



"Given the high level of interest our patients have expressed in participating, we are confident that this survey is giving us an accurate picture of how our patients view the care we are providing".



Lorraine Varner, Executive Director,  
Cambie Surgery Centre



"This survey is another clear indication of the vital role that independent clinics are playing in the health system—and it further validates the value that patients are placing on the care they are receiving at our clinics."

Zoltan Nagy, Executive Vice President,  
Canadian Independent Medical Clinics  
Association

# The Independent Medical Clinic *Patient Experience Survey (IMPES)*

**NRG Research Group (NRG) is a leading provider of survey-based solutions that help healthcare managers monitor and improve patient care.**

NRG has designed a survey specifically to measure the experiences of patients at independent medical clinics—The Independent Medical Clinic Patient Experience Survey (IMPES). With the help of *Cambie Surgery Centre in Vancouver*, NRG has successfully completed a pilot project to validate the IMPES instrument. We have found that patient interest in completing the survey is very high—we achieve over a 70% response rate. We are now inviting other independent medical clinics across Canada to participate in the survey.

## WHY SHOULD YOUR CLINIC USE IMPES?

### Quality Monitoring and Improvement.

The IMPES is a powerful tool that helps clinics evaluate the quality of patient care they are delivering—and determine ways to improve performance. Patients rate their experience in each area of care, and also provide recommendations and share their experiences "in their own words". NRG provides the clinic with monthly reports on the quality of patient experiences in each area, as well as a summary of patient comments, concerns and recommendations.

Patients are assured that all information they provide remains confidential and anonymous.

Please go to [www.nrgresearchgroup.com/impes](http://www.nrgresearchgroup.com/impes) to see a sample report. The average ratings for all clinics participating clinics are also presented (anonymously) so that clinics can benchmark the perceptions of their patients against patients at clinics across Canada.

### Independent Evaluation of Patient Experience.

Some clinics may already have an internal survey process in place. NRG is an independent survey company operating at arms length from each clinic.

This means that any survey results released by the clinic have an added level of external credibility and will be particularly valuable as part of any accreditation process.

### Strengthening Relationships with Patients and Building Referrals.

Many organizations invest in measuring patient experiences because it is an effective way to build stronger relationships with patients.

When patients are actively solicited to provide feedback on the important aspects of their care, they feel respected and feel a sense of engagement with the clinic at which they received care. Our over-70% response rate attests to the importance that patients are placing on this survey.

### Cost-efficiency.

We have designed the IMPES to fit within the budgets of clinics of varying sizes. It is structured such that administrative processes are handled by NRG Research Group personnel. No additional clinic staff time is required to manage the survey process.

The costs associated with participating in the survey are straightforward: There is a \$1.50 fee for each email sent to a patient by NRG and a monthly fee of \$470 to cover survey processing and reporting.

For example, if your clinic has 1,500 patients who have agreed to be contacted by email to participate in the survey, the cost would be \$7,890 per year--\$2,250 to manage the email process and \$5,640 for monthly survey processing and reporting. (If patient discharge levels dictate, reporting can be done on a quarterly basis).

### How Do Patients Participate?

Upon their arrival at the clinic, patients are asked if they consent to giving their email address in order to be contacted post-discharge to complete a brief survey. Patient emails are compiled by clinic staff and sent to NRG in an Excel spreadsheet. Patients are sent an initial email about four days after discharge. If necessary, two reminder emails are sent.



### Who Do you Contact for More Information?

Please contact Adam Di Paula, the IMPES Project Manager at 604.676.5641 or at [ad@nrgresearchgroup.com](mailto:ad@nrgresearchgroup.com).