

## Appendix 1

### Appendix 1, Online Survey

## *Measuring Healthcare System Performance: Developing Patient-Centred Care Quality Indicators*

### Survey on Quality Indicators for Measuring Patient-Centred Care

#### I. Health Region/Agency Information

Health Region/Agency: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_

Province/Territory: \_\_\_\_\_

Country: \_\_\_\_\_

Postal Code: \_\_\_\_\_

#### II. Interviewee Contact Information

Name: \_\_\_\_\_

Position/Title: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

#### III. Health Region/Agency Characteristics

1. Your health region/agency serves the following population(s)? (check one or more that apply)

- Adults only
- Children only
- Both adults and children

2. What is the population size that your health region/agency serves?

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3. Which of the following *geographical areas* does your health region/agency serve? (check one or more that apply)

- Rural
- Sub-urban
- Urban

4. What type of healthcare facilities does your health region/agency have? (check one or more that apply)

*\*Community services to those that provided non-specialized care serving a local area*

- Acute Care Services (e.g. hospitals)
- Community Health Services (out-patient clinics, primary care, long-term, etc.)
- Other

#### IV. Implementation of Patient-Centred Care

5. Does your health region/agency practice Patient-Centred Care (PCC), as defined by the IOM (Institute of Medicine) as: "Providing care that is respectful of and responsive to individual patient preferences, needs, and values, and ensuring that patient values guide all clinical decisions?"

Yes -> Skip to Question 8

No -> Proceed to Question 6

No, but PCC is practiced by our health region/agency, and **defined differently** -> Proceed to Question 7

Explain briefly why your region/agency does not practice PCC:

6. Please

7. If your health region/agency defines PCC differently, how is it defined by your health region/agency or how would you define PCC (please indicate where the definition comes from)?

## V. Quality Indicators for Patient-Centred Care

8. Do you use Patient-Centred Quality Indicators (PC-QIs) to measure the implementation of Patient-Centred Care in your region (collect information on how Patient-Centred Care is being delivered)?

Yes -> Skip to Question 11

No -> Proceed to Question 9

9. Are there any PC-QIs that are development in your region or likely to be implemented in the future?

Yes -> Proceed to Question 10

No -> End Survey

10. Would you like to provide more details about your health region/agency's plans for developing and implementing PC-QIs?

Yes -> Our team will follow up with you by email for additional information. End Survey.

No -> End Survey.

11. The main objective of this study is to obtain a list of patient-centric quality indicators that can be used across the continuum of care. Could you provide us with a list of specific quality indicators that you use to measure PCC?

## VI. Collecting, Reporting, and Storing Information

12. How is the information collected for PCC quality indicators? Obtaining feedback from: (Check one or more that apply)

Clinicians

Patients

Other (please indicate below):

13. Feedback if provided (Check all that apply):

- Verbally
- Written surveys or forms
- Online surveys or forms

14. What is the purpose of collecting this information (check all that apply)?

- Quality improvement in your health region/facilities
- Research purposes

15. Is this information reported?

- Yes
- No

16. How do you report the results?

- Quality Improvement Annual Report
  - Dashboards
- Electronic dashboards
- Paper – based dashboard

- At meetings
- Other (please explain):

17. Who has access to the reports?

- Quality improvement team
- Hospital directors
- Ministry of Health
- Patients
- Citizens
- Others (please explain):

18. Do you have stand-alone data reporting for quality improvement/PCC? Or, is data integrated into other clinical and administrative databases?

- Yes, we have stand-alone data reporting -> Skip to Question 21
- No, data is integrated into other clinical and administrative databases -> Proceed to Question 19.

19. If so, which databases?

20. How is the data stored?

21. Do you have any documentation sharing your results?

- Yes -> Proceed to Question 22
- No -> End Survey.

22. Would your program be willing to share any of this information with us? An accurate list of PC-QIs is one of the most important aspects of our project so we can be accurate in our analysis. It will also allow us to share a compiled list of all the PC-QIs among health regions/agencies across Canada, the UK, Sweden, Australia, and New Zealand whom we are surveying. Would you be willing to send a copy of these to us?

- Yes -> Our team will follow up with you by email for additional information.
- No -> End Survey.

