

PREMs and PROMs in AHS: Measurement and dissemination strategies

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Alberta Health Services

November 27, 2014

Acknowledgements

- Brandi McCormack, Director, Primary Data Support
- Kyle Kemp, Consultant
- Nancy Chan, Lead, Adult Inpatient Experience
- Rose Petrovic, Lead, Child Inpatient Experience
- Matthew Dyck, Consultant
- Victor Fule, Survey Analyst
- All the Health Telephone Interviewers

Outline

- Why patient experience
- Who, how, when?
- Sharing information on patient experience
- PROMs

What is “Experience”

- Similar to satisfaction, but not the same
- Personal feedback relative to an event or interaction
- Valuable consumer information can be harnessed



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Why Measure Patient Experience?

- Much of what we measure is about what we do to patients – how do we capture the patients' voice?
- Understand what we are doing well and where we need to improve
- Can be related to other indicators – explore relationships, e.g., readmission rates, medication adherence
- Strategic measure for AHS

What is H-CAHPS?

- *Hospital-Consumer Assessment of Healthcare Providers and Systems (H-CAHPS)*
- Developed by the U.S. Agency for Healthcare Research and Quality (AHRQ)
- Endorsed for wide-spread use in US May 2005 following extensive field testing & focus groups
- **Validated, allows for comparisons across hospitals**

H-CAHPS Use in the United States

- **As of July 2013:**
 - 3,928 hospitals publicly report
 - 3.1 Million completed surveys
- H-CAHPS reporting and results linked to value-based incentive funding (as of October 2012)

HCIES

- *Hospital–Child Inpatient Experience Survey (H-CIES)*
- Developed by PDS and Patient Experience
- Based largely on H-CAHPS
- Administered to a caregiver of the child
- Additional questions from lit review and input from child patient families via focus groups
- Cognitive testing completed; test-retest reliability in process

H-CAHPS in AHS (1)

- Pilot study in CHR in 2004
- Expanded provincially in 2010
- 93 inpatient acute care facilities – 5% of discharges
- Surveyed within 42 days of discharge
- Health Interviewers based in Calgary
- Contains core H-CAHPS items as well as additional items important from AHS standpoint (e.g., patient concerns)

H-CAHPS in AHS (2)

- In 2013, AHS was part of the development of the Canadian version with CIHI
 - 12 Canadian questions – access, timeliness
- AHS pilot tested the Canadian version
- CIHI creating a national repository
- Now AHS surveying 10% of discharges
- FAQ at http://www.cihi.ca/cihi-ext-portal/pdf/internet/cpers_inpatient_faq_en

H-CAHPS Exclusion Criteria

- Inpatient stay less than 24 hours
- Patient under 18 years of age
- Death during hospital stay (no proxy surveys)
- Psychiatric unit or physician (any during inpatient stay)
- Day surgery or ambulatory procedure
- Possible D&C *
- Possible still birth *
- Baby with LOS > 6 days (NICU/complication) *

* AHS-specific due to consideration for patients/families

H-CAHPS Survey Items – 32 items

7 Composite Measures

Communication with nurses
Communication with doctors
Responsiveness of hospital staff
Pain management
Communication about medicines
Discharge information
Care Transition

2 Individual Items

Cleanliness of hospital
Quietness of hospital

2 Global Items

Recommendation of hospital
Overall hospital rating

Examples of Survey Questions

- Overall Hospital Rating:

“We want to know your overall rating of your stay at <HOSPITAL NAME>. This is the stay that ended around <DATE>. Please do not include any other hospital stays in your answer. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible...What number would you use to rate this hospital during your stay?”



Examples of Survey Questions

- **Physician Explanations to Patient:**
“During this hospital stay, how often did doctors explain things in a way you could understand.”
Options include: Always; Usually; Sometimes; Never
- **Patient Understanding of Discharge Medications:**
“When you left the hospital, you clearly understood the purpose for taking each of your medications.”
Options include: Strongly agree, agree, disagree, strongly disagree

Examples of AHS Questions

Patient Concerns (5)

Did you have a complaint? (Yes/No)

Action(s) taken about complaint

Was complaint welcome?

Was complaint taken seriously?

Satisfaction with how handled/addressed

Examples of Canadian Questions

When you were in the Emergency Department, did you get enough information about your condition and treatment?

Response options: Not at all, Partly, Quite a bit, Completely

Before coming to the hospital, did you have enough information about what was going to happen during the admission process?

