PREMs and PROMs in AHS: Measurement and dissemination strategies

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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
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
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

93 inpatient facilities
Filled at 10% level

As each “bucket” is filled, it is closed
Disposition Rates & Final Sample

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Eligible Cases</td>
<td>38,285</td>
<td>---</td>
</tr>
<tr>
<td>Indeterminate</td>
<td>2,375</td>
<td>6.2%</td>
</tr>
<tr>
<td>Disqualified</td>
<td>30,039</td>
<td>78.5%</td>
</tr>
<tr>
<td>Refusals</td>
<td>1,568</td>
<td>4.1%</td>
</tr>
<tr>
<td><strong>TOTAL Completes</strong></td>
<td><strong>4,303</strong></td>
<td><strong>11.2%</strong></td>
</tr>
</tbody>
</table>

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
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

#### Patient Given Medicine Not Taken Before
- **Were you given any medicine that you had not taken before?**
  - Yes
  - No

#### Patient Informed About Medicine Not Taken Before
- **Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?**
  - Always
  - Usually
  - Sometimes
  - Never

#### Patient Informed About Side Effects of Medicine Not Taken Before
- **Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?**
  - Always
  - Usually
  - Sometimes
  - Never

#### Patient Meeting with Pharmacist
- **Did you meet with a pharmacist?**
  - Yes
  - No

#### Patient Requiring Medicine for Pain
- **Did you need medicine for pain?**
  - Yes
  - No

#### Medication for Pain Control
- **How often was your pain well controlled?**
  - Always
  - Usually
  - Sometimes
  - Never

#### Staff Helping to Control Pain
- **How often did the hospital staff do everything they could to help you with your pain?**
  - Always
  - Usually
  - Sometimes
  - Never
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
Extract your own data...

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
<th>Response_11a</th>
<th>AGG(Number of Valid Responses)</th>
<th>ATRR(Facility)</th>
<th>ATRR(Non Period)</th>
<th>ENT(CHARPS_1D)</th>
<th>ENT(CHARPS_1D)</th>
</tr>
</thead>
</table>
| 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        | 123           |                               | Foothills Medical Centre | 2011/12 Q1 | 1               | 0.810008100%
| 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        | 123           |                               | Foothills Medical Centre | 2011/12 Q1 | 1               | 0.810008100%
| 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        | 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        | 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        | 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        | 123           |                               | Foothills Medical Centre | 2011/12 Q1 | 16              | 0.196001960%
| 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        | 123           |                               | Foothills Medical Centre | 2011/12 Q1 | 24              | 0.577205772%
| 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        | 123           |                               | Foothills Medical Centre | 2011/12 Q1 | 25              | 0.352035203%
| 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       | 123           |                               | Foothills Medical Centre | 2011/12 Q1 | 48              | 0.024390243%

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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 coordinated 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 webpage will share stories that help put EMS initiatives into a larger context.

Quick Links
- 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.

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