



How CIHI Selected Patient-Reported Experience Measures for Public Reporting

The Canadian Institute for Health Information (CIHI) publicly releases results for 5 patient-reported experience measures (PREMs) in its [Your Health System web tool](#):

- Communication With Nurses
- Communication With Doctors
- Involvement in Decision-Making and Treatment Options
- Information and Understanding When Leaving the Hospital
- Overall Hospital Experience

The measures represent a mix of themes and were selected after an extensive process that included input from patients, families and health systems.

The goals of these PREMs are to

- Improve patient-centred care;
- Establish benchmarks for performance;
- Drive quality improvement in patient experiences in acute care settings;
- Support the sharing of quality improvement initiatives; and
- Help hospitals and jurisdictions learn from each other.

Selection process

To select the 5 measures, a modified Delphi process was used.

The Delphi process is a tool to help improve policy- and decision-making. It's designed to minimize the bias of dominant participants, keep discussions focused and support decision-making. The RAND Corporation developed the process in the 1950s. You can find additional information on modified Delphi approaches on [RAND's Delphi method web page](#).

Multiple inputs helped to ensure that the process was thorough and that it considered multiple perspectives and stakeholders. This process included 4 stages:

- A Delphi survey
 - Delphi survey population: Patients, hospital care providers, hospital representatives, health organization or council representatives, regional and provincial representatives
 - Sent to 68 individuals; 41 completed surveys returned
 - Delphi survey criteria: Impact on experience, safety and/or quality; relevance; actionability by the hospital; interpretability; overall importance
- Public and patient consultations
 - Survey disseminated via patient organizations, CIHI’s website and social media platforms
 - Invited adults (18+) with a hospital stay in the last 2 years to participate; 117 completed surveys returned
 - Respondents were asked to select the 3 aspects of the care experience that were most important to them
- Expert Advisory Group (EAG) feedback
 - Included patients, hospital/regional/provincial representatives and care providers
 - EAG members contributed their knowledge and insights to reach agreement on the selected measures
- Analysis of PREMs acute care data
 - Looked at data quality checks, distribution of results, opportunities for improvement, results of measurement validation, etc.

To guide this work, in consultation with the EAG, an agreed-upon list of guiding principles was developed. Selected measures would

Reflect patient, facility and system-level perspectives

Represent various aspects (or themes) of patient experience

Drive improvement in patient-centred care and support hospitals in benchmarking their performance

Include at least one measure that was highly rated by patients

Focus on measures where there was an opportunity for improvement

Consider opportunities for alignment with reporting or other activities

Have the potential for duplication and alignment across jurisdictions

Include a global overall measure

Selection criteria

Throughout the selection process, each PREM was evaluated using the following criteria:

- Delphi survey rankings and comments
- Public survey rankings and comments
- Stakeholder and jurisdictional feedback
- Domain and aspect of stay represented
- Type (i.e., composite/multi-question versus single question)
- Question source (i.e., Hospital Consumer Assessment of Healthcare Providers and Systems [HCAHPS] survey versus Canadian content)
- Data quality issues and potential future question changes
- Correlations with global measures and with Canadian Patient Experiences Reporting System (CPERS) measures
- Distribution of results at the national, provincial and peer group levels

More information

You can find more information about the 5 publicly reported measures on CIHI's [Indicator library web pages](#), in [Your Health System](#) and on our [Patient Experience web page](#).

For more information on our selection process, contact us at prems@cihi.ca.



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