



5.3. Measurement of patient experiences after hospital stay (PREMs) (QP-7)

5.3.1. Documentation sheet

Description	Proportion of general hospitals measuring PREMs after a stay in C or D bed (%)
Calculation	N: number of general hospitals measuring PREMs after a stay in C or D bed D: number of general hospitals in Belgium
Rationale	<p>Patient experience measurements are needed to assess the patient-oriented approach in hospitals, one of the dimensions in the assessment of quality. ¹ The Vlaams patiëntenplatform (VPP) in Flanders has already set up a satisfaction questionnaire^r, with 50 general hospitals participating on a voluntary basis in 2017. French speaking hospitals measure patient satisfaction using questionnaires developed by BSM-Management^s and Santhea^t. A few hospitals measure patient experiences in an autonomous way.</p> <p>The national authorities have launched a Pay for Performance (P4P) programme for general hospitals with a budget of 6 million EUR for 2018 to be shared between participating general hospitals. Out of 80 points (maximum score), 10 points concern the measurement of patient experiences. Following recommendations on pay for quality (P4Q) ² the P4P programme initiated in 2018 will be expanded with PROMs and PREMs in the future.</p>
Data source	Databases from VIP ² , BSM and individual hospitals were transferred to the SPF SPSCAE – FOD VVVL for the calculation of P4P points.
Technical definitions	The 10 out of 80 points are allocated for getting 300 questionnaires filled in by patients after a stay in a C or D bed between 1 January 2017 and 15 May 2018.
International comparability	No comparison
Dimension	Quality, Patient centeredness
Keywords	Patient experiences

^r <https://www.zorg-en-gezondheid.be/indicatoren-vip2-az-per-domein#patientenervaringen>

^s <http://www.bsm-management.be/>

^t <http://santhea.be/>



5.3.2. Results

The response rate was 94% (N=102; 96 hospitals participating, with one hospital not participating because of a different population as it is a hospital for children).

Key points :

- **The federal authorities started a Pay for Performance (P4P) programme for general hospitals in 2018 with a section dedicated to patient experience measurement (PREMs); this programme is part of the hospital financing and amounts to 6 million EUR**
- **Most of the general hospitals (96 out of 102, 94%) organise measurement of PREMs**
- **More PREMs as well as PROMs (patient-related outcome measurement) will be included in the P4P programme in the future**

References

- [1] Institute of Medicine. Crossing the Quality Chasm: A New Health System for the 21st Century. Washington, DC: The National Academies Press; 2001.
- [2] Annemans L, Boeckxstaens P, Borgermans L, De Smedt D, Duchesnes C, Heyrman J, *et al.* Avantages, désavantages et faisabilité de l'introduction de programmes "P4Q" en Belgique. Centre fédéral d'expertise des soins de santé (KCE); 2009.