



Resource
Toolkit

Patient-Centred Measurement Peer Learning Day: Translating Patient-Centred Measurement Into Action

Production of this document is made possible by financial contributions from Health Canada and provincial and territorial governments. The views expressed herein do not necessarily represent the views of Health Canada or any provincial or territorial government.

All rights reserved.

The contents of this publication may be reproduced unaltered, in whole or in part and by any means, solely for non-commercial purposes, provided that the Canadian Institute for Health Information is properly and fully acknowledged as the copyright owner. Any reproduction or use of this publication or its contents for any commercial purpose requires the prior written authorization of the Canadian Institute for Health Information. Reproduction or use that suggests endorsement by, or affiliation with, the Canadian Institute for Health Information is prohibited.

For permission or information, please contact CIHI:

Canadian Institute for Health Information
495 Richmond Road, Suite 600
Ottawa, Ontario K2A 4H6

Phone: 613-241-7860

Fax: 613-241-8120

www.cihi.ca

copyright@cihi.ca

© 2017 Canadian Institute for Health Information

Table of contents

Background.....	4
Purpose of the Resource Toolkit	4
Practical tools	5
Peer Learning Day presentations	7
Websites	8
Academic literature	9
Appendix: Text alternative.....	11

Background

Patient-centred care is a key priority in health care across Canada, and many jurisdictions are collecting patient feedback information to help inform quality improvement efforts. Often this information is not easily translated into action. Recognizing this gap, the Canadian Institute for Health Information (CIHI) hosted a Patient-Centred Measurement Peer Learning Day on December 6, 2016. This event brought together stakeholders with a range of experience in the use of patient-centred measurement to learn from each other in a peer-to-peer learning environment. This day provided opportunities to discuss successes and challenges in communicating patient-reported data and transforming it into action.

Purpose of the Resource Toolkit

This toolkit includes various resources related to Peer Learning Day and the use of patient-centred measurement data. It is intended to share the resources and spread the knowledge gained beyond the 1-day session and to assist those who play a role in putting patient-centred measurement data into action. This is not an exhaustive list and we welcome suggestions for the inclusion of additional resources that may assist others in the use of patient-centred measurement data. Suggestions can be sent to prems@cihi.ca.

Resources include the following:



Practical tools to help with using patient-reported data for quality improvement, as well as approaches and strategies for achieving improved patient experience



PDF and video-recorded versions of Peer Learning Day presentations



Websites with information about surveys, using patient-reported data and improving the patient experience



A collection of literature resources on the use and reporting of patient-reported data



Practical tools

The Picker Institute, a European organization primarily focused on patient experience measurement, has developed a comprehensive [guide](#) for monitoring and improving the patient experience. This resource includes templates, tools and case studies to help health care staff and management action patient experience data.

The King's Fund, an English independent charity working to improve health care in England, has developed an evidence-based [toolkit](#) that includes methods for improving patients' experiences. The toolkit was co-designed by staff and patients.

The following strategy outlines a process for developing a plan to improve performance. It was used during Peer Learning Day to help participants with action planning to address challenges related to the use of patient-centred data. While this is not an exhaustive list of questions, it can help to ensure a thorough action plan. It is important to note that this process is fluid; it may be necessary to go back and forth between steps before completing them all.

Figure A systematic approach to developing an action plan





Peer Learning Day presentations

The presentations given at Peer Learning Day are available in 2 formats — PDF and video. Below is a list of the presentations and the links to the formats available for each presentation. PDF versions of these presentations are available in [CIHI's Learning Centre](#).

Lessons learned from audit and feedback science: Application and best practices for communicating data

Presenter: Heather Colquhoun, Assistant Professor, Department of Occupational Science and Occupational Therapy, University of Toronto

[Video](#)

Putting patient-reported data into action: Experiences from across the health system (a panel discussion with 4 presenters)

Panellist: Lena Cuthbertson, Provincial Director, Patient-Centred Performance Measurement and Improvement, British Columbia Ministry of Health

[Video](#)

Panellist: Kevin Harter, President and Chief Executive Officer, York Care Centre

[Video](#)

Panellist: Dr. Debra Bournes, Chief Nursing Executive and Vice President Clinical Programs, The Ottawa Hospital

[Video](#)

Panellist: Dr. Eric Bohm, Orthopedic Surgeon, Concordia Hip and Knee Institute, and Associate Professor of Surgery, University of Manitoba

[Video](#)

Effective use of patient feedback

Presenter: Dan Bokar, Analyst, Office of Patient Experience, Cleveland Clinic

[Video](#)

Using data analytics to improve patient experience and choice

Presenter: Bureau of Health Information, New South Wales, Australia

[Video](#)

Websites

To support pan-Canadian comparisons of patient experience, CIHI worked with representatives from jurisdictions across Canada and other leading international experts in the field to develop a standardized questionnaire. The questionnaire enables patients to provide feedback about the quality of care they received during their most recent stay in a Canadian acute care hospital. It also provides standards and supporting documentation for those who are administering the survey. [The Canadian Patient Experiences Survey — Inpatient Care \(CPES-IC\)](#) has been endorsed by Accreditation Canada and meets the accreditation requirements for patient experience surveying. Check CIHI's website for more information on [patient-reported experience measures \(PREMs\)](#) and [patient-reported outcome measures \(PROMs\)](#).

The British Columbia Patient Safety and Quality Council has a [knowledge centre](#) with a selection of resources ranging from webinars and reports to tools for quality improvement.

