



Canadian Patient Experiences Survey — Inpatient Care: Patient-Reported Experience Measures

The Canadian Institute for Health Information (CIHI) has 23 patient-reported experience measures (10 multi-question [composite], 9 single and 4 overall hospital experience measures). This table describes the measures and the survey questions from CIHI's Canadian Patient Experiences Survey — Inpatient Care (CPES-IC) that are used to calculate them. Publicly reported measures are shaded grey and marked with an asterisk.

- The composite measures use a combination of survey questions with similar concepts.
- The single measures use 1 survey question that measures a distinct concept.

Table Patient-reported experience measures and overall experience measures

Measure name	Survey question(s)	Type of measure
Admission Into the Hospital Organized (Direct Admission)	Q25. <i>Was your admission into the hospital organized?</i> (Response options: Not at all, Partly, Quite a bit, Completely)	Single
Cleanliness	Q8. <i>During this hospital stay, how often were your room and bathroom kept clean?</i> (Response options: Never, Sometimes, Usually, Always)	Single
Communication With Doctors*	Q5. <i>During this hospital stay, how often did doctors treat you with courtesy and respect?</i> (Response options: Never, Sometimes, Usually, Always) Q6. <i>During this hospital stay, how often did doctors listen carefully to you?</i> (Response options: Never, Sometimes, Usually, Always) Q7. <i>During this hospital stay, how often did doctors explain things in a way you could understand?</i> (Response options: Never, Sometimes, Usually, Always)	Multi-question (composite)





Patient-Reported Experience Measures (Inpatient Care)

Measure name	Survey question(s)	Type of measure
Communication With Nurses*	<p>Q1. During this hospital stay, how often did nurses treat you with courtesy and respect? (Response options: Never, Sometimes, Usually, Always)</p> <p>Q2. During this hospital stay, how often did nurses listen carefully to you? (Response options: Never, Sometimes, Usually, Always)</p> <p>Q3. During this hospital stay, how often did nurses explain things in a way you could understand? (Response options: Never, Sometimes, Usually, Always)</p>	Multi-question (composite)
Coordination of Tests and Procedures†	<p>Q32. How often were tests and procedures done when you were told they would be done? (Response options: Never, Sometimes, Usually, Always, I did not have any tests or procedures)</p>	Single
Discharge Planning	<p>Q19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? (Response options: Yes, No)</p> <p>Q20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? (Response options: Yes, No)</p>	Multi-question (composite)
Emotional Support	<p>Q34. Did you get the support you needed to help you with any anxieties, fears or worries you had during this hospital stay? (Response options: Never, Sometimes, Usually, Always, Not applicable)</p>	Single
Enough Information Given About Admission Process, Prior to Arrival (Direct Admission)	<p>Q24. 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)</p>	Single
Explanation About Medications	<p>Q16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? (Response options: Never, Sometimes, Usually, Always)</p> <p>Q17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? (Response options: Never, Sometimes, Usually, Always)</p>	Multi-question (composite)
Hospital Rating (Worst to Best)	<p>Q21. 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? (Response options: 0 worst hospital to 10 best hospital)</p>	Single
Hospital Stay Helpful	<p>Q40. Overall, do you feel you were helped by your hospital stay? Please answer on a scale where 0 is not helped at all and 10 is helped completely. (Response options: 0 not helped at all to 10 helped completely)</p>	Single



Patient-Reported Experience Measures (Inpatient Care)

