

Patient Oriented work at CIHI

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Presentation Overview

- **CIHI's role**
- **Insights on measuring and reporting on patient reported information**
- **Value of the patient voice in our work**
- **Our future directions**

CIHI's mandate

Vision

**Better data.
Better decisions.
Healthier Canadians.**

Mandate

Deliver comparable and actionable information to accelerate improvements in health care, health system performance and population health across the continuum of care.

Values

Respect • Integrity • Collaboration • Excellence • Innovation

What Matters to Patients?

*“You need to be able to **access** what you need, in a **timely** and **simple** fashion **without jumping through hoops** or proving that you require that access”*

- Patient Representative, Shared Health Priorities, Public Consultation, January 2018

CIHI's Strategic Plan 2016 to 2021

Strategic goals



Be a trusted source of standards and quality data



Expand analytical tools to support measurement of health systems



Produce actionable analysis and accelerate its adoption

Priority themes and populations

Themes

Patient experience
Quality and safety
Outcomes
Value for money



Health system performance

Populations

Seniors and aging
Mental health and addictions
First Nations, Inuit and Métis
Children and youth



Foundation



Our people



Stakeholder engagement and partnerships



Privacy and security



Information technology

Values

Respect • Integrity • Collaboration • Excellence • Innovation

Capturing the Patient Voice:

About Patients, From Patients

Meet Ruth: What do you need to know to plan her care?

- The roles she plays (and played!)
- The people in her life
- Her preferences
- Her current struggles
- The help she gets
- Medicine and equipment
- Other...



About Patients, From Patients



Patient Reported
Experience
Measures (PREMs):
Pan-Canadian
Standard Survey in
Acute Care



Patient
Reported
Outcome
Measures
(PROMs)



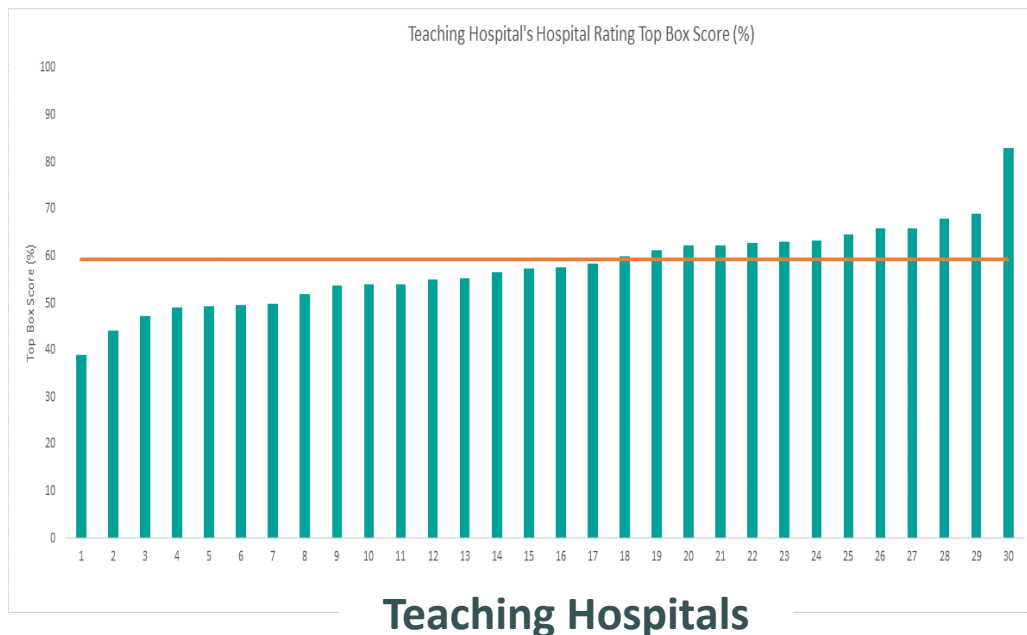
Commonwealth
Fund Survey



Analytical
Reports

The value of pan-Canadian comparisons

Hospital Rating Scores for Canadian Teaching Hospitals



- Highlight **best practices** for improved patient centered care
- Rich data that allow for **transparency and public reporting**
- Ability to **benchmark nationally** and internationally
- Target **areas for improvement** based on patient feedback

— % of patients responding favorably (Top Box) — National Average

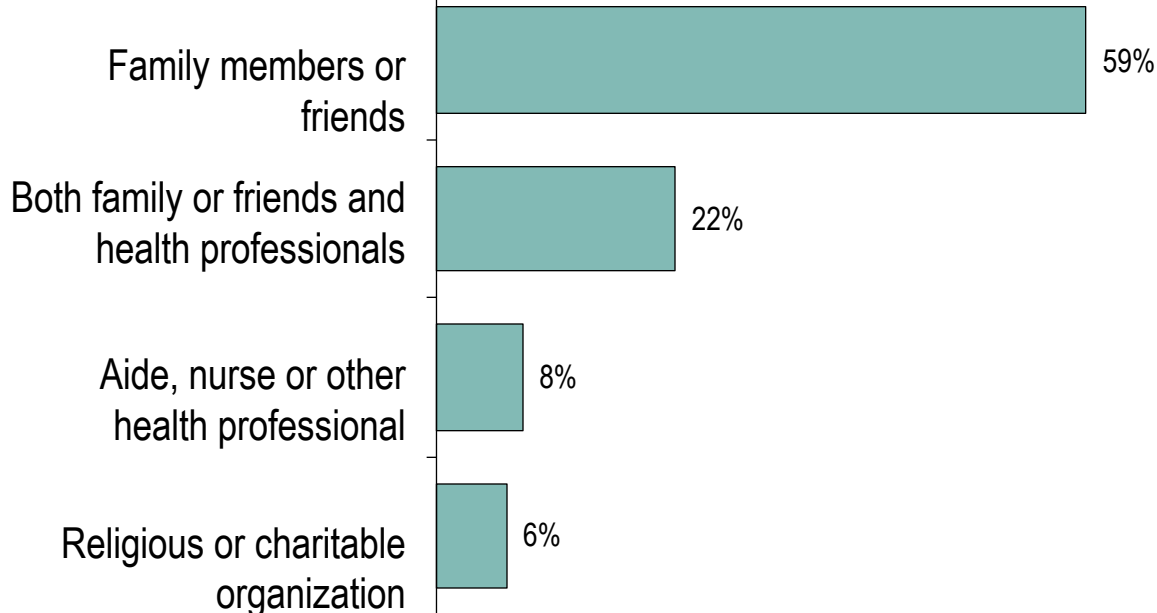
The Commonwealth Fund's 2017 International Health Policy Survey of Seniors