Response options: Not at all, Partly, Quite a bit, Completely

How data is collected in AHS

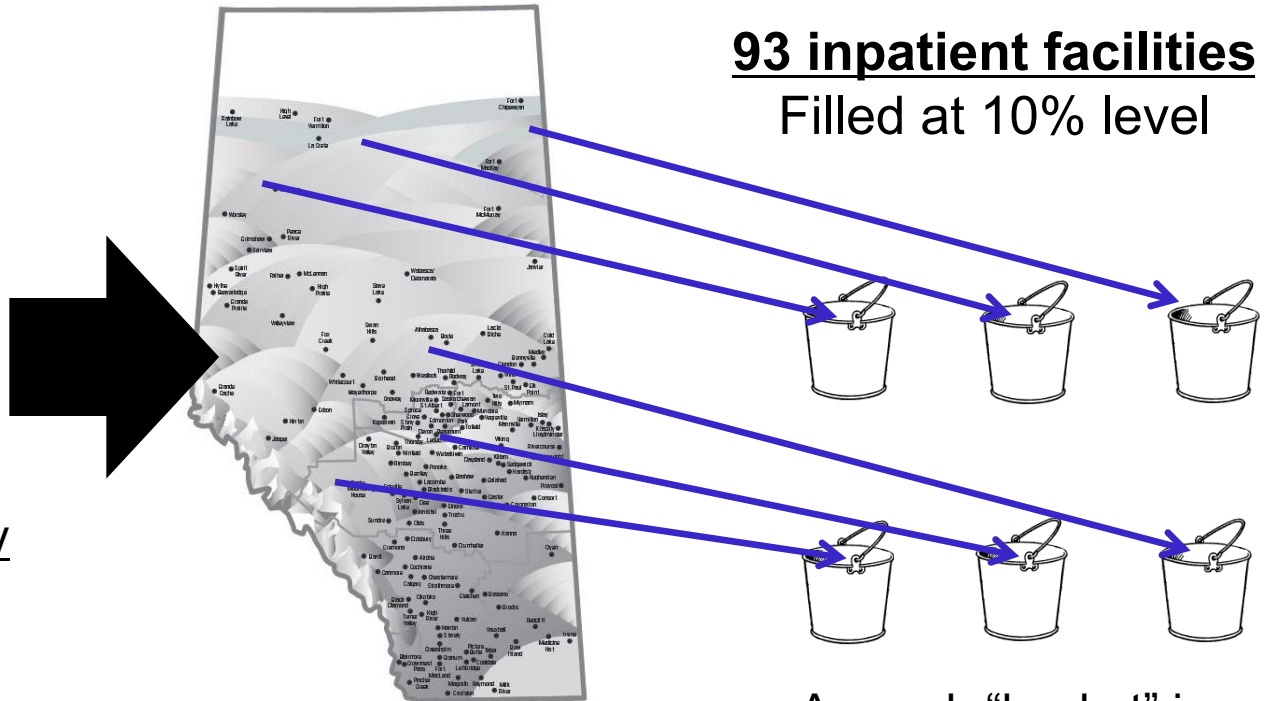
- Computer-assisted Telephone Interview (CATI)
- Up to 42 days post-discharge, 4 ADT source systems
- 8-18 minutes to complete
- Standard interview scripts, prompts, responses to FAQs



Methodology – Data Collection



HRI Team in Calgary
Mon-Fri 10AM – 9PM
Sat 10AM – 3PM



Disposition Rates & Final Sample

- Disposition reports done on a quarterly basis
- Example (Q1 2014-2015 FY):

<u>Item</u>	<u>Number</u>	<u>Percent</u>
Total Eligible Cases	38,285	---
Indeterminate	2,375	6.2%
Disqualified	30,039	78.5%
Refusals	1,568	4.1%
TOTAL Completes	4,303	11.2%