The Agency for Healthcare Research and Quality, under the United States Department of Health and Human Services, released several [case studies and material related to quality improvement and patient feedback](#).

Cleveland Clinic was the first major academic medical centre in the United States to make patient experience a strategic goal and to implement an Office of Patient Experience. Visit [Cleveland Clinic's website](#) for information about how they measure patient experience and the work at the Office of Patient Experience.

The Beryl Institute has developed a [searchable collection of patient experience resources](#) (click the *Access Resources* link on the main page to search this content).

The Bureau of Health Information (BHI) publishes a number of regular reports and data about the performance of the New South Wales (NSW), Australia, public health care system. BHI also manages the [NSW Patient Survey Program](#), which gathers information from patients about their experiences in hospitals and health care facilities. See [more BHI survey and reports](#).



Academic literature

Armstrong et al. (2013) have examined 3 case studies to determine how the unique perspective and skill sets of patients are best utilized in quality improvement initiatives. The authors found that patient engagement should be planned and actioned with consideration to reach the best results.

Armstrong N, Herbert G, Aveling EL, Dixon-Woods M, Martin G. [Optimizing patient involvement in quality improvement](#). *Health Expectations*. 2013.

Brehaut et al. (2016) have compiled 15 best practices for providing practice feedback through expert interviews and systematic reviews. Heather Colquhoun presented the findings of the paper on Peer Learning Day.

Brehaut JC, Colquhoun HL, Eva W, Carroll K, Sales A, Michie S, Ivers N, Grimshaw JM. [Practice feedback interventions: 15 suggestions for optimizing effectiveness](#). *Annals of Internal Medicine*. 2016.

Cuthbertson (2015) outlines the adoption of patient-centred measurement in British Columbia over the past 13 years. In particular, the paper emphasizes the importance of combining quantitative and qualitative data to capture the full patient experience.

Cuthbertson L. [Patient-centred measurement in British Columbia: Statistics without the tears wiped off](#). *Healthcare Papers*. 2015.

Riiskjær et al. (2010) studied the uses of patient surveys to drive organization change through quality improvement initiatives. This research posits the benefits of involving health care staff when developing surveys, and of combining qualitative and quantitative data when analyzing results.

Riiskjær E, Ammentorp J, Nielsen JF, Kofoed PE. [Patient surveys — A key to organizational change?](#). *Patient Education and Counseling*. 2010.

Gleeson et al. (2016) conducted a systematic review of the ways health care organizations use patient experience data in quality improvement. An organization's ability to use and interpret patient experience data may predict the likelihood of the data being used to successfully inform quality improvement. Furthermore, these organizations often benefit from carefully considering how the quality improvement initiatives relate to the patient experience results.

Gleeson H, Calderon A, Swami V, Deighton J, Wolpert M, Edbrooke-Childs J. [Systematic review of approaches to using patient experience data for quality improvement in healthcare settings](#). *BMJ Open*. 2016.

In March 2016, the Canadian Institute for Health Information (CIHI) hosted an invitational visioning day in-person event with participants from across Canada. The purpose of the event was to explore considerations and opportunities to determine a common set of priorities for measuring and reporting patient experience and outcomes over the next 5 years. This report is a background document that summarizes the presentations and discussions that took place that day. It also provides a good overview of the current climate of patient-reported data in Canada and will provide context to what was discussed at Peer Learning Day.

Canadian Institute for Health Information. [*Patient-Centred Measurement and Reporting in Canada: Launching the Discussion Toward a Future State*](#). 2017.

Appendix: Text alternative

Text alternative for the Figure: A systematic approach to developing an action plan

Process	For example, ask yourself . . .
Identify root cause	What specific issue related to patient-reported data are you trying to address? What is the problem or problem statement?
Set goals	What are one or more specific goals that we hope to achieve/change by addressing this area? Are these goals SMART (Specific, Measurable, Achievable, Results-focused, and Time-bound)? What actions (short and long term) will lead to a patient-integrated approach?
Identify barriers	What potential barriers related to the use of patient-reported data might affect the success (e.g., culture, capacity, financial)? What are some ways we can try to address/mitigate these barriers?
Identify accountability and stakeholders	Who is accountable for this initiative? Who will need to be engaged in this work? Who will be responsible for implementation of this work? Who are our stakeholders (both internal and external)? How can we engage and communicate with our stakeholders? How have patients been engaged in this work?
Identify information needs	What data will be helpful to look at? What data will you need to collect to evaluate the plan? What are some best practices? Who can we learn from?
Determine time and work required	What resources are necessary (e.g., cost, time, people)? What process tasks can assist with achieving the goals? When are the changes expected to take place? What actions (short and long term) will lead to improvement?
Define success and identify future steps	How will you know if your work had the desired outcomes? What continuous efforts are required to continue success? How are we evaluating the impact of these strategies? Have the patient experiences improved?



help@cihi.ca

CIHI Ottawa

495 Richmond Road
Suite 600
Ottawa, Ont.
K2A 4H6

613-241-7860

CIHI Toronto

4110 Yonge Street
Suite 300
Toronto, Ont.
M2P 2B7

416-481-2002

CIHI Victoria

880 Douglas Street
Suite 600
Victoria, B.C.
V8W 2B7

250-220-4100

CIHI Montréal

1010 Sherbrooke Street West
Suite 602
Montréal, Que.
H3A 2R7

514-842-2226

cihi.ca