

Supplementary File 1: PC-QI Organizational Readiness Survey

PC-QI Readiness Survey

Start of Block: Introduction + Screening

Welcome

Before we begin, do you feel able to provide answers for this survey?

Yes

No

Display This Question:

If Before we begin, do you feel able to provide answers for this survey? = No

Do you know of anyone who would be more appropriate?

End of Block: Introduction + Screening

Start of Block: Respondent Profile

Who is filling out this survey?

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What are your title(s) in the organization?

I am answering this question as a representative of a:

- Regional/coordinating organization that supports health service delivery (ex: AHS, PCN/LHIN, health quality improvement council, etc)
- Health service delivery organization (clinical points of care such as hospitals, clinics)
- Other (please describe) _____

End of Block: Respondent Profile

Start of Block: Organizational Profile

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What province or territory is your organized based in?

- Alberta
- British Columbia
- Manitoba
- New Brunswick
- Newfoundland and Labrador
- Northwest Territories
- Nova Scotia
- Nunavut
- Ontario
- Prince Edward Island
- Quebec
- Saskatchewan
- Yukon
- National

What is the name of the organization you represent?

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What type of services does your organization support? Check one or more that apply.

- Acute care services (e.g. hospitals)
- Community health services (e.g. out-patient clinics, primary care, long-term, etc.)
- Other - Please describe:

- Not applicable
-

Your organization serves the following population?

- Adults only
- Children only
- Both adults and children

End of Block: Organizational Profile**Start of Block: Org readiness screen**

The PC-QIs have been developed with the intention of system-level application, to guide healthcare organizations across various sectors of care in measuring and improving Person-Centred Care.

A secondary section of the survey asks for your assessment of the readiness of your organization in adopting and using these indicators to measure Person-Centred Care, regional / coordinating health organization or health service delivery organization.

Before we begin, do you feel able to provide answers for this aspect of the survey?

- Yes
- No
-

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Display This Question:

If The PC-QIs have been developed with the intention of system-level application, to guide healthcare... = No

Do you know of anyone who would be more appropriate?

End of Block: Org readiness screen

Start of Block: QIs

Structure Indicator 1: Policy on Person-centred Care

Definition: Regional/provincial/national policy (or policies) that guides and supports the provision of PCC

Numerator: Number of hospitals and healthcare centres/organizations that have a policy (or policies) for PCC which includes the following five components:

- 1) Establishment of an operational definition for PCC;
- 2) Inclusion of PCC in the organization's Mission and Vision;
- 3) Inclusion of PCC as part of the organization's Core Values;
- 4) Allocation of resources to support and implement PCC;
- 5) Evaluation of PCC protocol and program implementation with the perspective of patients

Denominator: Number of all audited hospital and healthcare centres/ organizations

Which of the following statements is most true for the organization you support?

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- We already have the information for this indicator
- We can obtain this information
- We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
- Somewhat interested
- Interested
- Very interested
- Other: _____
-

Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
- No
-

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Does this indicator measure what it is supposed to measure?

- Yes
- Somewhat
- No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this indicator?

Structure Indicator 2: **Educational Programs on Person-centred Care**

Definition: Educational program(s) in place describing PCC and how to practice PCC for all healthcare personnel (e.g. staff, physicians, nurses, allied health care professionals, caregivers).

Training includes providing care that promotes co-design and partnership with patients, collaboration among the healthcare team, in addition to anti-discriminatory care, cultural competence and humility.

Quality of training should be assessed by healthcare personnel and by patients to inform necessary gaps and improvements needed in educational programs.

Process and outcome indicators can provide a patient perspective on the delivery of PCC.

Numerator: Number of hospitals and healthcare centres, community-based organizations that have an educational program(s) for PCC

Denominator: Number of all audited hospital and healthcare centres, and community-based

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organizations

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
 - Somewhat interested
 - Interested
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-

Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
 - No
-

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- Yes
- Somewhat
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Do you have any other feedback about this indicator?

Structure Indicator 3: Culturally Competent Care

Definition: Percentage of healthcare facilities using a survey to assess organizational cultural competence

Numerator: Number of healthcare systems (hospitals and healthcare centres) assessing organizational cultural competence

Denominator: Number of all audited hospital and healthcare centres/organizations

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
- We can obtain this information
- We cannot obtain this information

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How interested would your organization be in implementing this indicator?

