

IDENTIFYING INFORMATION	
Name:	Patient experience with talking with staff about help needed at home
Survey question(s):	<p>During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
Calculation:	<p>Results for those who responded “yes”:</p> $\left(\frac{\text{Number of respondents that reported 'yes'}}{\text{Total number of respondents during the reporting period}^9} \right) \times 100$
Description:	Percentage of patients who reported “yes” when asked if they talked with hospital staff about whether they would have the help they needed at home.
Data source:	Canadian Patient Experiences Survey – Inpatient Care (CPES-IC)
Assumptions:	None
Exclusions:	<ol style="list-style-type: none"> General exclusion criteria for the CPES-IC include the following: <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). Those who reported they did not go home/to someone else’s home when they left the hospital are not asked this question, as it is not applicable.
Limitations:	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.

⁹ This question was only asked of respondents who reported they went home or to someone else’s home when they left the hospital; therefore, the denominator consists of all patients who reported going home/to someone else’s home with valid responses to this question.