

Patient experience: Did you receive enough information when you left the hospital?

Alternate Name*

Patient experience: Did you receive enough information when you left the hospital?

INDICATOR DESCRIPTION

Description*

This indicator measures the percentage of discharged patients who responded positively to the following question: 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?

Indicator Status*

Active

HQO Reporting tool/product

Quality Improvement Plans (QIPs)

Dimension*

Patient-centred

Type*

Outcome

DEFINITION AND SOURCE INFORMATION

Unit of Measurement*

Percentage

Calculation Methods*

The percentage is calculated as: numerator divided by denominator multiplied by 100.

Canadian Institute of Health Information (CIHI) Canadian Patient Experiences Survey—Inpatient Care (CPES)

Question 38: 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?

- Completely
- Quite a bit
- Partly
- Not at all

For patient experience questions, a “Top-box” method is recommended. “Top box” refers to the respondents who choose the only the most positive response.

Top-box Instructions: Add the number of respondents who responded “Completely” and divide by number of respondents who registered any response to this question (do not include non-respondents).

Numerator including inclusion/exclusion*

Number of respondents who responded "Completely"

Denominator including inclusion/exclusion*

Number of respondents who registered any response to this question.

Exclusions:

- Non-respondents

Data Source

Canadian Patient Experiences Survey-Inpatient Care (CPES-IC)

Data provided to HQO by

Local data collection

OTHER RELEVANT INFORMATION

Comments Detailed

This is a priority indicator for QIP 2020/21. Current performance reporting period: most recent consecutive 12 month period. How to access data: These data should be accessed from within your own organization.

TAGS

TAGS*

Acute Care/Hospital
Outcome
Patient Reported Measures
Readmission
Patient-centred
Canadian Patient Experiences Survey-Inpatient Care (CPES-IC)

PUBLISH

PUBLISH DATETIME*

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