Thank you for sharing your time and personal experience with us. I appreciated the richness of your detail and in-depth answers to complex issues.

Do you have any questions or comments for us?





**Appendix 1 Supplementary Table A1: Measures and Proxies for Patient-Centred Quality Indicators Used**

Measure** by Donabedian Category	Province/Jurisdiction/ Organization	Sector	Source Measure
<b>Process</b>			
Transfer of information process completed	Manitoba-Interlake- Eastern Regional Health Authority	Unknown	Did not get
Respect as a domain in consumer concern process			
Knowing the patient as an individual	Ontario-Cancer Care Ontario	Cancer care	<a href="https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/">https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/</a>
Essential requirements of care			<a href="https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/">https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/</a>
Tailoring healthcare services for each patient			<a href="https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/">https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/</a>
			<a href="https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/">https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/</a>
Continuity of care and relationships			<a href="https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/">https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/</a>
Enabling patients to actively participate in their care			<a href="https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/">https://www.cancercare.on.ca/pcc/person-centred-care/person-centred-care-guideline/</a>
Patient-centred care self-assessment (bi-annual)			Did not get
Patient Engagement Evaluation Measurement			Did not get
<b>Outcome</b>			
Patient experience for prevention services (Sexually Transmitted Infection/Human Immunodeficiency Virus, Tuberculosis Clinics)	British Columbia-Provincial Health Services Authority	Sexually Transmitted Infection/Human Immunodeficiency Virus, Tuberculosis	<a href="http://www.bccdc.ca/about/accountability/client-stakeholder-surveys/client-experience">http://www.bccdc.ca/about/accountability/client-stakeholder-surveys/client-experience</a>
N/A- Patient experience measures used to serve as an indicator for Patient and Family Centred Care	Alberta-Alberta Health Services	Pediatric, Inpatient, Emergency	Canadian Hospital Consumer Assessment of Health Care

Appendix to: Doktorchik C, Manalili K, Jolley R, et al. Identifying Canadian patient-centred care measurement practices and quality indicators: a survey. *CMAJ Open* 2018. doi: 10.9778/cmajo.20170143. Copyright © 2018 Joule Inc. or its licensors

Measure** by Donabedian Category	Province/Jurisdiction/ Organization	Sector	Source Measure
			Providers and Systems; Child Canadian Hospital Consumer Assessment of Health Care Providers and Systems; Canadian Patient Experiences Survey— Inpatient Care; Emergency Department Patient Experience of Care Survey
N/A -Patient experience measures used to serve as an indicator	Alberta-Health Quality Council of Alberta	Pediatric, In- patient, Emergency, Primary Care	Emergency Department Patient Experience of Care Survey-Admitted Standalone Instrument; Emergency Department Patient Experience of Care Survey-Admitted Standalone Instrument- Children's Hospital Version; Emergency Department Patient Experience of Care Survey-Discharged to Community Instrument; Emergency Department Patient Experience of Care Survey-Discharged to Community Instrument- Children's Hospital Version; Health Quality Council of Alberta Primary Care Patient Experience Survey
N/A- Use patient reported outcome measures and patient reported experience measures, focus groups	British Columbia- Provincial Renal Agency	Renal Care	Patient reported outcome measure: the modified Edmonton Symptom Assessment