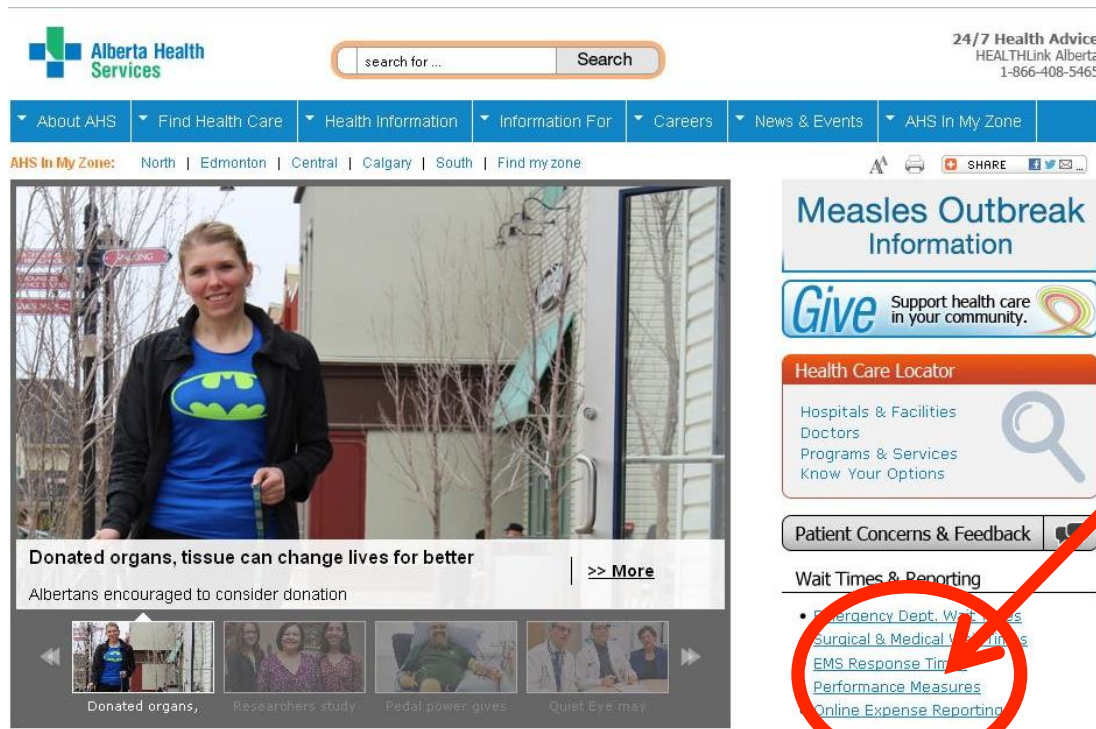
Once reached:

73.3%
response rate

10% of eligible discharges = 18000-19200 completes per year

Dissemination of results

- Adult inpatient experience is 1 of 16 publicly-reported performance measures



The screenshot shows the Alberta Health Services website. At the top, there is a search bar and a navigation menu with links like 'About AHS', 'Find Health Care', 'Health Information', 'Information For', 'Careers', 'News & Events', and 'AHS in My Zone'. Below the navigation menu, there is a section titled 'AHS in My Zone' with links for 'North', 'Edmonton', 'Central', 'Calgary', 'South', and 'Find my zone'. The main content area features a large image of a woman in a Batman t-shirt, with the headline 'Donated organs, tissue can change lives for better' and a sub-headline 'Albertans encouraged to consider donation'. To the right of the main content, there are several widgets: 'Measles Outbreak Information', 'Give' (Support health care in your community), 'Health Care Locator' (Hospitals & Facilities, Doctors, Programs & Services, Know Your Options), 'Patient Concerns & Feedback', and 'Wait Times & Reporting'. The 'Wait Times & Reporting' section lists several performance measures, including 'Emergency Dept. Wait Times', 'Surgical & Medical Wait Times', 'EMS Response Time', 'Performance Measures', and 'Online Expense Reporting'. A red circle and arrow highlight the 'Performance Measures' link.

24/7 Health Advice
HEALTHLink Alberta
1-866-408-5465

search for ... Search

About AHS Find Health Care Health Information Information For Careers News & Events AHS in My Zone

AHS in My Zone: North | Edmonton | Central | Calgary | South | Find my zone

Measles Outbreak Information

Give Support health care in your community.

Health Care Locator

Hospitals & Facilities
Doctors
Programs & Services
Know Your Options

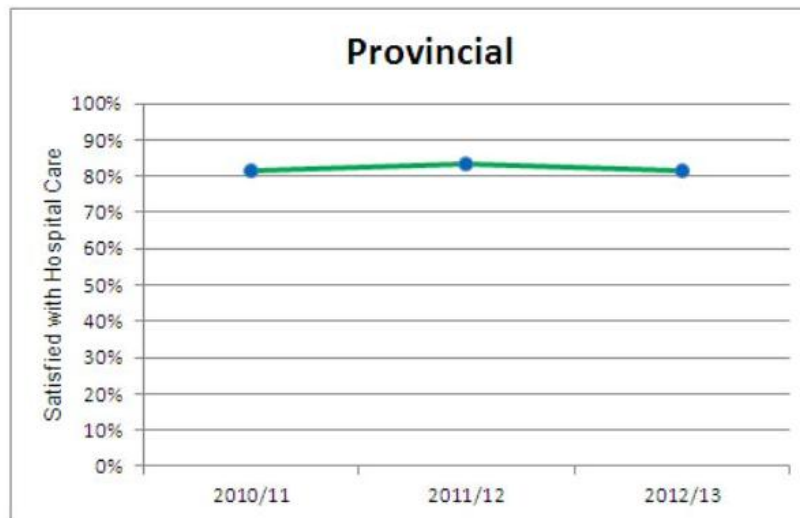
Patient Concerns & Feedback

Wait Times & Reporting

- Emergency Dept. Wait Times
- Surgical & Medical Wait Times
- EMS Response Time
- Performance Measures
- Online Expense Reporting

