BOARD QUALITY PERFORMANCE COMMITTEE
BRIEFING NOTE
Date: April 15, 2026

Agenda Item	Real Time Patient Experience Survey (RTPES) Update
Submitted By	Julie Fraser, Chief Nursing and Allied Health Officer & Interim Vice President, Quality, Safety and Practice
Guests Participating	None
Time Required	5 minutes
Expected Outcome	□ Decision □ Discussion X Information

Purpose
To provide an update to the Board Quality Performance Committee on the Real Time Patient Experience Survey (RTPES) question development, survey completion methodology, specifics to the Indigenous Health Real Time Patient Experience Survey, and application of the survey results to benefit quality, safety and experience improvement.

Background
Survey Framework
Created in 2016 and launched in 2017, Fraser Health uses the RTPES to collect feedback from the people we serve (patients, clients, residents), and their essential care partners. Informed by literature review and environmental scan of best practice organizations (i.e. Hospital Consumer Assessment of Healthcare Providers and Systems [HCAPHS], Canadian Institute for Health Information, BC Office of Patient Centred Measurement, Institute for Patient- and Family Centred Care), engagement of Fraser Health staff and the people we serve, and Fraser Health data (i.e. patient safety priority data and patient care quality office [PCQO] feedback), the RTPES remains a first in the province. The survey has been showcased at the Health Quality BC Quality forum in 2024 and 2025 and received a Leading Practices Award from the Canadian Patient Safety Institute (CPSI) now Healthcare Excellence Canada in 2018.

Indigenous – Real Time Patient Experience Survey Framework
Indigenous Health partnered with Patient Experience and Indigenous Health Liaisons to develop the Indigenous Real Time Patient Experience Survey (I-RTPES) in late 2023. The survey evaluates acute care services from a cultural safety perspective and provides data to inform cultural safety initiatives, policies, training, and efforts to address racism within Fraser Health. Two questions differ from the standard RTPES to reflect Indigenous values of kindness and respect and to acknowledge potential power imbalances between clinicians and Indigenous patients. The I-RTPES is administered by Indigenous Health Liaisons as part of the culturally safe services they provide to Indigenous patients.

Survey Access
Supporting an equity, diversity and inclusive approach, the RTPES is available in Arabic, Traditional and Simplified Chinese, Korean and Punjabi, and leverages multiple formats (i.e. in-person, online, iPad, QR code posters, paper, email, text and the digital front door). The RTPES uses Likert scales and open-ended questions and is voluntary, anonymous, and takes a few minutes to complete. The RTPES is used in over 720 care locations across the continuum of care, including in acute care,

long-term care, palliative care and community. In acute care, the survey is accessible by QR code posters, trained staff and volunteers, or by digital modes, including email, text or link. In community, the RTPES is available by QR code posters and wallet cards, and by phone, trained staff and volunteers or digital modes. Additionally, the Fraser Health public webpage offers the survey.

Survey Action – Quality Improvement

The RTPES response data is available in real-time and is accessible by all Fraser Health staff via the Patient Experience Dashboard, with an executive summary sent to clinical executive directors every morning showcasing the previous days results to foster real time quality improvement.

The results of the RTPES are shared with numerous regional teams (i.e. professional practice, nurse practitioners, quality & safety, food & nutrition services, and operations) to support their integration into care quality, safety and experience improvement. Common themes include access, environment suitability, and care coordination. Results of the survey are integrated into team huddles at point of care, discussion in staff meetings, and are being included in the Fraser Health Enterprise Scorecard. Additionally, the Fraser Health public webpage references feedback received by the RTPES, including actions taken, and are reviewed regularly by the Regional Patient and Family Advisory Council.

Recommendation

That the Board Quality Performance Committee receive this update and acknowledge the RTPES, including the I-RTPES, as a key provincial leading mechanism that supports Fraser Health's quality oversight by enabling timely, equitable, and culturally safe patient experience feedback, aligned with organizational commitments to equity, cultural safety, and quality care and experience.

Specific Measurables

Not applicable.

Timelines

Not applicable.