

Patient Experience Reporting

Presented to: Board Quality

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Canadian Patient Experiences Survey

- The Canadian Patient Experiences Survey — Inpatient Care (CPES-IC) is a standardized questionnaire that allows patients to provide feedback about the experience of care they received during their most recent stay in a Canadian acute care hospital.
- This standardized tool helps hospitals assess patient experiences in acute care facilities.

Canadian Institute for Health Information

- On May 26, 2022, the Canadian Institute for Health Information (CIHI) began publicly reporting on patient experiences collected through the CPES-IC via CIHI's Your Health System (YHS) online tool.
- Results are submitted to CIHI for inclusion in the Canadian Patient Experiences Reporting System or CPERS which launched in 2015.

CPES - Measures

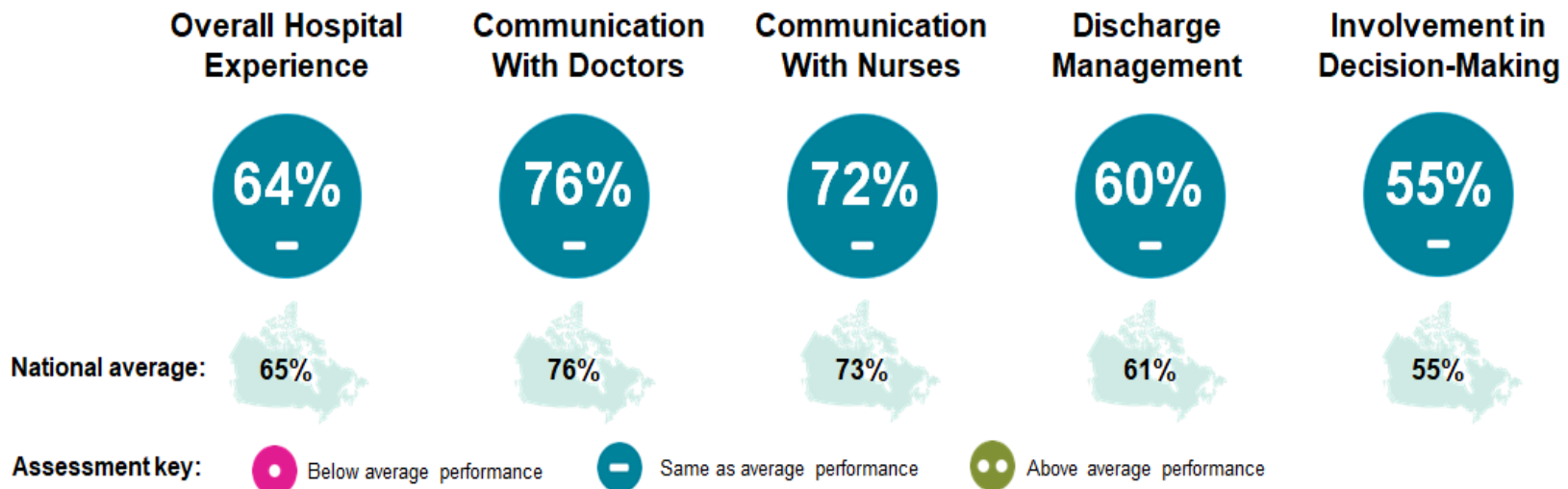
- CIHI's recent release features hospital-level results captured in the CPES-IC for five Patient Reported Experience Measures chosen in consultation with patients and health system stakeholders:
 - Communication with Nurses
 - Communication with Doctors
 - Involvement in Decision-Making and Treatment Options
 - Information and Understanding When Leaving Hospital
 - Overall Hospital Experience

CPES - Measures

- These measures were chosen in consultation with patients and health system stakeholders and touch on a mix of themes that highlight what care providers, hospitals, and regions can focus on to monitor and improve patient experience.
- Each measure evaluates an impactful aspect of the inpatient experience as determined by patients.
- These aspects have also been noted as highly actionable for performance monitoring and evaluation by health system stakeholders. Results for each measure can be viewed at the hospital level.

Ontario Snapshot

Learn more about your province's performance on 5 key measures of inpatient hospital experience from the Canadian Patient Experiences Survey — Inpatient Care (CPES-IC). Your province's results are shown here, compared with the national average:



Questions?