Publicly reported performance

Acceptability: *Satisfaction with Hospital Care*

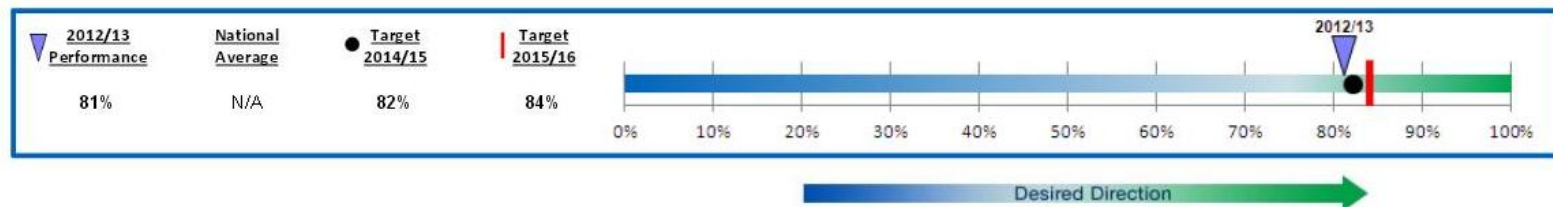


Measure Definition

Satisfaction with Hospital Care: This measures the percentage of adults aged 18 years and older discharged from hospitals who rate their overall stay as 8, 9 or 10 out of 10, where zero is the lowest level of satisfaction possible and 10 is the best.

Understanding this measure

Feedback gathered from individuals using hospital services is critical to improving the health system. This measure reflects patients' overall experience with their hospital care. Telephone interviews are conducted with a random sample of patients within six weeks of their discharge date from hospital. The questions asked are taken from the Hospital-Consumer Assessment of Healthcare Providers and Systems (H-CAHPS) survey.



Internal Dissemination: Tableau

- Performance Measure (Overall)
 - Province-level
 - Zone-level
 - Site-level (units embedded)
-
- H-CIES (Child Inpatient Experience)

MEDICATIONS, PHARMACY CONTACT & PAIN MANAGEMENT

Number of Surveys Completed in this Time Period

Foothills Medical Centre

124

Facility

Foothills Medical Centre

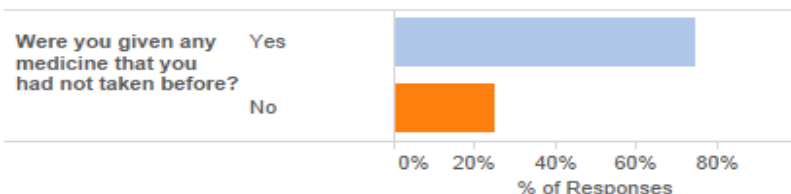
Select a Time Period

Quarter

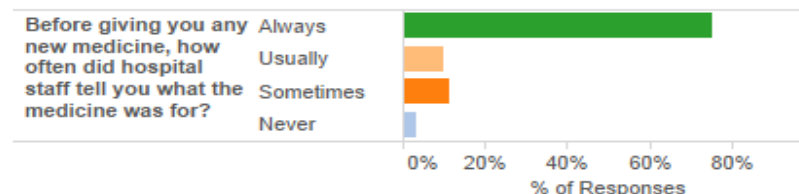
Time Period

2011/12 Q1

Patient Given Medicine Not Taken Before



Patient Informed About Medicine Not Taken Before *



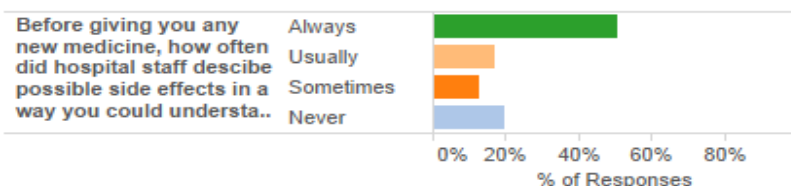
To view trend data over time [CLICK HERE](#)



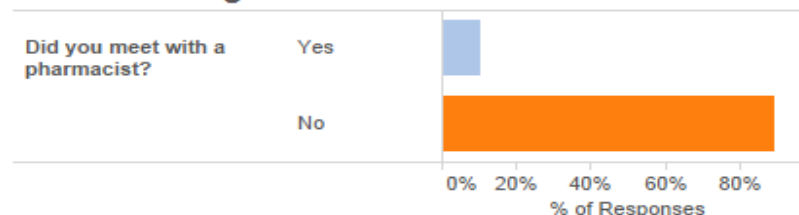
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Patient Informed About Side Effects of Medicine Not Taken Before *



