



## **Your Voice Matters: We are Listening**

### **Frequently Asked Questions – A Resource for Clinicians and Cancer Centre Staff**

#### **1. What is Electronic Patient Reported Experience Measures (ePREMs)?**

ePREMs is a web based software that captures information about the patient reported experience at point of care during the treatment phase of the cancer journey. ePREMs will host a validated tool called Your Voice Matters: We Are Listening to measure patient experience at point of care (or close to real time).

#### **2. What is Your Voice Matters (YVM)?**

Your Voice Matters is a validated tool to measure the patient experience in outpatient oncology. Your Voice Matters will elicit feedback on the patient experience specific to the treatment phase of the cancer journey through [insert site specific collection method: e.g., kiosk, tablet, etc.]. In partnership with Ontario Health (Cancer Care Ontario) and your cancer centre this information will help us to:

- ☐ Empower patients to give feedback throughout their cancer journey beginning with the treatment phase;
- ☐ Enable Ontario Health (Cancer Care Ontario) and Regional Cancer Centres/Programs to use data for benchmarking and implementing targeted quality improvements that enhance the patient experience and improve outcomes;
- ☐ Facilitate patient experience capture (at point of care) and analysis in order to report patient experience data on a monthly basis.

#### **3. How does ePREMs work?**

ePREM is the electronic system that will host the validated tool to measure the patient experience at point of care. ePREM is housed on the Your Symptoms Matter (YSM) platform. Both YSM and ePREM will remain independent software, web portal solutions. When patients complete YSM they will be prompted to complete YVM. Due to the workflow beginning from the YSM tool, YVM returns the user to the YSM login page for subsequent patients to repeat the process. In the linking process between tools, YSM will pass a unique ID # which is distinct from a patient's Health Information Number for frequency logic and analytics as well as language preference for user experience.

#### 4. Who is Ontario Health (Cancer Care Ontario)?

Ontario Health is the provincial agency responsible for ensuring Ontarians continue to receive high-quality healthcare services where and when they need them. We were established in June 2019. Since then, we have brought together the strengths of many existing healthcare organizations into Ontario Health, including Cancer Care Ontario.

#### 5. How can I help support this initiative?

Your Voice Matters is available every 30 days to complete and we need your support in sharing it with your patients to encourage participation. Your Voice Matters is a tool that will empower and enable their experience and make sure that your centre receives important feedback about what matters most to your patients and their families.

#### 6. What types of questions are asked in Your Voice Matters?

Your Voice Matters is a set of questions that enables and empowers patients with the opportunity to share feedback on their experience at each step of your visit from contacting the centre with questions, to their arrival, their interaction with reception or check in to meeting with their healthcare team, and how they felt overall when they left for the day. They will be able to share their perspective on each of these steps and their overall experience.

#### 7. How is Your Voice Matters different Your Symptoms Matter?

Your Voice Matters is a separate tool from Your Symptoms Matter. Patients can complete both Your Symptoms Matter and Your Voice Matters on the same kiosk at their centre, but their Your Symptoms Matter scores will not affect the questions in Your Voice Matters. The information patients share in Your Voice Matters is **confidential and individual responses will not be shared directly with their healthcare team**. The information will be collected by Ontario Health (Cancer Care Ontario) and overall results will be reported back to the participating centres to help make meaningful improvements to the system overall.

#### 8. What is the difference between ePREMs and YSM?

ePREMs	YSM
A web based software that enables real-time data collection and reporting on patient experience performance	A reporting tool for both patients and clinicians that facilitates improved communication by enabling patients to track and report their physical and emotional pain caused by cancer symptoms, across the cancer

measurement and improvement services.	journey. It notifies appropriate healthcare professionals when symptom scores exceed certain thresholds, indicating a need for clinical intervention.
Patients share feedback about their most recent visit to your cancer centre	Patients share how they are feeling (e.g., if they are experiencing anxiety or fatigue, etc.)
Is confidential, so individual responses will not be seen by a patient's healthcare team	Individual responses should be reviewed with a patient's healthcare team to address their needs.
Helps improve the quality of care for patients	Enables a patient's healthcare team to tailor care to their needs
Sites are able to create and implement their own questionnaires on ePREMS	Sites are <b>not able</b> to create and implement their own questionnaire on YSM

## 9. Who is eligible to complete Your Voice Matters?

- Adult patients in Ontario who are currently receiving cancer treatment at their local cancer centre or program.
- Family members, friends and caregivers who are supporting a loved one through the cancer system can help complete Your Voice Matters.

## 10. How do patients participate?

Patients can complete Your Voice Matters in a few different ways, depending on what is most convenient for them:

- They are invited to complete Your Voice Matters at a kiosk in their cancer centre; or
- On a tablet while they wait for their appointment.
- [Insert additional site specific method here, if applicable e.g.; COW, WOW, portal, etc.]

## 11. What is the process for completion?

- Patients complete Your Symptoms Matter – General Symptoms and Your Symptoms Matter – Daily Activities first, these screens are printed, and THEN the patient is prompted with an option to complete YVM. However, it does not show up for new patients, as at least 1 symptom screen is required to be completed prior to YVM being prompted at the patients next visit.
- Patients complete both their YSM and YVM on the same kiosk at their centre, but their YSM scores **will not** affect the questions in YVM.