Measure name	Survey question(s)	Type of measure
Information and Understanding When Leaving the Hospital* , ‡	<p>Q37. <i>Before you left the hospital, did you have a clear understanding about all of your prescribed medications, including those you were taking before your hospital stay?</i></p> <p>(Response options: Not at all, Partly, Quite a bit, Completely, Not applicable)</p> <p>Q38. <i>Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?</i></p> <p>(Response options: Not at all, Partly, Quite a bit, Completely)</p> <p>Q39. <i>When you left the hospital, did you have a better understanding of your condition than when you entered?</i></p> <p>(Response options: Not at all, Partly, Quite a bit, Completely)</p>	Multi-question (composite)
Information Shared With Patients in the Emergency Department (Admission Through ED)	<p>Q26. <i>When you were in the emergency department, did you get enough information about your condition and treatment?</i></p> <p>(Response options: Not at all, Partly, Quite a bit, Completely)</p> <p>Q27. <i>Were you given enough information about what was going to happen during your admission to the hospital?</i></p> <p>(Response options: Not at all, Partly, Quite a bit, Completely)</p>	Multi-question (composite)
Intent to Recommend Hospital to Family and Friends	<p>Q22. <i>Would you recommend this hospital to your friends and family?</i></p> <p>(Response options: Definitely no, Probably no, Probably yes, Definitely yes)</p>	Single
Internal Coordination of Care†	<p>Q30. <i>Do you feel that there was good communication about your care between doctors, nurses and other hospital staff?</i></p> <p>(Response options: Never, Sometimes, Usually, Always)</p> <p>Q31. <i>How often did doctors, nurses and other hospital staff seem informed and up-to-date about your hospital care?</i></p> <p>(Response options: Never, Sometimes, Usually, Always)</p>	Multi-question (composite)
Involvement in Decision-Making and Treatment Options* , §	<p>Q35. <i>Were you involved as much as you wanted to be in decisions about your care and treatment?</i></p> <p>(Response options: Never, Sometimes, Usually, Always)</p> <p>Q36. <i>Were your family or friends involved as much as you wanted in decisions about your care and treatment?</i></p> <p>(Response options: Never, Sometimes, Usually, Always, I did not want them to be involved, I did not have family or friends to be involved)</p>	Multi-question (composite)
Overall Hospital Experience (Very Poor to Very Good)*	<p>Q41. <i>Overall 0 I had a very poor experience to 10 I had a very good experience.</i></p> <p>(Response options: 0 very poor experience to 10 very good experience)</p>	Single
Pain Controlled	<p>Q13. <i>During this hospital stay, how often was your pain well controlled?</i></p> <p>(Response options: Never, Sometimes, Usually, Always)</p> <p>Q14. <i>During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?</i></p> <p>(Response options: Never, Sometimes, Usually, Always)</p>	Multi-question (composite)



Patient-Reported Experience Measures (Inpatient Care)

Measure name	Survey question(s)	Type of measure
Quietness	Q9. <i>During this hospital stay, how often was the area around your room quiet at night?</i> (Response options: Never, Sometimes, Usually, Always)	Single
Received Information About Condition and Treatment	Q33. <i>During this hospital stay, did you get all the information you needed about your condition and treatment?</i> (Response options: Never, Sometimes, Usually, Always)	Single
Staff Responsiveness	Q4. <i>During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</i> (Response options: Never, Sometimes, Usually, Always, I never pressed the call button) Q11. <i>How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?</i> (Response options: Never, Sometimes, Usually, Always)	Multi-question (composite)
Transfer From ED to Hospital Bed Organized (Admission Through ED)	Q29. <i>Was your transfer from the emergency department into a hospital bed organized?</i> (Response options: Not at all, Partly, Quite a bit, Completely)	Single
Waiting Too Long in the ED for a Hospital Bed (Admission Through ED)	Q28. <i>After you knew that you needed to be admitted to a hospital bed, did you have to wait too long before getting there?</i> (Response options: Yes, No)	Single

Notes

* Measure is publicly reported in CIHI's [Your Health System web tool](#).

† Measures were updated based on results of validation and accompanying consultations completed in 2018–2019.

‡ Measure was previously titled Discharge Management.

§ Measure was previously titled Involvement in Decision-Making.

Questions 10, 12, 15, 18 and 23 are instructional questions and are not included in the measures. Demographic questions are not included.

Source

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