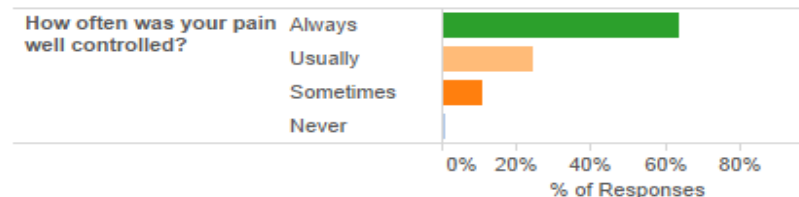
Patient Meeting with Pharmacist



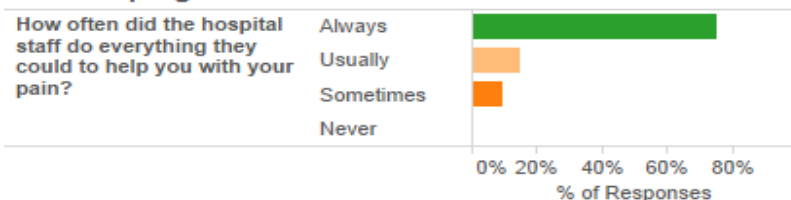
Patient Requiring Medicine for Pain



Medication for Pain Control



Staff Helping to Control Pain



MEDICATIONS, PHARMACY CONTACT & PAIN MANAGEMENT

Facility
Foothills Medical Centre ▼

Select a Time Period
Quarter ▼

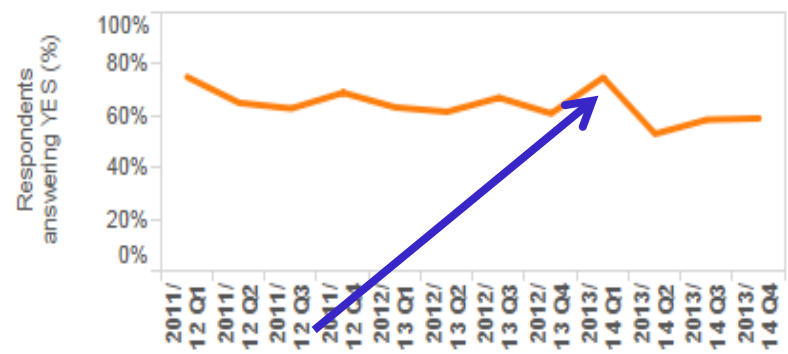
- Period
- ☒ (All)
 - ☒ 2011/12 Q1
 - ☒ 2011/12 Q2
 - ☒ 2011/12 Q3
 - ☒ 2011/12 Q4
 - ☒ 2012/13 Q1
 - ☒ 2012/13 Q2
 - ☒ 2012/13 Q3
 - ☒ 2012/13 Q4
 - ☒ 2013/14 Q1
 - ☒ 2013/14 Q2
 - ☒ 2013/14 Q3
 - ☒ 2013/14 Q4

To view data at a single point in time, [CLICK HERE](#)

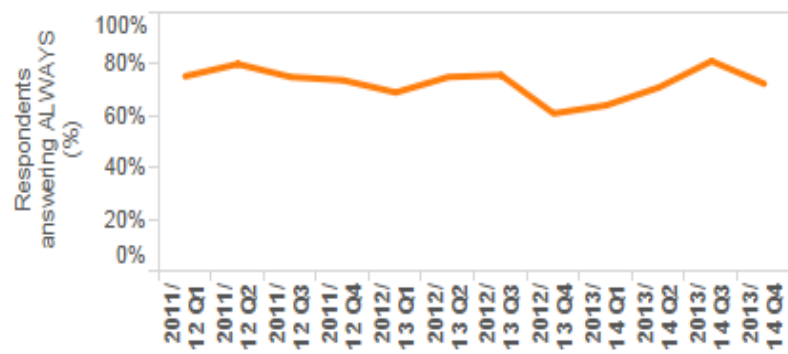
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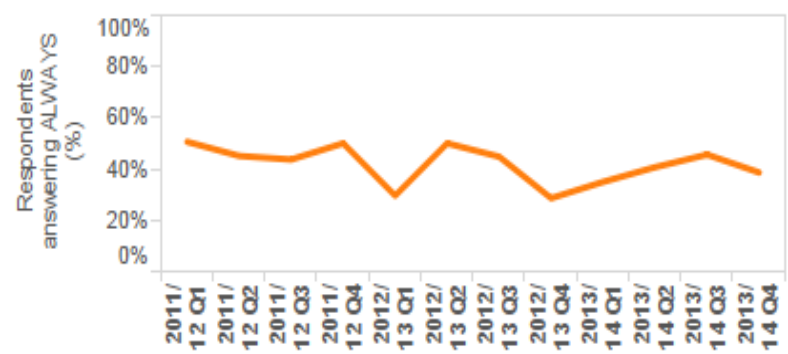
Patient Given Medicine Not Taken Before



