

IDENTIFYING INFORMATION	
Name:	Patient experience with communication with nurses and doctors
Survey question(s):	<p>Each of the following questions were asked about different aspects of communication with patients by hospital staff. These questions were asked separately for nurses and doctors:</p> <p>During this hospital stay, how often did <u>nurses/doctors treat you with courtesy and respect?</u></p> <p style="padding-left: 40px;"> <input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Sometimes <input type="radio"/> Never </p> <p>During this hospital stay, how often did <u>nurses/doctors listen carefully to you?</u></p> <p style="padding-left: 40px;"> <input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Sometimes <input type="radio"/> Never </p> <p>During this hospital stay, how often did <u>nurses/doctors explain things in a way you could understand?</u></p> <p style="padding-left: 40px;"> <input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Sometimes <input type="radio"/> Never </p>
Calculation:	<p>Results for those who responded “always”:</p> $\left(\frac{\text{Number of respondents that reported 'always'}}{\text{Total number of respondents during the reporting period}} \right) \times 100$
Description:	<p>Percentage of patients who reported “always” when asked if nurses/doctors:</p> <p style="padding-left: 40px;"> a) treated them with courtesy and respect, b) listened carefully to them, c) explained things in a way they could understand. </p>

Data source:	Canadian Patient Experiences Survey – Inpatient Care (CPES-IC)
Assumptions:	None
Exclusions:	<p>General exclusion criteria for the CPES-IC include the following:</p> <ul style="list-style-type: none"> ▪ Patients who are under 18 years of age at the time of hospital discharge. ▪ Patients who remain in hospital for less than 24 hours (e.g. day surgery cases, other short-stay cases). ▪ Patients who died during their inpatient stay. ▪ Patients without valid contact information (phone number). ▪ Patients who are unable to communicate in English (as the survey is administered in English only).
Limitations:	<p>A random sample of patients is surveyed within six weeks of their discharge from hospital. Sample sizes are determined at the site level each quarter. At the largest 14 hospitals, approximately 10% of eligible patients are surveyed, with a minimum sample of 300 surveys obtained at each site. The number of patients surveyed per site per month may not be statistically representative of the population treated at each site for that given time period; the sample is statistically representative at the site-level every quarter – caution is urged when interpreting specific data points.</p>