

Patient involvement in decisions about care

Alternate Name*

Patients' experience: patient involvement in decisions about care

INDICATOR DESCRIPTION

Description*

Percentage of patients and clients who were always or often involved in the care decisions when they saw their doctor or nurse practitioner.

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 times 100.

Organizations are expected to measure progress on this indicator using the *exact* wording of the following survey question as in [Primary Care Patient Experience Survey \(PCPES\)](#):

"Q7. When you see your doctor or nurse practitioner, how often do they or someone else in the office involve you as much as you want to be in decisions about your care and treatment?"

Using the scale:

- Always
- Often
- Sometimes
- Rarely
- Never
- Not applicable (don't know/refused)"

To calculate the indicator result, add the number of respondents who responded "Always" and "Often", divide by the number of respondents who registered an answer for this question (do not include non-respondents or respondents who answered "Not applicable(don't know/refused)").

Numerator including inclusion/exclusion*

Number of respondents who responded "Always" and "Often" to this survey question.

Denominator including inclusion/exclusion*

Number of respondents who registered a response to this question.

Exclusions:

- Non-respondents;
- Respondents who answered "Not applicable(don't know/refused)"

Data Source

Local data collection

Data provided to HQO by

Local data collection

OTHER RELEVANT INFORMATION

Caveats and Limitations

Self-reported survey data

Comments Detailed

This is a QIP priority indicator for 2020/21. QIP Current performance reporting period: April 2019 - March 2020 (or most recent 12-month period available) How to access data: These data should be accessed from within your own organization Use of the Primary Care Patient Experience Survey (PCPES) is encouraged, as it includes all priority indicator survey questions and more. Developed by Health Quality Ontario in collaboration with AFHTO, AOHC, the Ontario College of Family Physicians, and the Ontario Medical Association, the survey is designed to be administered by practices and can be rolled up to the organizational level to support their quality improvement efforts. The PCPES captures patients' experiences in two ways: very specific aspects of their most recent primary care visit and their ongoing experience with the care they receive. To access the PCPES as well as a comprehensive Survey Support Guide on how to implement it, click [here](#). To access an alternate version of the survey for CHCs and AHACs, click [here](#). These indicators also align with the Health Quality Ontario's Primary Care Performance Measurement Framework for Ontario, the Ministry's Health Care Experience Survey and the Commonwealth Fund Surveys that are reported in Health Quality Ontario's Measuring Up.

TAGS

TAGS*

Primary Care
Outcome
Patient Reported Measures
Patient-centred
Local data collection

PUBLISH

PUBLISH DATETIME*

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