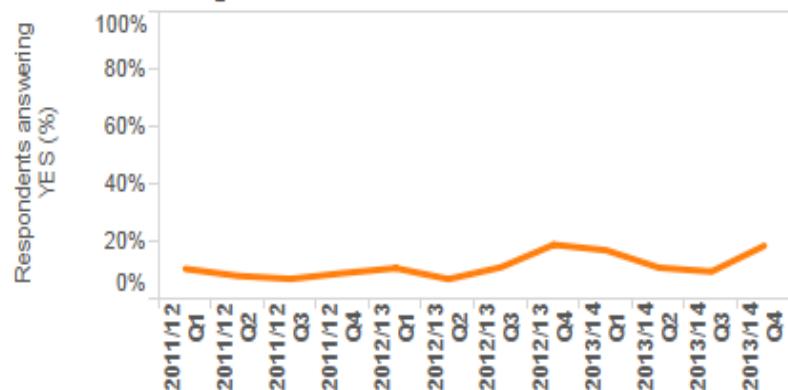
Patient Informed About Medicine Not Taken Before *



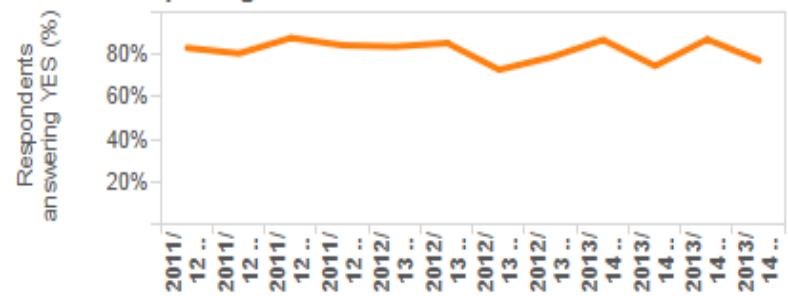
Patient Informed About Side Effects of Medicine Not Taken Before *



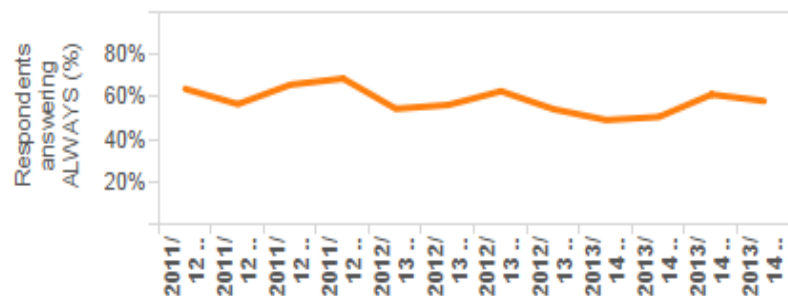
Patient Meeting with Pharmacist



Patient Requiring Medicine for Pain



Medication for Pain Control



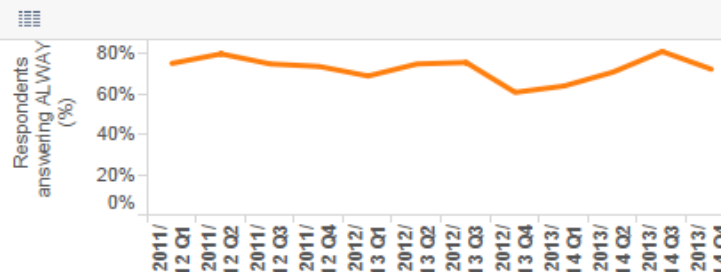
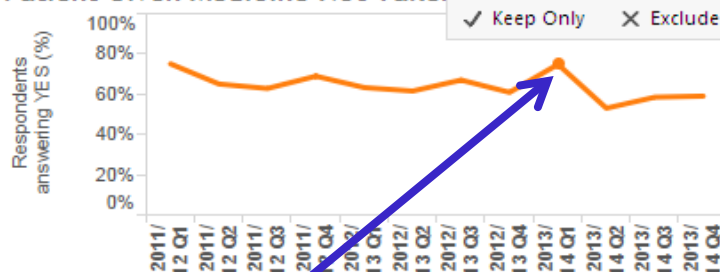
Share Remember my changes Edit

Question :

During this hospital stay, were you given any medicine that you had not taken before?