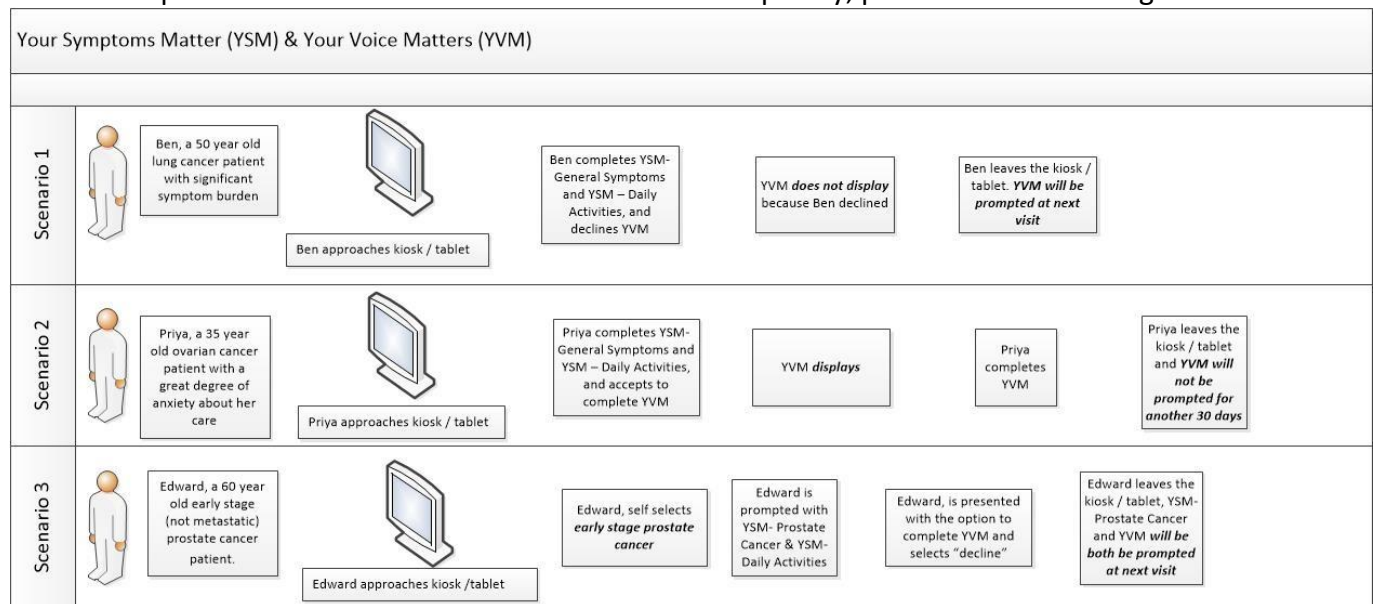
- YVM is **NOT** printed and the information they share in YVM is **confidential** and will not be shared with their healthcare team.
- Patients are only required to complete YVM once every 30 days and thus if YVM is completed, they won't be asked again until 30 days have passed.
- YVM is not HL7 linked and **will not** flow to Electronic Medical Record.

## 12. How long will it take a patient to complete Your Voice Matters?

On average, 3 minutes.

## 13. At a high level, how does our flow work?

For a list of potential scenarios to better illustrate this frequency, please see below image:



## 14. My site is an IPHEOC site, what about the other YSM surveys a patient receives?

IPHEOC sites have a slightly adjusted flow process. Please contact a member of the Ontario Health (Cancer Care Ontario) Person Centred Care portfolio if you require support or have in depth questions about the process as it pertains to your site.

At a high level, iPEHOC triggers additional YSM surveys based on a patient's response. Should two or more of these additional YSM surveys be triggered, the patient will **not** be eligible for YVM. This was done purposefully to avoid survey fatigue or long queues at kiosks.

## 15. Is it confidential?

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All Your Voice Matters responses are confidential and will be kept private. Only aggregate data will be reported by Ontario Health (Cancer Care Ontario), and all sites will have immediate, real-time access to that data.

**16. How will patient feedback be used to improve the patient experience?**

The questions in Your Voice Matters are important because hearing about a patient's most recent visit will help the care team understand what is important to them and will be used to improve the quality of the care patients receive. **Phase 1** of provincial deployment will begin by measuring the patient experience in outpatient oncology. **Phase 2** will allow RCCs to customize Your Voice Matters and add additional questionnaires based on your local needs. ePREMs is an electronic system for sites to use as they see fit to systematically capture additional information.

**17. How is information transferred?**

- Data is linkable between the YSM database and the ePREM database through a unique ID generated within YSM. The YSM identifier will pass to the ePREM Tool.
- The YSM ID is not the same as the patients HIN.

**18. What will be done with the responses?**

The responses will be collected and used to improve the patient experience at your cancer centre and help plan new initiatives not only at your cancer centre but also at the provincial level.

**19. Who will see the responses?**

The Person-Centred Care Portfolio at Ontario Health (Cancer Care Ontario) will analyze responses. Aggregate data will be reported by Ontario Health (Cancer Care Ontario) to all participating sites. The PCC Portfolio at Ontario Health (Cancer Care Ontario) is continuing to partner with patients and healthcare providers to advance a person-centred approach to health.

**20. Who do I contact if I have more questions about Your Voice Matters?**

If you have any questions or comments please contact your local Person-Centred Care Lead at [insert specifics here].

**Your Voice Matters: We Are Listening!**