Measure** by Donabedian Category	Province/Jurisdiction/ Organization	Sector	Source Measure
			System (mESAS) Patient reported experience measures: Patient Assessment of Chronic Illness Care (PACIC)
Patient experience surveys	British Columbia- Fraser Health	Unknown	Did not get
Patient experiences with outpatient cancer care	British Columbia- Provincial Health Services Authority	Outpatient cancer care	<a href="http://www2.gov.bc.ca/gov/content/health/ab-out-bc-s-health-care-system/partners/health-authorities/patient-experience-survey-results/outpatient-cancer-care-survey-2012-13">http://www2.gov.bc.ca/gov/content/health/ab-out-bc-s-health-care-system/partners/health-authorities/patient-experience-survey-results/outpatient-cancer-care-survey-2012-13</a>
Patient experience (% positive response)	British Columbia- Vancouver Coastal Health	Mental Health	<a href="#">BC Canadian Mental Health Client Experience Questionnaire (CMHCEQ) Patient-Client Survey</a> ; <a href="#">Canadian Institute for Health Information</a> ; The Canadian Patient Experiences Survey (CPES); <a href="#">Inpatient Psychiatric Unit Mini-Survey</a>
Access to services (variety of indicators)	Manitoba-Interlake- Eastern Regional Health Authority	Unknown	Did not get
# self-managed home care clients		Home care	Did not get
Considering what you know about Patient & Family Centred Care (standard definition provided on survey), please give the IWK an overall rating	Nova Scotia-IWK Health Centre	Acute care	Patient and Family Centred Care annual survey- did not get
Client experience	Nova Scotia Health Authority	Unknown	Client Experience surveys- did not get
Patient satisfaction	Ontario-Sunnybrook Health Sciences Centre	Unknown	Did not get
Patient experience			Did not get

Measure** by Donabedian Category	Province/Jurisdiction/ Organization	Sector	Source Measure
Patient experience	Saskatchewan- Health Quality Council of Saskatchewan	Acute care, Primary Care	<a href="http://hqc.sk.ca/saskatchewan/patient-surveying/">http://hqc.sk.ca/saskatchewan/patient-surveying/</a>
Patient satisfaction	Saskatchewan- Prince Albert Parkland Health Region	Acute care, Community	Did not get
Client and resident satisfaction	Yukon Health & Social Services- Continuing Care	Continuing care	Resident Assessment Instrument (RAI) 2.0, Resident Assessment Instrument – Home Care (RAI-HC)
<b>Domain Not Defined</b>			
As part of Accreditation Canada process for Client & Family Centred Care (CFCC scan), asked healthcare providers: 1. What are 2-3 ways your program/unit/site currently works in partnership with clients (patients, residents) and families; 2. What are 2-3 ways your program/unit/site currently works with input from clients (patients, residents) and families; 3. What are 2-3 priority areas for CFCC improvement in your program/unit/site?	Newfoundland & Labrador-Eastern Health	Acute and community care, intensive care	Family and Senior Friendly Care Question Card; Staff Feedback Form for Family Presence; Review of Client and Family Centred Care; Family Satisfaction with Care in the Intensive Care Unit
N/A	Health Prince Edward Island	N/A	Accreditation Canada's Client Experience Guide; patient-centred quality indicators to align with dimensions for client experience: 1. Respecting client values, expressing needs, and preferences; 2. Sharing information, communication, and education; 3. Coordinating and integrating services across boundaries; 4. Enhancing quality of life

Measure** by Donabedian Category	Province/Jurisdiction/ Organization	Sector	Source Measure
			in the care environmental and in activities of daily living

\*\* Patient-centred care measures may include guidelines, strategic directions, or instruments that have a collection of items that measure one or more dimensions of care (e.g., physician communication and patient experience)

**Appendix 1 Supplementary Table A2:** Expanded List of Patient-Centred Quality Indicators

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
<b>Structure</b>			
Patients involved in quality improvement events	Saskatchewan-Prince Albert Parkland Health Region	System-regional	Did not get
Presence of a Patient and Family Centred Care Steering Committee			
Implementation of interdisciplinary rounds			
# personal health information act breeches	Manitoba-Interlake-Eastern Regional Health Authority	Unknown	Did not get
Patient centred care project funding and evaluation	Ontario-Cancer Care Ontario	Cancer care	Did not get
100% of the seven provincial strategic initiatives have a patient engagement plan in place by March 31, 2017	Saskatchewan-Health Quality Council of Saskatchewan	System-regions	<a href="http://hqc.sk.ca/improve-health-care-quality/patient-and-family-centred-care/">http://hqc.sk.ca/improve-health-care-quality/patient-and-family-centred-care/</a>
100% of health regions and the Saskatchewan Cancer Agency have patients and families involved in Quality and Safety Committees by March 31, 2017			
100% of health regions have Patient and Family Centred Care content included in staff general orientation by March 31, 2017			
100% of health regions engage patients and families in the 2017-2018 health system planning process to ensure targets are set from the patient perspective			
<b>Process</b>			
Inclusion of patients in decisions of care they receive	British Columbia-Providence Health Care	Unknown	Did not get
Inclusion of family members to a level they desire, in the care patients receive			
Provider coordinates with other providers	New Brunswick-New Brunswick Health Council	Unknown	Did not get
Treated with respect and dignity			
Involved in decision-making			
Explains things in a way that is easy to understand			
Confident in managing health condition			
Patient follow-up with a primary care doctor after leaving hospital for selected conditions (The rate of follow-up visits with a primary		Primary Care	Discharge Abstract Database (DAD); Ontario Health