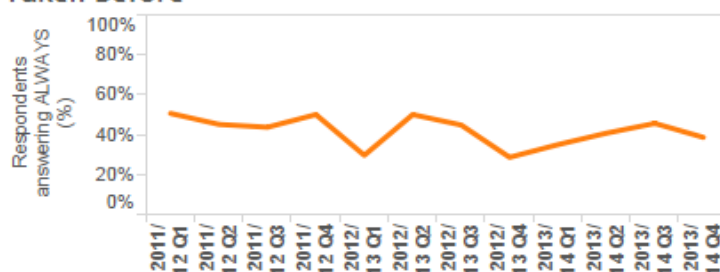
Facility: Foothills Medical Centre
Time Period: 2013/14 Q1
Number of Respondents answering YES: 89
% of Total Responses: 75%
Total Number of Responses: 119

Patient Given Medicine Not Taken

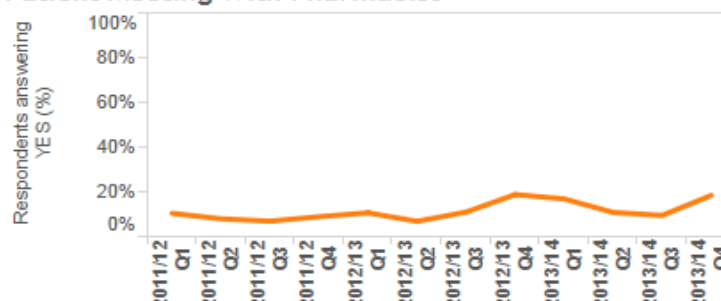


- ☒ (All)
- ☒ 2011/12 Q1
- ☒ 2011/12 Q2
- ☒ 2011/12 Q3
- ☒ 2011/12 Q4
- ☒ 2012/13 Q1
- ☒ 2012/13 Q2
- ☒ 2012/13 Q3
- ☒ 2012/13 Q4
- ☒ 2013/14 Q1
- ☒ 2013/14 Q2
- ☒ 2013/14 Q3
- ☒ 2013/14 Q4

Patient Informed About Side Effects of Medicine Not Taken Before *



Patient Meeting with Pharmacist



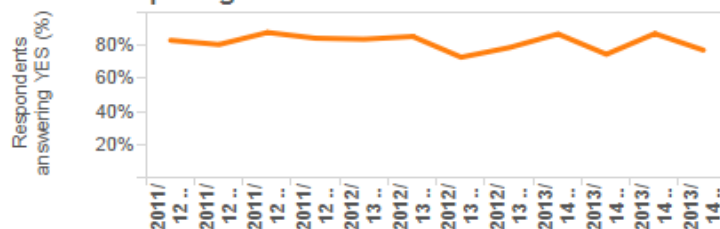
To view data at a single point in time, [CLICK HERE](#)



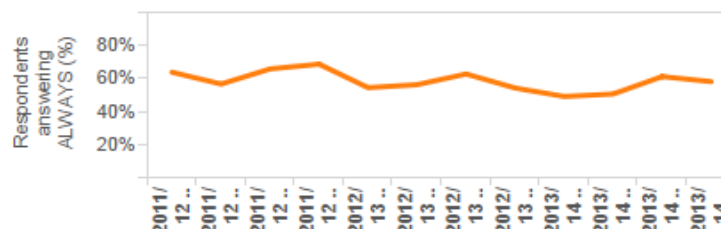
To return to the introduction page [CLICK HERE](#)



Patient Requiring Medicine for Pain



Medication for Pain Control



Staff Helping to Control Pain



Extract your own data...

Summary Underlying

Showing first 9 rows.
[Download all rows as a text file](#)

