



## PROMs and PREMs at CIHI

Measuring Patient-Centered Care  
Calgary, Alberta  
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Canadian Institute  
for Health Information  
Institut canadien  
d'information sur la santé

# Agenda

- CIHI Background
- PREMs and PROMs Overview
- CIHI's Role in Patient Reported Measures
- CPERS (PREMs) at CIHI
- PROMs at CIHI

# CIHI - Background

## Our Vision

Better data. Better decisions. Healthier Canadians.

## Our Mandate

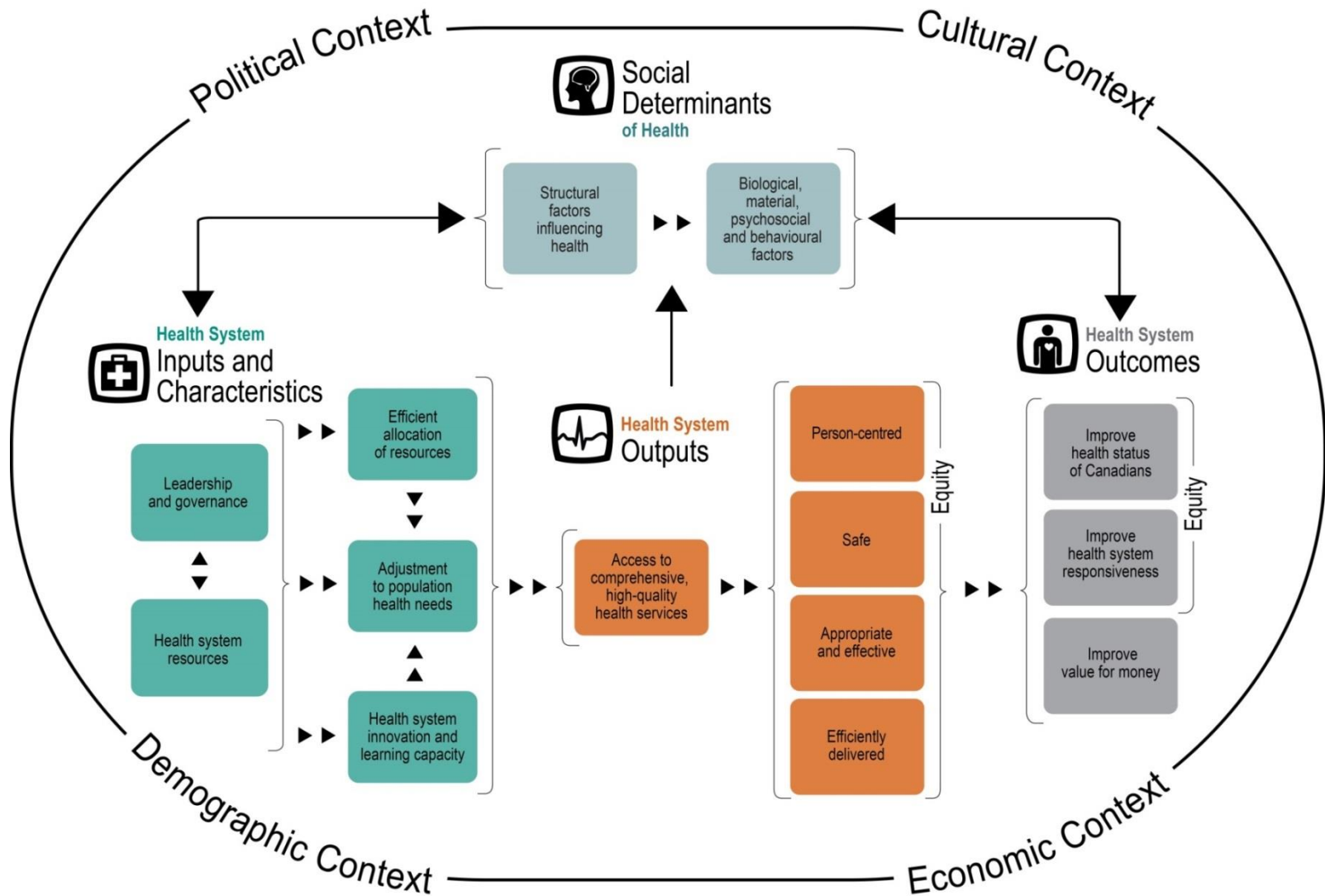
To lead the development and maintenance of comprehensive and integrated health information that enables sound policy and effective health system management that improve health and health care.

## Our Values

Respect, Integrity, Collaboration, Excellence, Innovation

- An independent, not-for-profit corporation funded by federal, provincial and territorial governments
- Provides essential data on Canada's health system and the health of Canadians.
- Information from 30 databases and registries available
  - hospital care
  - community care
  - workforce
  - specialized care
  - pharmaceuticals
  - spending

# CIHI's Health System Performance Framework



# Why Patient Reported Measures Matters

- Two distinct dimensions used to evaluate quality of care and service outcomes:
  - Clinical and administrative data
  - PREMs and PROMs (patient perspectives)
- Evaluation of services has historically focused on outcomes from a clinical perspective
- Patient perspectives can support improvements to service delivery programs
- Measuring health outcomes and patient centeredness identified as a key priority across jurisdictions at Consensus Conference in October 2014

# Use of PREMs and PROMs

- Can be used by various users at different levels
  - Clinical, administrative, policy
- Performance management and benchmarking
  - Inform and improve patient-centered care
    - Performance management, quality improvement
  - Comparisons with national and international agencies
  - Access to comparable pan-Canadian benchmarking indicator reports, including regional and provincial averages
- Enriches existing sources of health information
  - Complements existing clinical and administrative data available
  - Provides data to target quality improvement

