# Frequently Asked Questions about the "Your Voice Matters” survey Information for Clinicians and Staff

## What are PREMs?

A Patient Reported Experience Measure (PREM) is an item that quantifies patients’ interactions with the health system to enable measurement and help plan quality improvements that align to patients’ wants, needs and preferences.

## What is “Your Voice Matters”?

In 2016, we began collecting real-time PREMs from cancer centres and hospitals using a tool called Your Voice Matters. Your Voice Matters is a survey used to measure the patient experience in outpatient oncology. Your Voice Matters will request feedback on the patient experience through *[insert site specific collection method: e.g., kiosk, tablet, etc*.].

In partnership with Ontario Health (Cancer Care Ontario) and your cancer centre or hospital this information will help us to:

* Empower patients to give feedback throughout their cancer journey;
* 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.

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

Ontario Health (Cancer Care Ontario) is part of Ontario Health. Ontario Health, an agency of the Government of Ontario, has a mandate to connect and coordinate our province’s health care system to ensure that Ontarians receive the best possible care. We work to support better health outcomes, patient experiences, provider experiences and value for money spent.

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

Your Voice Matters is a set of questions that enables patients to share feedback on their experience at each step of their visit. They can share feedback about their experience from contacting the centre with questions, to their arrival, their interaction with reception or check-in, to meeting with their health care 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.

In 2021, we launched an additional set of questions in Your Voice Matters to reflect the experience of having an appointment by phone or by video (also referred to as “Virtual Care”). This new set of questions allows us to better understand the experiences of those who received cancer care virtually. Patients who select that their last appointment was held in person are directed to the questions that are relevant for in-person appointments. Those patients who select that their last appointment was by telephone or video appointment are directed to the questions relevant to that type of appointment.

## How is Your Voice Matters (YVM) different from Your Symptoms Matter (YSM)?

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 with their health care 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.

#### Your Voice Matters

* A tool that enables real-time data collection and reporting on patient experience for performance measurement and improvement of services.
* Patients share feedback about their most recent appointment for their cancer care.
* Confidential, so individual responses will not be seen by a patient’s health care team.
* Helps improve the quality of care for patients.

#### Your Symptoms Matter

* A tool for patients to report their physical and emotional symptoms, facilitating improved patient/provider communication and symptom management.
* Patients share how they are feeling (e.g., if they are experiencing anxiety or fatigue, etc.).
* Individual responses should be reviewed with a patient’s health care team to address their needs.
* Enables a patient’s health care team to tailor care to their needs.

## Who is eligible to complete Your Voice Matters?

* Adult patients in Ontario who are receiving cancer care (for example, getting cancer treatment or have had appointments about their cancer with a cancer doctor, nurse, social worker or others).
* Family, friends, and caregivers who are supporting a patient with their cancer appointments may complete the questions on behalf of a patient.

## How do patients participate?

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

* At a kiosk in their cancer centre; or
* On a tablet while they wait for their appointment.
* Through their mobile device or personal computer with an internet connection
* [Insert additional site specific method here, if applicable e.g., patient portal, electronic medical record, etc.]

## What is the process for completion?

In 2019, Your Voice Matters was fully integrated into Ontario Health (Cancer Care Ontario)’s Interactive Symptom Assessment and Collection (ISAAC) application. This is the same application used to collect Your Symptoms Matter and ensures access to real-time PREMs for any patient receiving care at a site where Your Symptoms Matter is available.

* **For those patients visiting a kiosk at their cancer centre or hospital**
  + 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 (both in person and virtual). 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 appointment.
  + 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.
* **For those patients visiting the Home Channel link on their personal device or tablet in centre**
  + YVM (both in person and virtual) are available for patients to complete on their personal devices through the ISAAC Home Channel, which is a link that takes patients to a portal to complete symptom screening assessments and patient experience surveys.
  + Centres can offer the Home Channel link to YVM in two ways
    - * Link 1: Patients complete Your Symptoms Matter – General Symptoms and Your Symptoms Matter – Daily Activities first, then the patient is prompted with the option to complete YVM. This process is identical to those patients visiting kiosks.
      * Link 2: Patients are prompted with YVM only, and do not have to complete symptom screening beforehand.
* Regardless of which method patients are given to complete YVM
  + YVM is NOT printed and the information they share in YVM is confidential and will not be shared with their health care team.
  + Patients are only required to complete YVM once every 30 days. 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.

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

Completing the survey takes less than 5 minutes for either the in person or virtual care survey.

## Is it confidential?

All Your Voice Matters responses are confidential and will be kept private. Only aggregate data will be reported by Ontario Health (Cancer Care Ontario).

## Who will see the responses?

Ontario Health (Cancer Care Ontario) will analyze responses. Aggregate data will be reported by Ontario Health (Cancer Care Ontario) to all participating sites.

## How will patient responses be used to improve the patient experience?

The questions in Your Voice Matters are important because hearing about a patient’s most recent appointment will help the care team and staff understand what is important to them. The responses will be used to improve the patient experience at your cancer centre or hospital and help plan new initiatives, not only at your cancer centre or hospital but also at the provincial level.

## How can I help support this initiative?

We need your support in sharing Your Voice Matters with your patients to encourage participation. Depending on your centre’s processes, you may be able to help promote YVM to patients through sharing URLs, directing patients to kiosks or tablets in your centre, developing and circulating local promotional material, and raising awareness with staff and other groups (e.g., Patient and Family Advisory groups).

## Who do I contact if I have more questions about Your Voice Matters?

If you have any questions or comments please contact your local Experience and Engagement Lead at [insert specifics here].

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