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
care doctor within seven days of discharge after hospitalization for any of the following conditions: pneumonia, diabetes, stroke, gastrointestinal disease, congestive heart failure, chronic obstructive pulmonary disease, heart attack and other cardiac conditions (selected Health Based Allocation Model Inpatient Grouper conditions))	Ontario- Health Quality Ontario		Insurance Plan (OHIP) Claims History Database. <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/7-day-follow-up-after-leaving-hospital/EN">http://indicatorlibrary.hongontario.ca/Indicator/Summary/7-day-follow-up-after-leaving-hospital/EN</a>
Patient involvement in decisions about their care and treatment (Percentage of people aged 16 or older who report that their primary care provider always or often, involved them in decisions about their care)		Primary Care	Health Care Experience Survey (HCES) <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patient-involvement-in-decisions-about-their-care/EN">http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patient-involvement-in-decisions-about-their-care/EN</a>
Percent discharge summaries sent from hospital to community care provider within 48 hours of discharge		Acute Care/Hospital	Quality Improvement Plans <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/7-day-follow-up-after-leaving-hospital/EN">http://indicatorlibrary.hongontario.ca/Indicator/Summary/7-day-follow-up-after-leaving-hospital/EN</a>
Percentage of complex home care patients whose wait time for their first personal support visit was within 5 days from the date they were authorized for personal support services by the Community Care Access Centres		Home Care	Quality Improvement Plans <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/Waiting-home-care-services-complex-personal-support-services/EN">http://indicatorlibrary.hongontario.ca/Indicator/Summary/Waiting-home-care-services-complex-personal-support-services/EN</a>
Percentage of home care patients whose wait time for their first nursing visit was within 5 days from the date they were authorized for nursing services by the Community Care Access Centres (Percentage of home care patients aged 19 and older who received their first nursing visit within five days of service authorization)		Home Care	Quality Improvement Plans <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/Waiting-home-care-services-complex-personal-support-services/EN">http://indicatorlibrary.hongontario.ca/Indicator/Summary/Waiting-home-care-services-complex-personal-support-services/EN</a>
Percentage of patients/clients identified as meeting Health Link criteria (Percentage of patients identified as meeting Health Link	Ontario- Health Quality Ontario	Acute Care/Hospital	Quality Improvement Plans

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
criteria who are offered access to Health Links Approach (Percentage of patients identified as meeting Health Link criteria who are offered access to Health Links Approach)		, Home Care, Primary Care	<a href="http://indicatorlibrary.hogonario.ca/Indicator/Summary/Percentage-patients-meeting-Health-Link-criteria/EN">http://indicatorlibrary.hogonario.ca/Indicator/Summary/Percentage-patients-meeting-Health-Link-criteria/EN</a>
Same day or next day appointment (Percentage of people aged 16 and older who were able to see their primary care provider or another primary care provider in their office, on the same day or next day when they were sick)		Primary Care	Health Care Experience Survey (HCES) <a href="http://indicatorlibrary.hogonario.ca/Indicator/Summary/Timely-access-to-primary-care-provider/EN">http://indicatorlibrary.hogonario.ca/Indicator/Summary/Timely-access-to-primary-care-provider/EN</a>
Same-day response to phone call (Percentage of people aged 16 and older who were always or often able to reach their primary care provider or someone else in the office when they call, or receive a call back the same day)		Primary Care	Health Care Experience Survey (HCES) <a href="http://indicatorlibrary.hogonario.ca/Indicator/Summary/same-day-response-to-phone-call/EN">http://indicatorlibrary.hogonario.ca/Indicator/Summary/same-day-response-to-phone-call/EN</a>
Timely follow up with hospital discharged patients, by phone or in-person with any clinician, within 7 days of receiving discharge notification (for patients whom discharge notification was received)		Primary Care	Quality Improvement Plans <a href="http://indicatorlibrary.hogonario.ca/Indicator/Summary/Timely-follow-up-7-days-receiving-discharge-notification/EN">http://indicatorlibrary.hogonario.ca/Indicator/Summary/Timely-follow-up-7-days-receiving-discharge-notification/EN</a>
<p>Client Centred Care (Q8a, 11a) - % Positive score = Strongly Agree, Somewhat Agree Q8a: I was given the information that I needed about Community Care Access Centres services? Q11a: I felt involved in developing my plan</p> <p>Client Centred Care (Appointments) (Q32b,32c, 34) - % Positive Score = Usually, Always Q32b: Were visits from [Servicer Provider] arranged at a convenient time? Q32c: In the last two months of care, the [Service Provider] arrived on time? Q34: How often did this agency or [Service Provider] keep you informed about when the [Service Provider] would arrive?</p>		Ontario- Ontario Association of Community Care Access Centres	Community Care



Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
<b>Outcome</b>			
Recommendation of area to others	British Columbia-Providence Health Care	Unknown	Did not get
British Columbia Children's Hospital Emergency Department Patient Experience (% positive score for overall care received, emotional support, respect for patient preferences, information and education, physical comfort, access and coordination, and continuity and transition)	British Columbia-Provincial Health Services Authority	Pediatrics	<a href="http://www.phsa.ca/ab-out-site/Documents/BC_ED_Y8_Strybd_PHSa_BCChildrens.pdf">http://www.phsa.ca/ab-out-site/Documents/BC_ED_Y8_Strybd_PHSa_BCChildrens.pdf</a> ;
Provincial Health Services Authority's Mental Health Patient Experiences of Care (% positive score for overall care received, helped by facility stay)		Mental Health	<a href="http://www.phsa.ca/Documents/phsa_mh_pt_experience_survey_results.pdf">http://www.phsa.ca/Documents/phsa_mh_pt_experience_survey_results.pdf</a>
Mental Health & Substance Use Patient Experience of Care (% positive score for overall care received)		Mental Health, Substance Use	<a href="http://www.phsa.ca/Documents/mhsusurvey_highlights.pdf">http://www.phsa.ca/Documents/mhsusurvey_highlights.pdf</a>
Acute Inpatient Experience (% positive score for overall care received, emotional support, respect for patient preferences, information and education, physical comfort, access and coordination, and continuity and transition)		Acute Inpatient care	<a href="http://www.phsa.ca/Documents/strybdphsa.pdf">http://www.phsa.ca/Documents/strybdphsa.pdf</a>
Timely access to service	New Brunswick-New Brunswick Health Council	Unknown	Did not get
Barriers to health services			
Rating of care experience from worst to best (0 to 10 scale)			
Patient Experience Measurement (from Ontario Renal Network): Proportion of patients and families who are informed about treatment options, including dialysis modality, comprehensive conservative care, dialysis access and transplant	Ontario- Cancer Care Ontario	Cancer Care	Patient-centred care year in Review report: <a href="https://www.cancercare.on.ca/common/pages/UserFile.aspx?fileId=368546">https://www.cancercare.on.ca/common/pages/UserFile.aspx?fileId=368546</a> Patient-centred care Guideline Recommendations: <a href="https://www.cancercare.on.ca/common/pages/UserFile.aspx?fileId=340815">https://www.cancercare.on.ca/common/pages/UserFile.aspx?fileId=340815</a>
	Ontario- Cancer Care Ontario		