11% of Canadian seniors received help with certain activities of daily living

4 out of 5 received it from a family member or friend.

Those who received help with certain activities of daily living (housework, preparing meals, managing daily medications or shopping) received it from



Note

Multiple responses were allowed, so the sum of responses does not total 100%.

With Patients: CIHI's Patient-Oriented Strategy

Work with Patients

Patients have contributed in different ways at CIHI:

Survey development: Formulating questions for Patient Reported Experience Measures (PREMs) and Patient Reported Outcome Measures (PROMs)

Data collection: Participating on advisory groups (Canadian Joint Replacement Registry, PREMs, PROMs)

Patient stories: Providing context and lived experience for key reports (*Dementia in Canada* report)

Health system capacity building initiatives: Participating in peer learning day for patient experience information

Shared Health Priorities: Helping us to understand access to home and community care and mental health and addictions services to support improvement in these two areas

Common Statement of Principles on Shared Health Priorities



In August 2017, a [Common Statement of Principles on Shared Health Priorities](#) was released. Within it, Federal, Provincial and Territorial (FPT) Health Ministers' commit to:

- Improve access to **mental health and addictions services**
- Improve access to **home and community care**
- Work collectively and with CIHI to develop a focused set of common indicators to measure pan-Canadian progress toward these objectives
- Share relevant data to permit CIHI to produce annual public reports

Public consultation for Shared Health Priorities

Regional focus groups
hosted across Canada
as well as key
informant interviews
and online
engagement tools

Goals

- Explore public's understanding of “access to services” and uncover what meaningful measures of access would look like for them
- Understand how the general public prioritizes key questions about access
- Seek opinions, ideas and advice about how the selected indicators should be presented to Canadians

Access to health services...

Support for navigating
the health systems

Shorter wait times

Prevention / promotion

Coordination of care

Patient, client, caregiver
experience



Awareness of services
available

Communication across
sectors and providers

Appropriate provider

Outcomes

...that are **efficiently delivered**,
safe, **appropriate and effective**,
and **person-centred**

Endorsed Indicators

Mental Health and Addictions

Wait times for community mental health services

*Early identification for early intervention in youth (10-25) **

*Awareness/successful navigation of services **

Rates of repeat ED or urgent care centre visits

Hospitalization rates for problematic substance use

Rates of self-injury, incl. suicide

Home and Community Care

Wait times for home care services

Alternate level of care length of stay for inpatients requiring home care

Home care services helped recipient stay home

Caregiver distress

(In)appropriate move to long term care

*Death at home, not in hospital **

** = to be defined*

Dementia in Canada

- Released June 21, 2018
- CIHI's first comprehensive look at this complex illness and its effects on seniors, **caregivers** and health systems
- Three caregivers to seniors with dementia were interviewed about their experience. Their stories will be shared in the report and on CIHI.ca

Dementia in Canada

Digital report delivers CIHI's first comprehensive look at this complex illness and its effects on seniors, caregivers and health systems



Newfoundland and Labrador resident Catherine Ann, 41, provides care in her family home for her mother Isabel, 81, who is in the terminal stages of dementia. Read more about Catherine Ann and Isabel in the unpaid caregivers challenges and supports section of this report.

How dementia impacts Canadians

The number of seniors living with dementia across Canada is rising steadily, as is the number of challenges facing health systems.



[Go to How dementia impacts Canadians](#)

Dementia across the health system

Discover the types of challenges seniors living with dementia face at home, in long-term care and in hospitals.

- Dementia in home and community care
- Dementia in long-term care
- Dementia in hospitals



[Go to Dementia across the health system](#)

Moving Towards Greater Patient Involvement

- CIHI is working towards a formalized patient engagement strategy to enrich its work, recognizing that this is a journey and there will be opportunities to learn along the way.
- CIHI is working closely with jurisdictions across Canada to understand priorities for measuring patient experience and outcomes across other sectors.
- Analytic work will focus on integrating patient stories and linking experience to outcomes to better inform and drive quality, patient-centered care.

Next Steps

- CIHI outlining a **strategy for patient oriented work**
- **Public reporting of patient experience data** to drive quality improvement
- CIHI is working closely with jurisdictions across Canada to understand priorities for **measuring patient experience across other sectors**.
- **Analytic work** integrating patient stories and linking experience to outcomes to better inform and drive quality patient centered care.





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