

EQ-5D Measurement at the HQCA

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Outline

- Overview of the HQCA
- Current EQ-5D Measurement
- Future EQ-5D Measurement
- Future Opportunities

Strategies



Build capacity

Enable high quality and safe patient care by assisting stakeholders at multiple levels to develop skills in system improvement.



Measure to improve

Measure, analyze and report on healthcare delivery to drive actionable improvement that enhances the quality of healthcare for Albertans.



Monitor the health system

Monitor and report on health system level indicators to characterize health system performance over time and enable comparison where appropriate.

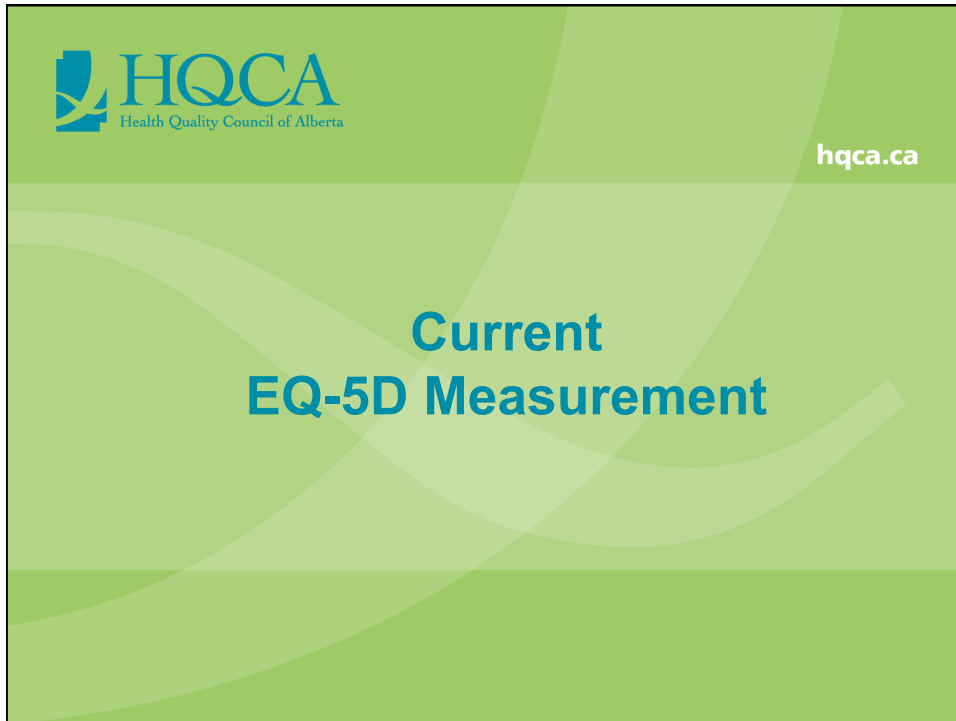


Partner with the public

To support and enable effective citizen participation in their healthcare and the healthcare system.

Our mandate

- **Measure, monitor, and assess** patient safety and health service quality.
- **Identify effective practices and make recommendations** for the improvement of patient safety and health service quality.
- **Assist in the implementation and evaluation of activities, strategies, and mechanisms** designed to improve patient safety and health service quality.
- **Survey Albertans on their experience and satisfaction** with patient safety and health service quality.
- **Assess or study** matters respecting patient safety and health service quality.
- **Appoint a panel** and provide administrative support for health inquiries, as directed by the Lieutenant Governor in Council.



Surveying Objectives

- Establish standardized, comparable surveys of patient and/or family experiences within a sector
 - Primary care, ED, continuing care
- Templated reporting
 - Reporting at different aggregation levels, for different audiences
 - E.g., physician – clinic – PCN – provincial

Emergency Department Patient Experience of Care (EDPEC) survey

Surveying began in April 2016.