- Not interested
- Somewhat interested
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- Other: _____
-

Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
- No
-

Does this indicator measure what it is supposed to measure?

- Yes
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-

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Do you have any other feedback about this indicator?

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Structure Indicator 4: Providing a Supportive and Accommodating Person-centred Care Environment

Definition: Healthcare systems with a protocol(s) for co-developing a supportive and accommodating physical PCC environment in healthcare facilities with patients

Numerator: Number of hospitals and healthcare centres/organizations with a protocol(s) for co-developing a PCC environment with patients

Denominator: Number of all audited hospitals and healthcare centres/organizations

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
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-

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Does your organization have processes in place to make changes needed to improve this indicator?

Yes

No

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Yes

Somewhat

No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this indicator?

Structure Indicator 5: Co-designing Care in Partnership with Communities

Definition: Healthcare systems should have a protocol(s) guiding development of partnerships with communities for co-designing care, and should provide an opportunity for partners to evaluate the partnership regularly

Numerator: Number of hospital and healthcare centres/organizations with a protocol guiding the development of partnerships with communities for co-designing care

Denominator: Number of all audited hospital and healthcare centres/organizations

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How interested would your organization be in implementing this indicator?

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Structure Indicator 6: Healthcare Information System to Support Person-Centred Care

Definition: Healthcare systems using health information technology to support and monitor PCC by:

- Supporting patient-healthcare professional communication
- Providing patients with information about their health and care
- Supporting the coordination, continuity and transitions of care

Numerator: Number of hospital and healthcare centres/organizations using healthcare information technology to support and monitor PCC

Denominator: Number of all audited hospitals and healthcare centres/organizations

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
- We can obtain this information
- We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
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Does your organization have processes in place to make changes needed to improve this indicator?

Yes

No

Does this indicator measure what it is supposed to measure?

Yes

Somewhat

No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this indicator?

Structure Indicator 7: Structures to Report Person-centred Care Performance

Definition: Healthcare systems should report PCC performance based on feedback from patients and healthcare staff

Numerator: Number of hospital and healthcare centres / organizations reporting on PCC performance based on feedback from patients and healthcare staff

Denominator: Number of all audited hospitals and healthcare centres / organizations

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Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
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How interested would your organization be in implementing this indicator?

- Not interested
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Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
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Process Indicator 1: Compassionate Care

Definition: Percentage of patients that reported receiving compassionate care during their visit with a healthcare professional (e.g. doctors, nurses, allied health professionals) across healthcare settings and home care

Numerator: Total number of patients reporting receiving compassionate care during their visit with a healthcare professional (e.g. doctors, nurses, allied health professionals) across healthcare settings and home care

Denominator: Total number of patients responding to the question(s) who reported receiving compassionate care

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
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Does your organization have processes in place to make changes needed to improve this indicator?

Yes

No

Does this indicator measure what it is supposed to measure?

Yes

Somewhat

No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Process Indicator 2: Equitable Care

Definition: Percentage of patients that reported that they received inequitable access to care and treatment because of their race/ethnicity, education level, gender, language, religion, and/or sexual orientation

Numerator: Total number of patients reporting that they received equitable access to care and treatment

Denominator: Total number of patients responding to the questions assessing equitable

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access to care and treatment

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
 - Somewhat interested
 - Interested
 - Very interested
 - Other: _____
-

Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
 - No
-

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Does this indicator measure what it is supposed to measure?

- Yes
- Somewhat
- No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Process Indicator 3: Trusting Relationship with Healthcare Provider

Definition: Percentage of patients that reported a high level of trust with their healthcare provider

Numerator: Total number of patients responding highly to the questions assessing trust

Denominator: Total number of patients responding to the questions assessing trust

Which of the following statements is most true for the organization you support?

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- We already have the information for this indicator
- We can obtain this information
- We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
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Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
- No
-

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Do you have any other feedback about this measure?