Question	Response	Response_11a	AGG(Number of Valid Responses)	ATTR(Facility)	ATTR(Time Period)	CNT(HCAHPS_ID)	CNT(HCAHPS_ID)
Using any number from 0 (worst hospital possible) to 10 (best possible hospital), what is your overall rating of your stay in the hospital?	2	2	123	Foothills Medical Centre	2011/12 Q1	1	0.813008130%
Using any number from 0 (worst hospital possible) to 10 (best possible hospital), what is your overall rating of your stay in the hospital?	3	3	123	Foothills Medical Centre	2011/12 Q1	1	0.813008130%
Using any number from 0 (worst hospital possible) to 10 (best possible hospital), what is your overall rating of your stay in the hospital?	4	4	123	Foothills Medical Centre	2011/12 Q1	3	2.439024390%
Using any number from 0 (worst hospital possible) to 10 (best possible hospital), what is your overall rating of your stay in the hospital?	5	5	123	Foothills Medical Centre	2011/12 Q1	3	2.439024390%
Using any number from 0 (worst hospital possible) to 10 (best possible hospital), what is your overall rating of your stay in the hospital?	6	6	123	Foothills Medical Centre	2011/12 Q1	3	2.439024390%
Using any number from 0 (worst hospital possible) to 10 (best possible hospital), what is your overall rating of your stay in the hospital?	7	7	123	Foothills Medical Centre	2011/12 Q1	10	8.130081301%
Using any number from 0 (worst hospital possible) to 10 (best possible hospital), what is your overall rating of your stay in the hospital?	8	8	123	Foothills Medical Centre	2011/12 Q1	29	23.577235772%
Using any number from 0 (worst hospital possible) to 10 (best possible hospital), what is your overall rating of your stay in the hospital?	9	9	123	Foothills Medical Centre	2011/12 Q1	25	20.325203252%
Using any number from 0 (worst hospital possible) to 10 (best possible hospital), what is your overall rating of your stay in the hospital?	10	10 (Best hospital)	123	Foothills Medical Centre	2011/12 Q1	48	39.024390244%

Showing first 9 rows.
[Download all rows as a text file](#)

- Site, Zone, Province-based results
- Ability to select your own questions, time periods
- Excel files, text files, crosstabs, PDF of images

Current Research / QI Activity (AHS)

- **Drivers of Inpatient Care (Kemp et al., in press)**

Methods: - Multivariate logistic regression
- 0 to 9 out of 10 vs. 10 out of 10 (best)

Results: - Patients less satisfied were: Males,
Younger, Higher educated, Not discharged home

- **Is Sample Representative? (Kemp et al., in review)**

Methods: - Compare respondents vs. non-respondents
- Demographic, clinical, diagnosis variables

Results: Broadly representative of hospital population
- Survey respondents = shorter LOS, better health

Future Directions

- Investigate correlation between each item and overall results
- Double number of completed surveys in AHS (10%) to allow unit-level reporting
- Expand H-Child survey to other sites
 - Currently only collect ACH and Stollery
- Build awareness of the results

Other areas of healthcare

- Primary Data Support collects data for Emergency Medical Services

Emergency Medical Services



EMS Response Times

Zones: [North](#) | [Edmonton](#) | [Central](#)
[Calgary](#) | [South](#)

- [EMS FAQ](#)
- [Medical Control Protocols](#) (Please note, the app requires Internet Explorer version 8 or up, or latest versions of Chrome and Firefox.)

Success Stories

- [EMS Virtual Ride-Along](#)
- [Boy will never forget his new bicycle](#)
- [Safer workplace design receives President's Excellence Award](#)
- [EMS flies into action after traveller collapses](#)
- [More...](#)

Patient Satisfaction

- [Patient Experience Survey Results \(2013/14 3rd Quarter\)](#)

EMS Projects

- [EMS Dispatch System](#)
- [HQCA Report on EMS](#)
- [Medevac](#)

EMS: Saving Lives, Improving Care

Because lives are potentially on the line whenever Emergency Medical Services (EMS) are called upon, ensuring we're providing every patient with the right care, at the right time, by the right provider remains a vital, ongoing goal for Alberta Health Services (AHS).

As we strive to improve overall system performance, we have implemented a co-ordinated series of initiatives across the province to improve patient care.

This webpage provides updates on what Albertans can expect as we improve our ambulance services. You will find links to data on the right, updated monthly. In the months ahead, we'll add more information and data, including call volumes and response times for additional communities.

Of course, a complete picture of EMS performance needs to include other factors, such as quality of patient care provided by paramedics and emergency medical technicians, and these web pages will share stories that help put EMS initiatives into a larger context.

- [Read more about the initiatives](#)

Thank a Paramedic



They came. They helped.
They were gone. And you
didn't get to say thanks.
Now is your chance.

www.thankaparamedic.com

I'm here
today
because
of EMS'



The stories and stats behind
emergency response

4,000      
EMS practitioners

Other areas of healthcare

- Primary Data Support collects data for Emergency Medical Services
- Long term care residential: HQCA family survey every 3 years using NH-CAHPS
- Supportive Living: PDS collected for HQCA
- ED, home care: not surveyed currently
- Addictions and Mental Health – tool in development
- Cancer Care: NRC-Picker
- Patient Experience Steering Committee

PROMs

- Need to collect patient reported outcome measures
- EQ-5D licence from EuroQol
 - AHS + HQCA + Alberta Health
 - Negotiations ongoing – all modes of administration
- Primary Data Support collects EQ-5D for community health survey on behalf of Alberta Health
- Developing an implementation strategy

Thank you