# PROMs & PREMs

Patient Reported Outcome Measures (PROMs)	Patient Reported Experience Measures (PREMs)
Measures impact of an illness or health condition from the patient's perspective	Captures the patient's view of what happened during their healthcare visit (process of healthcare)
Examples: quality of life, symptom severity, functional status, health status	Examples: Communication and trust in staff, cleanliness, timeliness
Used to monitor the progress of a health condition or whether a treatment has been effective by comparing results over time	Used to evaluate and monitor service delivery
Measured from the patient's perspective, usually via questionnaires	
Used together to assess quality of care and services from patient's viewpoint	

# Challenges with PREMs and PROMs

- Numerous measurement tools/surveys available which vary in complexity and application
- In Canada, approaches to PREMs and PROMs vary across regions and jurisdictions
  - A common approach to collecting and reporting PREMs and PROMs needed for comparable data
- Considerations
  - Methods for collecting (paper, electronic, phone)
  - Timing to administer questionnaire / recall bias
  - Sample size / response rates



# Why CIHI

- Experience in developing standards, methodologies, survey development and pan-Canadian health system performance measurement and reporting
- Knowledge in managing national databases and data quality
- Established relationships with key organizations
- Neutral and independent role in providing data and analysis to Canada's health system policy-makers and providers

# CPERS (PREMs)

- CIHI has developed the Canadian Patient Experiences Reporting System (CPERS) to collect PREMs data for inpatient visits
  - Developed at request of jurisdictions
- Common tool for use across Canada to standardize collection of PREMs for inpatient visits
- In-hospital patient experience data measures quality of care provided at the point of entry, during in-hospital stay, and when being discharged.
- Organizations providing acute care services require PREMs for accreditation
- Allows for evaluation of services based on recipients' experiences and supports patient-centered care

# CPERS at CIHI

- In 2011, several jurisdictions approached CIHI to lead the development of a pan-Canadian acute care inpatient experiences survey
  - Initiated by the BC
- CIHI collaborated with the national and international research community as well as stakeholders across the country
  - Alberta, British Columbia, Manitoba, New Brunswick, Ontario
- Several working groups established and include jurisdiction representatives
  - Inter-jurisdictional Working Group
  - CPES-IC Measures Working Group
  - CPERS Development Working Group

# CPES-IC

- In 2013, the Canadian Patient Experiences Survey—Inpatient Care (CPES-IC) was developed
- Standardized questionnaire for acute care setting
  - 23 questions from the American Hospital Consumer Assessment of Healthcare Providers and Systems survey (HCAHPS)<sup>1</sup>
  - 26 questions (new) relevant to Canadian context
  - Jurisdictions can add up to 10 specific questions
  - Minimum Data Set for a pan-Canadian data collection system available
- Cognitive and pilot tested (telephone and mail modes)
- Non-proprietary and publicly available
- Endorsed by Accreditation Canada

# CPERS at CIHI

- In 2014, CIHI released the CPES-IC and supporting documents (data dictionary manual, survey procedure manual)
- In Spring 2014, CIHI began developing the Canadian Patient Experiences Reporting System (CPERS)
  - Data submission specifications available from [vendors@cihi.ca](mailto:vendors@cihi.ca)
- In April 2015, CPERS will be available to accept data from early adopter jurisdictions

# Next Steps for CPERS

- Inpatient acute care patient experience data received in CPERS will be analyzed to
  - Develop and finalize patient experience indicator measures
  - Develop individual and aggregate comparative reports
  - Explore opportunities to enrich existing data sources
- Collaborate with jurisdictions across Canada to understand the needs and priorities for measuring patient experiences across the continuum of care
  - For example: long-term care facilities, emergency departments

# PROMs

- Patient-reported outcome measures (PROMs) provides information on patient reported improvements in quality of life and/or functionality
- Tools can be generic or condition-specific and include quality of life and/or functional measures
- Often requires a pre- and post- measure to allow comparison of outcomes
- Allows a shift from clinical-specific outcomes to a health outcomes model which supports a value-based rather than volume-based health care delivery model

# PROMs in Canada

- In 2013-2014, CIHI conducted an environmental scan of PROMs, including literature review and interviews with Canadian, UK, and US stakeholders
- In Canada, some local PROMs initiatives primarily in Western provinces and for research purposes
- Non standardized approach to PROMs collection
  - Different tools implemented in varying clinical areas across Canada
- CIHI has the potential to support a standardized program for PROMs collection and reporting in Canada



# Examples of PROMs in Canada

## ***Alberta***

Hip & Knee Replacements  
**SF-36, WOMAC**

Heart and Lung Transplant Clinic  
University of Alberta Hospital  
**HUI2, HUI3**

## ***British Columbia***

**PEAK Project**  
Knee Arthroplasty  
**EQ-5D, SF-12**

## ***Rick Hansen Research Institute***

Spinal Cord Injury Registry (Canada)  
**SF-36**

## ***Manitoba***

Winnipeg Joint Replacement Group  
**SF-12, Oxford Scores**

## ***Statistics Canada***

Canadian Community Health Survey  
**HUI, RAND**

## ***Saskatchewan***

joint replacements, spinal surgery  
**EQ-5D**

## ***Ontario***

Electronic Rheumatology (eRHeum)  
Initiatives Research Program (Toronto)  
**SF-36**

# Next Steps for PROMs

- CIHI PROMs Forum – February 3-4, 2015
  - Invitational event for senior members of Ministries/Departments of Health and other health care associations with interest in PROMs
  - Share knowledge of PROMs and increase awareness of national and international PROMs environment
  - Explore specific PROMs tools and potential clinical areas to focus initial data collection
  - Share experiences with PROMs implementation, including the collection and use of PROMs data
  - Assess interest and capacity of jurisdictions to participate in potential pilot project

# Questions & Suggestions