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Process Indicator 4: Accessing Interpreter Services

Definition: Percentage of patients that reported access to interpreter services in multiple languages across health care settings

Numerator: Total number of patients reporting receiving access to interpreter services

Denominator: Total number of patients responding to the questions assessing access to interpreter services

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
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-

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Does your organization have processes in place to make changes needed to improve this indicator?

Yes

No

Does this indicator measure what it is supposed to measure?

Yes

Somewhat

No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Process Indicator 5: Communication with Healthcare System

Definition: Percentage of patients that reported a high level of communication between patients and healthcare staff (e.g. health-line operators (#811), office assistants, associated healthcare staff) at the time of accessing healthcare and throughout patient and family interactions with the healthcare system

Numerator: Total number of patients responding positively to the question(s) assessing communication with healthcare staff

Denominator: Total number of patients responding to the overall questions assessing communication

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Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
 - Somewhat interested
 - Interested
 - Very interested
 - Other: _____
-

Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
 - No
-

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Does this indicator measure what it is supposed to measure?

- Yes
- Somewhat
- No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Process Indicator 6: Communication between Patient and Healthcare Provider – Nurse

Definition: Percentage of patients that reported a high level of communication between patient and nurses

Numerator: Total number of patients responding positively to questions assessing overall communication with nurses

Denominator: Total number of patients responding to questions assessing communication with nurses

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
- We can obtain this information
- We cannot obtain this information

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How interested would your organization be in implementing this indicator?

- Not interested
- Somewhat interested
- Interested
- Very interested
- Other: _____
-

Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
- No
-

Does this indicator measure what it is supposed to measure?

- Yes
- Somewhat
- No
-

If you selected "somewhat" or "no", please provide additional feedback.

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Do you have any other feedback about this measure?

Process Indicator 7: Communication between Patient and Healthcare Provider - Physician

Definition: Percentage of patients that reported a high level of communication between patient and physicians

Numerator: Total number of patients responding positively to the questions assessing communication with physicians

Denominator: Total number of patients responding to the questions assessing communication with physicians

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
- Somewhat interested
- Interested
- Very interested
- Other: _____

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Does your organization have processes in place to make changes needed to improve this indicator?

Yes

No

Does this indicator measure what it is supposed to measure?

Yes

Somewhat

No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

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Process Indicator 8: Information about Taking Medication

Definition: Percentage of patients responding that the healthcare provider explained to them their medication, including the purpose, side effects, and potential changes to the treatment.

Numerator: Total number of patients responding that the healthcare provider explained to them about their medication, including the purpose, side effects, and potential changes to the treatment

Denominator: Total number of patients responding to the question(s)

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
 - Somewhat interested
 - Interested
 - Very interested
 - Other: _____
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Does your organization have processes in place to make changes needed to improve this indicator?

Yes

No

Does this indicator measure what it is supposed to measure?

Yes

Somewhat

No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Process Indicator 9: Communicating Test Results

Definition: Percentage of patients that responded that they received and understood information about their test results

Numerator: Total number of patients responding that they received and understood information about their test results

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Denominator: Total number of patients responding to the question(s) about receiving and understanding information about their test results

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
 - Somewhat interested
 - Interested
 - Very interested
 - Other: _____
-

Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
 - No
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Does this indicator measure what it is supposed to measure?

- Yes
- Somewhat
- No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Process Indicator 10: Coordination of Care

Definition: Percentage of patients that reported that their care was coordinated well. Care coordination means that patient care activities and information is shared among all of the participants concerned with a patient's care, and collaborating in a shared plan of care which includes the patient and family as part of the team.

Numerator: Total number of patients responding to having received coordinated care

Denominator: Total number of patients responding to the questions assessing coordination of care

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Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
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 - Interested
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-

Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
 - No
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Does this indicator measure what it is supposed to measure?

- Yes
- Somewhat
- No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

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Process Indicator 11: Patient and Caregiver Involvement in Decisions about Their Care and Treatment

Definition: The percentage of patients/caregivers that reported their healthcare provider involved them as much as they wanted in decisions about their care and treatment

Numerator: Number of survey respondents who reported that their healthcare provider involved them as much as they wanted in decisions about their care and treatment

Denominator: Number of respondents who answered the survey question(s) on involvement in decisions about their care and treatment

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
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-

Supplementary File 1: PC-QI Organizational Readiness Survey

Does your organization have processes in place to make changes needed to improve this indicator?