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
Patient Experience Measurement (from Ontario Renal Network): Proportion of patients who have the opportunity to participate in the development of their care plans		Cancer Care	Patient-centred care year in Review report: <a href="https://www.cancercare.on.ca/common/pages/UserFile.aspx?fileId=368546">https://www.cancercare.on.ca/common/pages/UserFile.aspx?fileId=368546</a> Patient-centred care Guideline Recommendations: <a href="https://www.cancercare.on.ca/common/pages/UserFile.aspx?fileId=340815">https://www.cancercare.on.ca/common/pages/UserFile.aspx?fileId=340815</a>
Patient Experience (Involvement in own care planning, time to ask questions, language and cultural needs met, perception that care team cares and gives enough time)	Ontario- Champlain Local Health Integration Network	Mental Health and Addictions	Ontario Perception of Care Tool (for community mental health and addictions)
Positive Patient Experience (Percentage of respondents who responded positively to one of the following general questions- as relevant to hospital- 1. Would you recommend this hospital to your friends and family? 2. Would you recommend this emergency department to your friends and family? 3. Overall, how would you rate the care and services you received at this hospital? 4. Overall, how would you rate the care and services you received at this emergency department?)	Ontario-Erie St. Clair Local Health Integration Network	In-patient, Emergency	Health Quality Ontario Priority Indicators for Patient Experiences (Pg. 10-12) <a href="http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf">http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf</a> CIHI CPES or Ontario Emergency Department Patient Experience Survey (EDPEC)
Timely access to care: (Percentage of patients and clients able to see a doctor or nurse practitioner on the same day or next day, when needed)		Primary Care	Health Quality Ontario Priority Indicators for Patient Experiences (Pg. 21-22) <a href="http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf">http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf</a> Primary Care Patient Experience Survey (PCPES)

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
	Ontario-Erie St. Clair Local Health Integration Network		<a href="http://www.hqontario.ca/Quality-Improvement/Quality-Improvement-in-Action/quality-improvement-in-primary-care">http://www.hqontario.ca/Quality-Improvement/Quality-Improvement-in-Action/quality-improvement-in-primary-care</a>
Patients' experiences: opportunity to ask questions (Percentage of respondents who responded positively, using the scale "always, often, sometimes, rarely, never, not applicable (don't know/refused)" for the question: Ask questions: When you see your doctor or nurse practitioner, how often do they or someone else in the office give you an opportunity to ask questions about recommended treatment?)		Primary Care	Health Quality Ontario Priority Indicators for Patient Experiences (Pg. 24) <a href="http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf">http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf</a> Primary Care Patient Experience Survey (PCPES) <a href="http://www.hqontario.ca/Quality-Improvement/Quality-Improvement-in-Action/quality-improvement-in-primary-care">http://www.hqontario.ca/Quality-Improvement/Quality-Improvement-in-Action/quality-improvement-in-primary-care</a>
Clients' Experience (Percentage of home care clients who responded "good", "very good", or "excellent" on a five-point scale to any of the following survey questions about clients' experiences: · Overall rating of Community Care Access Centres services · Overall rating of management or handling of care by Care Coordinator · Overall rating of service provided by service provider)		Community Care	Health Quality Ontario Priority Indicators for Patient Experiences (Pg. 36) <a href="http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf">http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf</a> Client and Caregiver Experience Evaluation Survey, Ontario Association of Community Care Access Centres

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
<p>Residents' Experiences: Domain 1: Having a voice and being able to speak up about the home (What number would you use to rate how well the staff listen to you? Responses are coded from 0 – 10, where 0 = worst possible and 10 = best possible); Domain 2: Overall satisfaction (Would you recommend this nursing home to others? Responses are coded from 1 – 4, where</p> <ul style="list-style-type: none"> <li>· 1 = Definitely no</li> <li>· 2 = Probably no</li> <li>· 3 = Probably yes</li> <li>· 4 = Definitely yes)</li> </ul>		Long-term Care	<p>Health Quality Ontario Priority Indicators for Patient Experiences (Pg. 39-40)  <a href="http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf">http://www.hqontario.ca/portals/0/Documents/qi/qip-indicator-specifications-1511-en.pdf</a>  The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Long-Stay Resident Survey  InterRAI's Quality of Life Survey  Other validated survey about residents' experiences; or in-house survey</p>
<p>Accessing after-hours primary care (Percentage of people aged 16 and older who reported that getting access to care on an evening or weekend, without going to the emergency department, was very difficult or somewhat difficult)</p>	Ontario-Health Quality Ontario	Primary Care	<p>Health Care Experience Survey (HCES)  <a href="http://indicatorlibrary.hqontario.ca/Indicator/Summary/Accessing-after-hours-primary-care/EN">http://indicatorlibrary.hqontario.ca/Indicator/Summary/Accessing-after-hours-primary-care/EN</a></p>
<p>End of life, preferred place of death (Percentage of palliative/end of life patients who died in their preferred place of death)</p>	Ontario-Health Quality Ontario	Palliative Care	<p>Measured as part of Quality Improvement Plans (QIPs) reported by Ontario Association of Community Care Access Centres (OACCAC) via Client Health Related Information System (CHRIS)  <a href="http://indicatorlibrary.hqontario.ca/Indicator/Summary/End-of-life-preferred-place-of-death/EN">http://indicatorlibrary.hqontario.ca/Indicator/Summary/End-of-life-preferred-place-of-death/EN</a></p>