Methodology:

- Strategy: random sample of patients in each of the emergency departments during previous 2 weeks
- Frequency: every two weeks

Data sharing:

- With AHS via SFTP, monthly

Emergency Department Patient Experience of Care (EDPEC) survey

Themes:

- Going to the emergency department
- During your emergency department visit
- People who took care of you
- Leaving the emergency department
- Your health care
- About you (**includes EQ-5D**)

Emergency Department Patient Experience of Care (EDPEC) survey

Survey versions:

- Admitted and discharged
- Adult and pediatric

Primary Care Experience Survey - Development

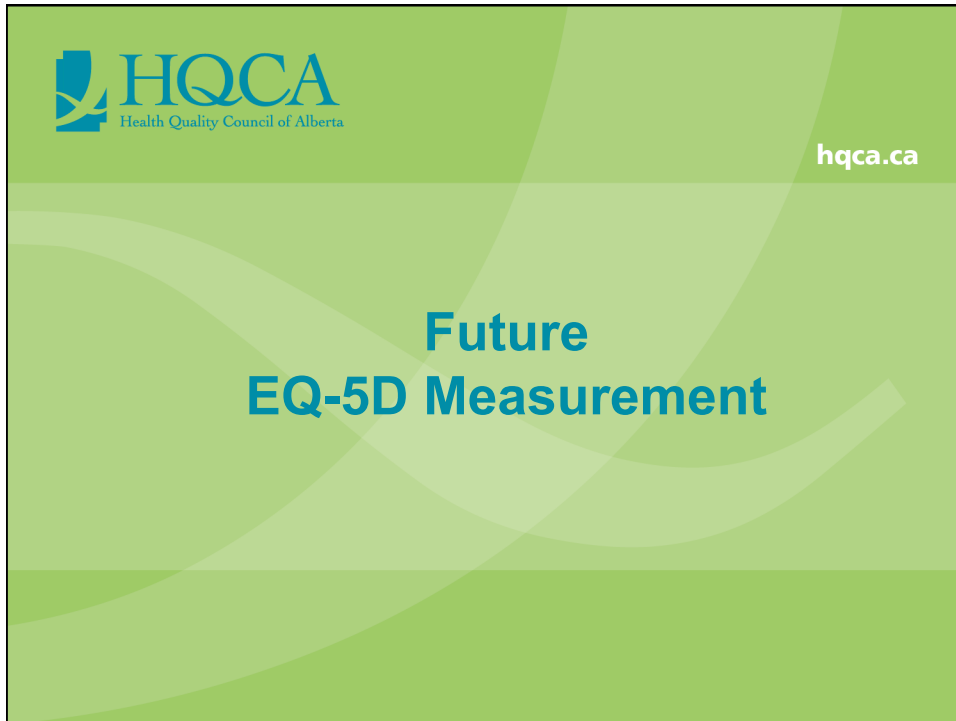
- 2+ years
 - Review existing surveys & test (paper survey)
 - Modify content:
 - Analysis of pilot results
 - Interviews with patients
 - Stakeholder needs
 - Test new modality: Email
 - Test new survey version

Primary Care Experience Survey - Major Dimensions

- Access
- Communication
- Coordination of care/team-based care
- Treatment plans & care priorities
- EQ-5D
- Demographics

Primary Care Experience Survey – Future work

- Wide deployment spring 2018
- Develop online reporting
- Integration with Panel Reports
 - Use PREMS and PROMS with clinical outcomes



Continuing Care Experience Surveys

Strong stakeholder interest in Quality of Life measures incorporated in our survey work.

- **Supportive Living**
 - Family survey – not applicable, not direct users/ recipient of care
 - Resident – HQCA is considering EQ5D
- **Long-Term Care**
 - Family survey – not applicable, not direct users/ recipient of care
- **Home Care**
 - HQCA is considering EQ5D



Potential Next Steps....

- Determine what a useful analysis of EQ-5D data is for recent ED patients
 - Usefulness to stakeholders
 - Ability to impact? Relevance?

- Determine how best to use EQ-5D information in the HQCA continuing care reporting, and other analyses
 - Usefulness to stakeholders
 - Ability to impact? Relevance?

