

The background features several concentric circles of varying radii, some solid and some dashed, creating a ripple effect. A large blue speech bubble is centered on the page, containing the text.

Patient **R**eported **E**xperience
Measures (**PREMs**)

Patient Experience

- Patient experience is an indicator of quality¹
- Linked to clinical safety and effectiveness
- Positive associations between patient experience and adherence ²
- Satisfaction surveys usually don't address the *experience* of service delivery
- Need to measure more than “hotel services”
- Marginalized populations have lower expectations

PREMs

- Patient Reported Experience Measures
- Completed by consumers
- Standardized
- Measure the experience of accessing and/or receiving health care
- Don't measure specific health outcomes (unlike Patient Reported Outcome Measures)

PREMs might
measure...

- **Health system responsiveness**^{2,5} (experience with providers and the health system)
 - Access to facility
 - Appointment availability
 - Behavior of staff
 - Communication with providers
 - Privacy and confidentiality
 - Empowerment

Example: CAHPS

- **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** ³
- “In the last 6 months, how often did this provider seem to know the important information about your medical history?”
- “In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider’s office follow up to give you those results?”
- **Asks for demographic information**

Patient Experience & Quality Improvement

- “Enhanced patient engagement and shared decision making”⁴
- More responsive health systems, higher quality of care
- Links between patient experience and adherence⁶
- PREMs can help providers identify areas for QI
- Standardized, comparable, longitudinal²

References

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- ² Hirschhorn, L. (2017). *Beyond satisfaction: integrating patient-reported experience and outcomes into quality measurement and improvement* [PowerPoint slides].
- ³ Agency for Healthcare Research and Quality. (2015). *CAHPS Health Plan Surveys adult commercial survey 5.0*. Retrieved from <https://www.ahrq.gov/cahps/surveys-guidance/hp/instructions/medicaidsurveylist.html>.
- ⁴ Boyce, M., Browne, J., & Greenhalgh, J. (2014). The experiences of professionals with using information from patient-reported outcome measures to improve the quality of healthcare: a systematic review of qualitative research. *BMJ Quality and Safety*, 1-11. doi: 10.1136/bmjqs-2013-002524
- ⁵ Robone, Silvana, Rice, Nigel, & Smith, Peter C. (2011). Health Systems' Responsiveness and Its Characteristics: A Cross-Country Comparative Analysis. *Health Research and Educational Trust*, 2079-2100. doi: 10.1111/j.1475-6773.2011.01291.x
- ⁶ Doyle, C., Lennox, L., & Bell, D. (2013). A systematic review of evidence on the links between patient experience and clinical safety and effectiveness. *BMJ Open*, 3, 1-18. doi: 10.1136/bmjopen-2012-001570