Yes

No

Does this indicator measure what it is supposed to measure?

Yes

Somewhat

No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Process Indicator 12: Engaging Patients in Managing their Own Health

Definition: Percentage of patients and caregivers that report being engaged in self-managing their condition, which includes:

1. Shared decision-making;
2. Goal-setting;
3. Supporting self-care management; and
4. Care plans being accessible to patients/caregivers/healthcare providers

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Numerator: Total number of patients and caregivers that responded positively to being engaged in self-management

Denominator: Total number of patients and caregivers that responded to the question(s) assessing engagement of self-management

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
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Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
 - No
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Does this indicator measure what it is supposed to measure?

- Yes
- Somewhat
- No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Process Indicator 13: Timely Access to a Primary Care Provider

Definition: Percentage of patients and clients able to see a doctor or nurse practitioner on the same day or next day, when needed

Numerator: The number of respondents who answered "same day" and "next day" in response to the following patient and client survey question: "The last time you were sick or were concerned you had a health problem, how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually saw him/her or someone else in their office?"

Denominator: The number of respondents who registered an answer of the following patient and client survey question: "The last time you were sick or were concerned you had a health problem, how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually saw him/her or someone else in their office?"

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- We already have the information for this indicator
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Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
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Process Indicator 14: Patient Preparation for a Care Plan at a Healthcare Facility

Definition: This indicator measures the percentage of patients reporting that they had enough information about their care and treatment when admitted into a healthcare facility (e.g. homecare, hospital, mental health institution)

Numerator: Number of patients reporting that they had enough information about their care and treatment when admitted into a healthcare facility

Denominator: Number of patients admitted into the healthcare facility

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
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How interested would your organization be in implementing this indicator?

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Supplementary File 1: PC-QI Organizational Readiness Survey

Does your organization have processes in place to make changes needed to improve this indicator?

Yes

No

Does this indicator measure what it is supposed to measure?

Yes

Somewhat

No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Process Indicator 15: Transition Planning

Definition: Percentage of patients that reported receiving information and discussing their needs to manage their condition in preparation for care transition across care sectors

Numerator: Number of patients that reported receiving information and discussing their needs to manage their condition in preparation for care transition across care sectors

Denominator: Number of patients admitted into the healthcare facility

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-

Supplementary File 1: PC-QI Organizational Readiness Survey

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- Somewhat
- No

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Do you have any other feedback about this measure?

Process Indicator 16: Using Patient-reported Outcome Measures (PROMs) to Deliver Person Centered Care

Definition: Percentage of clinics/hospitals/health centres using PROMs in healthcare decision making including point of care management and policy

Numerator: Number of clinics/hospitals/health centres in a jurisdiction using PROMs in clinical care

Denominator: Total number of clinics/hospitals/health centres in a jurisdiction

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- We already have the information for this indicator
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How interested would your organization be in implementing this indicator?

- Not interested
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Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
 - No
-

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- No

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Do you have any other feedback about this measure?

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Outcome Indicator 1: Overall Experience

Definition: Percentage of patients reporting their overall experience within the facility

Numerator: Number of patients rating their overall experience within the facility as “Very good” (top box)

Denominator: Total number of patients rating the hospital their overall experience within the facility

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
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How interested would your organization be in implementing this indicator?

- Not interested
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Does your organization have processes in place to make changes needed to improve this indicator?

Yes

No

Does this indicator measure what it is supposed to measure?

Yes

Somewhat

No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Outcome Indicator 2: Cost of Care – Affordability

Definition: Percentage of patients reporting that they can afford the cost of their healthcare treatment (e.g. medications, treatment program, equipment)

Numerator: Number of patients reporting that they can afford the cost of their healthcare treatment

Denominator: Total number of patients reporting the cost of their healthcare treatment

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- We already have the information for this indicator
 - We can obtain this information
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How interested would your organization be in implementing this indicator?

- Not interested
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Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
 - No
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Does this indicator measure what it is supposed to measure?

