PROMs and PREMs at CIHI

Measuring Patient-Centered Care
Calgary, Alberta
November 27, 2014
Agenda

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

- 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
  - specialized care
  - community care
  - pharmaceuticals
  - workforce
  - spending
CIHI’s Health System Performance Framework

Political Context

Social Determinants of Health
- Structural factors influencing health
- Biological, material, psychosocial and behavioural factors

Cultural Context

Health System Inputs and Characteristics
- Leadership and governance
- Health system resources
- Efficient allocation of resources
- Adjustment to population health needs
- Health system innovation and learning capacity

Demographic Context

Health System Outputs
- Access to comprehensive, high-quality health services
- Person-centred
- Safe
- Appropriately effective
- Efficiently delivered

Economic Context

Health System Outcomes
- Improve health status of Canadians
- Improve health system responsiveness
- Improve value for money

Equity
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

<table>
<thead>
<tr>
<th>Patient Reported Outcome Measures (PROMs)</th>
<th>Patient Reported Experience Measures (PREMs)</th>
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<tr>
<td>Measures impact of an illness or health condition from the patient's perspective</td>
<td>Captures the patient’s view of what happened during their healthcare visit (process of healthcare)</td>
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<td>Examples: quality of life, symptom severity, functional status, health status</td>
<td>Examples: Communication and trust in staff, cleanliness, timeliness</td>
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<td>Used to monitor the progress of a health condition or whether a treatment has been effective by comparing results over time</td>
<td>Used to evaluate and monitor service delivery</td>
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<td>Measured from the patient’s perspective, usually via questionnaires</td>
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<td>Used together to assess quality of care and services from patient’s viewpoint</td>
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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)¹
  – 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

Source: ¹Questions 1 to 22 and 43 are adapted from the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) questionnaire.
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

• 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

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

**Rick Hansen Research Institute**
- Spinal Cord Injury Registry (Canada)
  SF-36

**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