Patient Reported Experience Measures (PREMeds)
Patient experience is an indicator of quality\(^1\)
- 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
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**\(^\text{2,5}\) (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
“Enhanced patient engagement and shared decision making”

More responsive health systems, higher quality of care

Links between patient experience and adherence

PREMs can help providers identify areas for QI

Standardized, comparable, longitudinal

2 Hirschhorn, L. (2017). Beyond satisfaction: integrating patient-reported experience and outcomes into quality measurement and improvement [PowerPoint slides].


