

Patient Experience Surveys: Additional Information



Background

Patient experience measurement is an industry best practice and hospitals are required to survey patients at least once every fiscal year, according to Ontario's *Excellent Care for All Act* (ECFAA), 2010.

Validated patient experience measurement tools provide scientifically robust methods of capturing the patient voice and opportunities for actionable quality improvement, internal benchmarking over time, links to public reporting and peer comparisons. Their importance is reflected as an indicator in hospital Quality Improvement Plans.

Since 1997, the OHA and its members have been working together to inform and drive improvements in hospital practices by measuring patients' experiences with their hospital care using standardized patient survey instruments.

The OHA holds and manages an umbrella contract on behalf of Ontario's hospitals for the provision of patient survey instruments and data collection and reporting services.

Types of Surveying

1. Longitudinal Surveys

Longitudinal patient experience surveys are designed to capture a wide set of experience measures. When hospitals use common longitudinal surveys (i.e., surveys for benchmarking and trending) to obtain feedback on patients' experiences, survey results will contain rich information that can be used to meet public reporting and accountability requirements, and inform inter- and intra-hospital comparison, benchmarking, and quality improvement over time. As part of the new OHA Patient

Reported Performance Measurement (i.e., Patient Experience Surveying) services contract, new longitudinal surveys that are scientifically robust and validated have been made available for a number of hospital sub-sectors.

To view the longitudinal patient experience survey instruments recommended by the OHA, [click here](#).

2. Real-Time Surveys

The use of real-time surveys provides hospitals with an opportunity for rapid collection of patient feedback around a specific area of focus or quality improvement initiative. Real-time surveys are generally administered at the point of care or at/immediately following discharge and are less typically used for inter-organizational benchmarking.

Real-time surveys can provide an opportunity to drill down into priority areas often identified in a longitudinal survey and serves as a complement, not a replacement to longitudinal surveys.

Guiding Principles for Survey Selection

The survey review committees used the following guiding principles to make their final recommendations:

- Supports actionable improvement at the point of care
- Meaningful for patients (measures what is important and intended)
- Scientifically robust and validated
- Enables sector-wide comparisons and benchmarking
- Resists fragmentation, supports trending over time (provincially/regionally)
- Supports regulator's goals for sector accountability
- Enables alignment with national partners
- Enables efficient and cost effective collection

There has been a strong preference to coalesce around non-proprietary survey instruments.