- Yes
- Somewhat
- No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Global Indicator – Friends and Family Test

Definition: Percentage of patients reporting recommending the hospital/health facility to friends and family

Numerator: Number of patients answering 'Definitely yes' when asked if they would recommend the hospital/health facility to friends and family

Denominator: Number of patients answering the question asking if they would recommend the hospital/health facility to friends and family

Supplementary File 1: PC-QI Organizational Readiness Survey

Which of the following statements is most true for the organization you support?

- We already have the information for this indicator
 - We can obtain this information
 - We cannot obtain this information
-

How interested would your organization be in implementing this indicator?

- Not interested
 - Somewhat interested
 - Interested
 - Very interested
 - Other: _____
-

Does your organization have processes in place to make changes needed to improve this indicator?

- Yes
 - No
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Does this indicator measure what it is supposed to measure?

- Yes
- Somewhat
- No

If you selected "somewhat" or "no", please provide additional feedback.

Do you have any other feedback about this measure?

Page Break

Supplementary File 1: PC-QI Organizational Readiness Survey

End of Block: QIs

Start of Block: Organizational Readiness (DISPLAY IF)

The following questions aim to assess the readiness of Canadian healthcare organizations/agencies to adopt and use PC-QIs to measure and improve Person-Centred Care across various sectors of care.

Please answer the following questions based on your perspective as a regional or coordinating healthcare organization/agency that provides support to healthcare service delivery organizations/facilities. While we recognize that healthcare organizations/facilities within your region can vary considerably, we encourage you to provide your general assessment of these organizations.

Your healthcare organizations need additional guidance in setting specific goals

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Your healthcare organization needs additional guidance in evaluating staff performance.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Your healthcare organizations need more training for new methods/developments in your area of responsibility.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Current pressures to make changes in your healthcare organizations come from patients and family/caregivers.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Current pressures to make changes in your healthcare organizations come from accreditation or licensing authorities.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Staff in your healthcare organizations have the skills they need to do their jobs.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

More support staff are needed for getting tasks completed.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Frequent staff turnover in your healthcare organizations is a problem.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Staff in your healthcare organizations usually have enough time to complete assigned duties.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

There are enough staff in your healthcare organizations to meet organizational needs.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Staff in your healthcare organizations are qualified for their duties.

- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree

Supplementary File 1: PC-QI Organizational Readiness Survey

Staff training and continuing education are priorities in your healthcare organizations.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Staff receive regular in-service training in your healthcare organizations.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Supplementary File 1: PC-QI Organizational Readiness Survey

The workload and pressures in your healthcare organizations keep motivation for new training low.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Most records in your healthcare organizations are computerized.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Staff are satisfied with the health data/information systems in your healthcare organizations.

- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree

Supplementary File 1: PC-QI Organizational Readiness Survey

Management in your healthcare organizations have a clear plan for accomplishing the goals.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

The staff in your healthcare organizations work together effectively as a team.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Supplementary File 1: PC-QI Organizational Readiness Survey

Staff in your healthcare organizations are free to try out different ideas or techniques.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

The staff in your healthcare organizations are kept well informed by management.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

The heavy workload reduces staff effectiveness.

- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
-

Supplementary File 1: PC-QI Organizational Readiness Survey

It is easy to change routine procedures to meet new conditions.

- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree
-

Management decisions in your healthcare organizations are well planned.

- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree
-

Do you have any other thoughts about your healthcare organizations' readiness to adopt these indicators?

- No
- Yes _____

End of Block: Organizational Readiness (DISPLAY IF)

Start of Block: Contact survey (Kim)

Supplementary File 1: PC-QI Organizational Readiness Survey

Thank you for taking the time to complete this survey. Please do not hesitate to contact the Primary Investigator, Dr. Maria Santana (mjsantan@ucalgary.ca), or the Study Coordinator, Kimberly Manalili (kmanalil@ucalgary.ca), should you have any questions about the study.

Our research team is also conducting a series of phone or face-to-face individual interviews with a diverse sample of organizational representatives across Canada, who will be identified through their participation in this survey. The aim of the interviews is to obtain an in-depth understanding of the potential barriers and facilitators to implementing the PC-QIs to measure and evaluate PCC across different sectors of care.

The interviews will be approximately 30-45 minutes in length.

Would you be willing to be contacted for a follow-up interview?

Yes

No

End of Block: Contact survey