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
Having a primary care provider (Percentage of people in Ontario aged 16 and older who reported having a family doctor or other primary care provider)		Primary Care	Health Care Experience Survey (HCES) <a href="http://indicatorlibrary.hogontario.ca/Indicator/Summary/Having-a-primary-care-provider/EN">http://indicatorlibrary.hogontario.ca/Indicator/Summary/Having-a-primary-care-provider/EN</a>
Patient Experience Inpatient Care (Percentage of survey respondents who would definitely recommend this hospital to family and friends)		In-patient care	The Canadian Patient Experiences Survey – Inpatient Care (CPES-IC) <a href="http://indicatorlibrary.hogontario.ca/Indicator/Summary/Patient-experience-inpatient-care/EN">http://indicatorlibrary.hogontario.ca/Indicator/Summary/Patient-experience-inpatient-care/EN</a>
Patient experience rate emergency department (Hospital experience percentage of survey respondents who would rate the emergency department during their stay as "9" or "10" out of 10)	Ontario-Health Quality Ontario	Emergency	The Canadian Patient Experiences Survey – Inpatient Care (CPES-IC) <a href="http://indicatorlibrary.hogontario.ca/Indicator/Summary/Patient-experience-rate-emergency-department/EN">http://indicatorlibrary.hogontario.ca/Indicator/Summary/Patient-experience-rate-emergency-department/EN</a>
Patient experience rate inpatient care (Hospital experience percentage of survey respondents who would rate the hospital during their stay as "9" or "10" out of 10)		In-patient care	The Canadian Patient Experiences Survey – Inpatient Care (CPES-IC) <a href="http://indicatorlibrary.hogontario.ca/Indicator/Summary/Patient-experience-rate-inpatient-care/EN">http://indicatorlibrary.hogontario.ca/Indicator/Summary/Patient-experience-rate-inpatient-care/EN</a>
Patient experience: did you receive enough information when you left the hospital? (Percentage of discharged patients who responded positively to the following question: Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?)		Acute Care/ Hospital	The Canadian Patient Experiences Survey – Inpatient Care (CPES-IC) <a href="http://indicatorlibrary.hogontario.ca/Indicator/Summary/Patient-experience-receive-enough-information/EN">http://indicatorlibrary.hogontario.ca/Indicator/Summary/Patient-experience-receive-enough-information/EN</a>

