

# 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

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### 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?

### HQO Reporting tool/product

Quality Improvement Plans (QIPs)

### Dimension\*

Patient-centred

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

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### 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 (short description i.e. not inclusions/exclusions)\***

Number of respondents who responded "Completely"

**Denominator (short description i.e. not inclusions/exclusions)\***

Number of respondents who registered any response to this question.

**Adjustment (risk, age/sex standardization)- generalized**

None

**Data Source**

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

**Data provided to HQO by**

Local data collection

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**OTHER RELEVANT INFORMATION**

**Comments Summary**

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

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### TAGS\*

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

## PUBLISH

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### PUBLISH DATETIME\*

20/12/2019 15:30:00