

## Measure #65. Canadian Survey of Experiences with Primary Health Care Questionnaire

**CARE COORDINATION MEASURE MAPPING TABLE**

	MEASUREMENT PERSPECTIVE		
	<i>Patient/Family</i>	<i>Health Care Professional(s)</i>	<i>System Representative(s)</i>
<b>CARE COORDINATION ACTIVITIES</b>			
Establish accountability or negotiate responsibility			
Communicate	■		
<i>Interpersonal communication</i>			
<i>Information transfer</i>	■		
Facilitate transitions			
<i>Across settings</i>	□		
<i>As coordination needs change</i>			
Assess needs and goals	■		
Create a proactive plan of care	□		
Monitor, follow up, and respond to change	□		
Support self-management goals	□		
Link to community resources	□		
Align resources with patient and population needs	□		
<b>BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION</b>			
Teamwork focused on coordination	□		
Health care home			
Care management			
Medication management	□		
Health IT-enabled coordination			

**Legend:**

- = ≥ 3 corresponding measure items
- = 1-2 corresponding measure items

# Canadian Survey of Experiences with Primary Health Care Questionnaire (CSEPHC)

**Purpose:** To measure Canadians' experiences with health care, specifically, experiences with various types of doctors and clinics, access to different types of health care including emergency room and prescription medication use.

**Format/Data Source:** A 181-item telephone-administered survey. The survey assess 10 areas of health, health care utilization, and experiences with care: (1) health status, (2) primary health care types, (3) health care use, (4) health care utilization, (5) experiences with primary health care providers, (6) access to health care, (7) emergency room use, (8) prescription medication use, (9) chronic conditions, and (10) patient activation.<sup>1</sup>

**Date:** Measure released in 2008.<sup>1</sup>

**Perspective:** Patient/Family

## Measure Item Mapping:

- **Communicate:**
  - *Between health care professional(s) and patient/family:* EP\_Q01, CC\_Q08
  - *Participants not specified:* EP\_Q05
  - Information transfer:
    - *Across health care teams or settings:* HZ\_Q02, HZ\_Q08B, EP\_Q04, EP\_Q06
- **Facilitate transitions:**
  - Across settings: HU\_Q05
- **Assess needs and goals:** EP\_Q03, CC\_Q03, CC\_Q09
- **Create a proactive plan of care:** CC\_Q05, CC\_Q09
- **Monitor, follow up, and respond to change:** HZ\_Q02, MU\_Q03
- **Support self-management goals:** CC\_Q04, CC\_Q05
- **Link to community resources:** CC\_Q07
- **Align resources with patient and population needs:** CC\_Q06
- **Teamwork focused on coordination:** HU\_Q05
- **Medication Management:** MU\_Q03

**Development and Testing:** The survey was developed by the Health Council of Canada and Canadian Institute for Health Information (CIHI) based on CIHI health indicators. The questionnaire was iteratively refined through expert review and field testing in the general population of Canada, as well as in patients with chronic conditions.<sup>1</sup>

**Link to Outcomes or Health System Characteristics:** None described in the source identified.

**Logic Model/Conceptual Framework:** None described in the source identified.

**Country:** Canada

**Past or Validated Applications\*:**

- **Patient Age:** Not Age Specific
- **Patient Condition:** General Population or Not Condition Specific
- **Setting:** Primary Care Facility, Inpatient Care Facility, Other Outpatient Specialty, Emergency Care Facility

\*Based on the sources listed below<sup>1,2</sup> and input from the measure developers.

**Notes:**

- English instrument items are located online.<sup>1</sup>
- This instrument contains 181 items, of which 16 were mapped.
- A French language version is available.

**Sources:**

1. Canadian Survey of Experiences with Primary Health Care. Statistics Canada. Available at: <http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=5138&lang=en&db=imdb&adm=8&dis=2>. Accessed: 2 June 2013.
2. Jesmin S, Thind A, Sarma S. Does team-based primary health care improve patients' perception of outcomes? Evidence from the 2007-08 Canadian Survey of Experiences with Primary Health. *Health Policy* 2012;105(1):71-83.