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
Patient experience: Emergency Department (Percentage of survey respondents who would definitely recommend the emergency department (ED) to family and friends)		Emergency	Emergency Department Patient Experiences with Care (EDPEC) <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patient-experience-emergency-department/EN">http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patient-experience-emergency-department/EN</a>
Patient experience: would you recommend inpatient care? (Percentage of survey respondents who answered "yes, definitely" recommend inpatient care to family and friends)		Acute Care/ Hospital	The Canadian Patient Experiences Survey – Inpatient Care (CPES-IC) <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patient-experience-recommend-inpatient-care/EN">http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patient-experience-recommend-inpatient-care/EN</a>
Patients' experience: patient involvement in decisions about care (Percentage of respondents who responded "always" and "often" using the exact wording of the following patient or client survey question: Involvement in care decisions: When you see your doctor or nurse practitioner, how often do they or someone else in the office involve you as much as you want to be in decisions about your care and treatment?)	Ontario-Health Quality Ontario	Primary Care	Quality Improvement Plans <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patients-experience-patient-involvement-care-decisions/EN">http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patients-experience-patient-involvement-care-decisions/EN</a>
Patients' experiences primary care providers spending enough time with patients (Percentage of patients who responded "always" and "often" using the exact wording of the following patient or client survey question: Enough time: When you see your doctor or nurse practitioner, how often do they or someone else in the office spend enough time with you? )		Primary Care	Quality Improvement Plans <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patients-experiences-primary-care-provider-spend-enough-time/EN">http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patients-experiences-primary-care-provider-spend-enough-time/EN</a>
Patients' experiences: opportunity to ask questions (Percentage of respondents who responded "always" and "often" using the exact wording of the following patient or client survey question: Ask questions: When you see your doctor or nurse practitioner, how often do they or someone else in the	Ontario-Health Quality Ontario	Primary Care	Quality Improvement Plans <a href="http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patients-experiences-">http://indicatorlibrary.hongontario.ca/Indicator/Summary/Patients-experiences-</a>

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
office give you an opportunity to ask questions about recommended treatment? )			<a href="#">opportunity-to-ask-questions/EN</a>
Percentage of home care patients who were satisfied with their care from both care coordinators and service providers		Home Care	Quality Improvement Plans; Client and Caregiver Experience Evaluation (CCEE) Survey; Data provided by Ontario Association of Community Care Access Centres (OACCAC) <a href="http://indicatorlibrary.hogontario.ca/Indicator/Summary/Percentage-home-care-satisfied-care-service-providers/EN">http://indicatorlibrary.hogontario.ca/Indicator/Summary/Percentage-home-care-satisfied-care-service-providers/EN</a>
Percentage of long stay home care patients who experience a communication problem (Percentage of home care patients with a new problem communicating or existing communication problem that did not improve since their previous assessment)	Ontario-Health Quality Ontario	Home Care	Resident Assessment Instrument – Home Care (RAI-HC) <a href="http://indicatorlibrary.hogontario.ca/Indicator/Summary/Communication-problems-home-care-patients/EN">http://indicatorlibrary.hogontario.ca/Indicator/Summary/Communication-problems-home-care-patients/EN</a>
Percentage of long stay home care patients whose primary informal caregiver experienced distress, anger or depression in relation to their caregiving role or were unable to continue in that role (Percentage of long-stay home care patients with a primary unpaid caregiver whose caregiver is unable to continue in caring activities or expresses feelings of distress, anger or depression)		Home Care	Resident Assessment Instrument – Home Care (RAI-HC) <a href="http://indicatorlibrary.hogontario.ca/Indicator/Summary/Informal-caregiver-distress/EN">http://indicatorlibrary.hogontario.ca/Indicator/Summary/Informal-caregiver-distress/EN</a>
Residents' experience: being able to speak up about the home		Long-term Care	InterRAI Quality of Life Survey <a href="http://indicatorlibrary.hogontario.ca/Indicator/Summary/Resident-experience-being-able-">http://indicatorlibrary.hogontario.ca/Indicator/Summary/Resident-experience-being-able-</a>

Indicator by Donabedian Category	Province/Jurisdiction / Organization	Sector	Source Measure
			<a href="#">to-speak-up-about-home/EN</a>
Residents' experience: having a voice		Long-term Care	Nursing Home Hospital Consumer Assessment of Healthcare Providers and Systems (NHCAHPS) Long-Stay Resident Survey <a href="http://indicatorlibrary.hqontario.ca/Indicator/Summary/Resident-experience-having-a-voice/EN">http://indicatorlibrary.hqontario.ca/Indicator/Summary/Resident-experience-having-a-voice/EN</a>
Residents' experience: would you recommend?		Long-term Care	InterRAI Quality of Life Survey; Nursing Home Hospital Consumer Assessment of Healthcare Providers and Systems (NHCAHPS) Long-Stay Resident Survey <a href="http://indicatorlibrary.hqontario.ca/Indicator/Summary/Residents-experience-would-you-recommend/EN">http://indicatorlibrary.hqontario.ca/Indicator/Summary/Residents-experience-would-you-recommend/EN</a>