Patient Experience
  – Hospital Setting
  – Primary Care Setting
  – Expand to other sectors

• Patient Reported Outcome Measures (PROMS)
  – Multiple Sclerosis Registry
  – Expansion of data collection
Patient Experiences in the Hospital Setting

Canadian Hospital Experiences Survey
Canadian Hospital Experiences Survey

• Aim of work was to develop and test a standardized questionnaire

• Questionnaire based on American Hospital Consumer Assessment of Healthcare Providers and Systems survey (HCAHPS) (22)

• Developed additional questions for Canadian setting (~25)
  – Also, each jurisdiction can add specific questions (~5)

• Survey development in consultation with consultant experts and pan-Canadian expert group on patient experience

• Goal is to collect, compare, report standard measures on patient experience across Canada for adult acute care
Progress to Date

2011
- Many provinces asked CIHI to develop a patient experience hospital survey

Jan 2012
- Conducted a needs assessment survey with a pre-existing group: Inter-Jurisdictional Patient Satisfaction (IJ) Group

Fall 2012
- With experts in field, finalized new survey domains and questions

Jan- May 2013
- Cognitive testing of new questions (English and French) in 3 provinces (ON, NB, AB)

July - Sept, 2013
- Pilot testing questionnaire (mail and telephone; English and French) in 3 provinces (ON, BC, AB).

Current
- Finalize questionnaire, survey methods, implementation
What does the Questionnaire Measure?

• Communication with nurses
• Communication with doctors
• Physical Environment
• Responsiveness of staff
• Communication about medication
• Pain control
• Discharge, admission, and transitions
• Safety
• Outcomes like overall perception of quality
• Demographic
Patient Experience Data
Primary Care and Specialist Care
Why use the National Health Survey to collect patient experience data?

• Canadian Community Health Survey (CCHS) is a standard national health survey

• Collects data on a regular basis

• Good source of reliable data

• CIHI has asked for patient experience measures to be included

• Provide comparable for OECD patient experience measures

• CIHI now sponsoring the Commonwealth Fund survey
What data will be collected in the National Survey (CCHS)?

- When patient had last consultation
- Type of health care professional visited or spoke to
- How long it took to get an appointment
- Was the waiting for the appointment a problem for person
- Health care professional spent enough time with you
- Explain things so easy to understand
- Give you a chance to ask questions or raise concerns about treatment
- Involve you as much as you wanted to be in the decisions about your care
- How would you rate the overall quality of care
When and how often will patient experience data be collected in the National survey?

- Patient experience data will be collected in this National survey beginning in 2015
- The survey will be conducted every 2 years
Primary Care Survey Tools

- Suite of 3 survey tools (1 patient experience and 2 provider tools)
- Available for use (on CIHI’s website)
- CIHI worked with experts to develop a patient experience tool for primary care
- Questionnaire was cognitively tested
- CIHR is validating the survey now
- Domains include access, communication, patient centred, overall rating
- 87 questions
Patient Reported Outcome Measures

PROMS
Current state of PROMS in Canada:

- Relatively new area of data collection for CIHI
- CIHI currently collects some PROMs
- Multiple Sclerosis registry
  - Expanded Disability Status Scale
  - Health Utilities Index Mark 2 and Mark 3.
Why the interest in PROMS?

• Interest expressed by jurisdictions

• Self-reported outcome measures of health such as pain, health status, functional levels

• Used as one indication of the effectiveness of health care interventions

• CIHI looking into expanding collection of general and condition-specific PROMs from broader group of patients
  – Health Utilities Index and EuroQol
  – WOMAC for hip and knee replacement surgery
Future Directions

• Validation of primary care patient experience survey

• Finalizing the Hospital Patient Experiences Survey for adults in the inpatient acute care setting
  – Possible expansion to other sectors such as Long-Term care

• National survey (CCHS) will include patient experience questions beginning in 2015 and the data can be used in OECD work

• CIHI will be one of the future sponsors of the Commonwealth Fund Survey

• Possible extension of PROMS collection to other areas
Thank you

Questions?