

# Pediatric Inpatient



## Survey Recommendation

The **Ontario Pediatric Patient Experience of Care Survey (Ontario PPEC)** is being recommended for *pediatric specialty hospitals and all other hospital types that want to survey pediatric patients* to assess their inpatient care experiences. The survey targets pediatric patients 17 years old or younger and their parents or guardians. It is a non-proprietary survey that is publically available for use by all hospitals.

## Survey Origins and Adaptation to Ontario

The Ontario PPEC survey is based on the US Child HCAHPS survey which was developed by the Center of Excellence for Pediatric Quality Measurement at Boston Children's Hospital in partnership with the Agency for Healthcare Research and Quality (AHRQ)'s CAHPS Consortium.

The survey contains the following quality measures:

### Child HCAHPS Survey Quality Measures

Produces 18 measures of patient experience:

- 10 composite measures (combination of two or more survey questions that are statistically and conceptually related)
  - Communication between you and your child's nurses
  - Communication between you and your child's doctors
  - Communication about your child's medicines
  - Keeping you informed about your child's care
  - Preparing you and your child to leave the hospital
  - How well nurses communicate with your child
  - How well doctors communicate with your child
  - Involving teens in their care
  - Preventing mistakes and helping you report concerns
  - Helping your child feel comfortable
- 8 single-item measures, including and overall rating of the hospital

Upon review of this survey by representatives from the OHA-led survey review committee of hospital representatives, the survey was modified slightly to fit the Ontario context including the inclusion of two additional pain management questions, and renamed as Ontario PPEC.

## Survey Composition

The survey includes:

- 51 questions
- 9 core demographic questions, plus optional demographic equity and language questions

The Child HCAHPS survey builds on the core domains of the Adult HCAHPS survey:

HCAHPS Domains	Expanded Domains	New Domains
<ul style="list-style-type: none"> <li>• Communication with doctors and nurses</li> <li>• Responsiveness of hospital staff</li> <li>• Pain management</li> <li>• Communication about medications</li> <li>• Discharge information</li> <li>• Hospital environment (i.e. cleanliness, quietness)</li> </ul>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Hospital environment</li> <li>• Discharge process</li> </ul>	<ul style="list-style-type: none"> <li>• Admission process</li> <li>• Family involvement</li> <li>• Child-appropriateness</li> <li>• Privacy</li> <li>• Safety</li> <li>• Age-specific items (e.g. adolescence)</li> </ul>

## Survey Reliability and Validity

The primary content and design of the Child HCAHPS survey was informed by:

- A literature review
- Expert interviews and public commentary
- Patient focus groups
- 132 in-depth cognitive testing interviews in six U.S. cities
- Pilot testing in eight U.S. hospitals
- Field testing with parents of recently hospitalized children in 69 U.S. hospitals across 34 states

The core HCAHPS survey has been rigorously tested for validity and reliability, and has been widely used for many years in the United States to collect patient experience data. The Child HCAHPS is being adopted as the new standard for pediatric patient experience surveying in the United States. Additionally, it has been piloted in a two-year study at McGill University Health Centre in Montreal, Quebec in both English and French. McGill is now adopting this survey after successful pilot testing.

## Survey Data Collection and Reporting

The Ontario PPEC is supported by the OHA-managed Patient Experience Surveying Services contract. All Ontario hospitals that use the contracted services can arrange to have the third-party vendor contact patients and conduct the survey on behalf of their hospital. Survey results will be made available to hospitals through an online reporting portal that includes reports and benchmarking statistics against peer hospitals that are also using the OHA-managed contract.



### Additional Resources

Additional information about the Child HCAHPS survey can be found on the AHRQ website, [here](#), and the Boston Children's Hospital website, [here](#).

## Acknowledgements

The OHA would like to thank the members of its Pediatric Patient Experience Survey Review Committee who provided expertise and guidance throughout the review and recommendation of a new Pediatric Patient Experience Survey Instrument for Ontario. [Click here](#) for a list of committee members.

**NOTE:** Minor changes to the survey may be recommended over time to ensure that it continues to reflect evolving patient, hospital and system needs.