

Key information about the background, purpose and potential benefits of the International Survey of Healthcare Experience

Please note: information included in this note has been taken from the [OECD PaRIS webpage](#)

Why has the survey been commissioned?

- The survey will be a mechanism for international learning and benchmarking.
- It provides insights tracking variation in patient-reported outcomes and patient-reported experiences.
- Findings could be used to improve value and deliver patient centred health systems.

Puts people at the centre of health care

- Results will enhance provider-patient communication with a view to increase quality.
- Help systems to be more centred on people's needs.

Helps providers to improve quality of care

- Providers will be able to see aggregated data and compare the results with anonymised peers.
- The survey results should be a valuable tool for quality improvement.

Helps improve health systems

- Systematic information on outcomes and experiences is the first step towards people-centred health systems.
- It will be possible to compare different care models and identify urgent topics on national level.

Why a new survey of patients with long-term conditions?

Populations around the world are ageing and people with long-term conditions form the most rapidly growing group of health care users. In many Organisation for Economic Co-operation and Development (OECD) countries, around two thirds of the population aged 45 and older have at least one long-term condition.¹ Most receive routine follow-up care in primary care, or other hospital care settings. For this group of patients, we are currently unable to consistently assess to what extent the care they receive makes a difference for them.² Assessing the outcomes and experiences amongst patients it hoped will shed light on whether the care patients receive contributes to better health results so that care for patients is more functional, seamless, and more tailored to their needs."

¹ [Frequently Asked Questions \(oecd.org\)](#)

² <https://www.oecd.org/health/health-systems/Measuring-what-matters-the-Patient-Reported-Indicator-Surveys.pdf>

Why is this work being led by the OECD?

The OECD is an international organisation committed to building better policies for better lives. In collaboration with governments, policy makers and citizens, OECD works on creation of evidence-based international standards by providing a forum and knowledge hub for collecting, reporting, and benchmarking health system performance and health care quality indicators. International collaboration helps countries to exchange experiences, share best practices, advice on policies and set international standards.

What will the survey measure?

The survey will measure the outcomes and experiences of patients with one or more long-term conditions. The survey will include both Patient Reported Outcome Measures (PROMS) and Patient Reported Experience Measures (PREMS) for patients with long-term conditions. Examples of PROMS are ratings of peoples' pain, physical functioning, and psychological well-being. Examples of PREMS are peoples' experiences with healthcare, such as experienced waiting times and communication with healthcare providers. On top of the PROMS and PREMS, some background characteristics such as age, ethnicity and the type of conditions will be collected to be used in data analysis.

As well as a patient questionnaire, there will be a short provider questionnaire to collect some GP practice characteristics.

How many practices will participate in the pilot?

Twenty-five practices will take part in the pilot. [For further information about this and how practices were selected please see our FAQs.](#)

What are the benefits in the International Health Experience Survey?

Measures on outcomes of care and experiences with care as reported by patients play a key role in the transformation towards people-centred health systems. Such measures can be used on different levels and with different objectives, for instance for benchmarking, monitoring, quality improvement, peer-learning and to foster the dialogue between patient and provider.³

While the concept of health-related quality of life (QoL) has existed for almost three decades, it is not measured or reported systematically. Outcomes such as life expectancy are important, but more information is needed on a range of other areas valued by patients, including pain, function and QoL as well as the experience of care itself. The patient perspective is key in overcoming the demographic, epidemiological and economic challenges faced by all health systems. The rise of long-term conditions as the main source of disease burden, coupled with better

³ [Frequently Asked Questions \(oecd.org\)](#)

technologies to manage them and prolong life, heightens the need for a more people-centred approach to both policy and practice.⁴

“A people-centred health system needs to measure what matters to patients.”

Benefits for patients

Assessing the outcomes and experiences amongst patients with long-term conditions should shed light on whether the care people receive contributes to better health results.

Patient-reporting supports shared decision making in the clinical setting, measuring patient-reported metrics helps to focus the health care interaction on the needs of the individual. The discussion moves from ‘what’s the matter with you?’ to ‘what matters to you?’ – a critical first step in shared decision making, a core principle of people-centred care.

Generating systematic data on outcomes and experiences is only a means to a goal: helping health systems to become more people centred. The main purpose of the PaRIS initiative is to help to make health systems better tailored to people’s needs.⁵

Knowledge derived from patient-reported data can be used to develop decision aids and update clinical practice guidelines. It also informs providers on how their work affects patient health and well-being. Patient-reported outcomes, for example, provide a way to measure clinical progress more objectively. It can complement other metrics to provide a fuller assessment of their performance. If implemented well, benchmarking and even public reporting can be a powerful driver of quality improvement (Greenhalgh et al., 2018[15]).⁶

“Taking part in the pilot will provide the opportunity to shape the main stage survey, and feedback and thoughts from those involved in the pilot will positively benefit the PaRIS survey across all countries.”

Benefits for healthcare providers

Healthcare providers who participate in the PaRIS survey pilot will receive feedback information. This aggregated information shows them the outcomes and experiences of their patient populations and how these compare to peers. This type of feedback information has proven to be a powerful tool to improve quality.

⁴ [Measuring what matters for people-centred health systems | Health at a Glance 2019 : OECD Indicators | OECD iLibrary \(oecd-ilibrary.org\)](#)

⁵ [Frequently Asked Questions \(oecd.org\)](#)

⁶ [Measuring what matters for people-centred health systems | Health at a Glance 2019 : OECD Indicators | OECD iLibrary \(oecd-ilibrary.org\)](#)

Taking part in the survey pilot will provide the opportunity to shape the main stage survey, and feedback and thoughts from those involved in the pilot will positively benefit the PaRIS survey across all countries.

While international comparison will not be possible for the survey pilot, it will be as part of the main survey and will be an exciting learning opportunity for GP practices taking part.

Those taking part in the survey pilot will not only receive free insight into their patient's needs but will also have the opportunity to be involved in and potentially shape an international OECD piece of research.

“Supporting people-centred health systems PaRIS will produce information that enables policy makers and other stakeholders to understand variation in health outcomes and health care experiences and to identify policy actions to improve care.”

Benefits for policy makers

Supporting people-centred health systems PaRIS will produce information that enables policy makers and other stakeholders to understand variation in health outcomes and health care experiences and to identify policy actions to improve care.

The survey will provide insight on how successful health systems are and how primary care is responding to the needs of patients. It should provide insight into what is working well in these countries and identify the areas that require policy attention

What is beneficial about the survey being international?

PaRIS will help health systems to become more people-centred by providing systematic, internationally standardised information on what matters most to patients. It also aims to encourage patient-reported indicators to evolve in a common direction internationally, to enable shared learning, development, and research. The survey post pilot will facilitate international learning and identify best practices that will help to strengthen health systems and make health systems better organised around the needs of people using them.

How will the survey pilot differ from the main survey?

The survey pilot is designed to test the survey sampling, methodology and questionnaire, with a view to make changes before a full survey takes place. Due to it being a survey pilot, the insight collected will not be published.