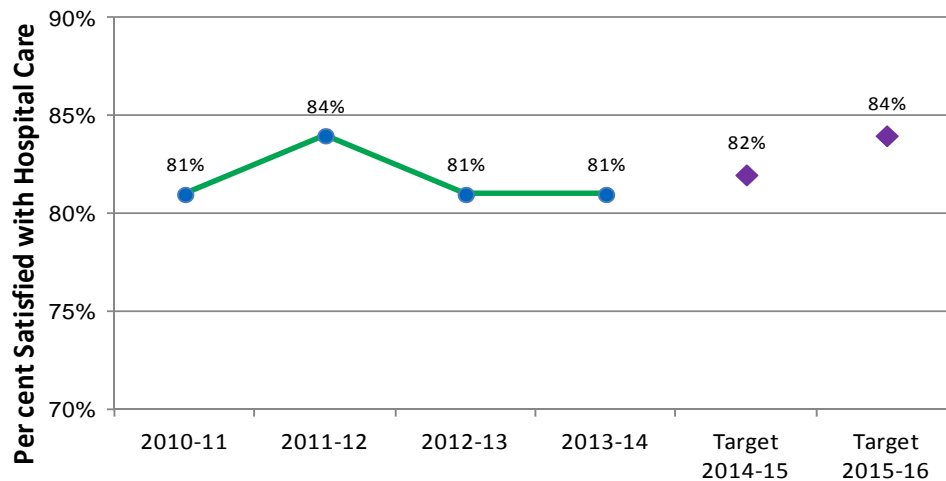


Satisfaction with Hospital Care – Provincial Details

See below for additional zone / site details where available.

Satisfaction with Hospital Care



Measure Definition

Satisfaction with Hospital Care: This measure is the percentage of adults aged 18 years and older discharged from hospitals who rate their overall stay as 8, 9 or 10 out of 10, where zero is the lowest level of satisfaction possible and 10 is the best.

Note: National Average not available.

Understanding this Measure

Feedback gathered from individuals using hospital services is critical to improving the health system. This measure reflects patients' overall experience with their hospital care. Telephone interviews are conducted with a random sample of patients within six weeks of their discharge date from hospital. The questions asked are taken from the Hospital-Consumer Assessment of Healthcare Providers and Systems (H-CAHPS) survey.

2014-15 Actions:

- Improve the effectiveness of the Patient Concerns Resolution Process.
- Facilitate meaningful partnerships through implementation of a provincewide Patient and Family-Centred Care Strategy (Patient First Strategy) through CoACT and TeamCARE.
- Develop resources for AHS staff to embed Patient and Family-Centred Care into all aspects of their work.
- Implement *Enhancing the Patient Meal Experience Standards* in collaboration with stakeholders.
- Continue *Closer to Home* actions and communicate with Health Advisory Councils (HACs). This initiative, developed with HACs, gathers input from residents, families, community members and staff on changes and improvements to menu selections at long-term care centres.
- Compile a patient and family centered initiative inventory within the Zones to provide opportunities for patients and families to increase exposure to committees.

Examples of local initiatives include:

- Create consistency across sites regarding *Family Presence* practices (i.e. visiting hours).
- Family / patients participation in focus group sessions as part of research study on family centred care in Intensive Care Unit (ICU).

Satisfaction with Hospital Care – Zone Details

Percentage of adults aged 18 years and older discharged from hospitals who rate their overall stay as 8, 9 or 10 out of 10, where zero is the lowest level of satisfaction possible and 10 is the best.

Zone	2010-11	2011-12	2012-13	2013-14	2014-15 Target	2015-16 Target
Provincial	81%	84%	81%	81%	82%	84%
South	78%	84%	84%	82%	84%	85%
Calgary	83%	84%	81%	79%	82%	84%
Central	82%	86%	85%	83%	85%	86%
Edmonton	80%	83%	80%	81%	81%	83%
North	82%	82%	82%	82%	82%	84%

Satisfaction with Hospital Care –Site Details

Percentage of adults aged 18 years and older discharged from hospitals who rate their overall stay as 8, 9 or 10 out of 10, where zero is the lowest level of satisfaction possible and 10 is the best.

Satisfaction with Hospital Care	2011-12	2012-13	2013-14	2014-15 Target	2015-16 Target
Provincial	84%	81%	81%	82%	84%
South Zone Total	84%	84%	82%	84%	85%
Chinook Regional Hospital	84%	82%	81%	83%	84%
Medicine Hat Regional Hospital	86%	86%	81%	86%	86%
All Other Hospitals	83%	85%	87%	85%	85%
Calgary Zone Total	84%	81%	79%	82%	84%
Alberta Children's Hospital	Measure restricted to Adult Sites only				
Foothills Medical Centre	84%	79%	77%	80%	82%
Peter Lougheed Centre	80%	84%	81%	84%	84%
Rockyview General Hospital	84%	82%	83%	82%	84%
South Health Campus	Opened February 2013			82%	84%
All Other Hospitals	91%	90%	92%	90%	90%
Central Zone Total	86%	85%	83%	85%	86%
Red Deer Regional Hospital Centre	84%	82%	81%	82%	84%
All Other Hospitals	87%	87%	87%	87%	87%
Edmonton Zone Total	83%	80%	81%	81%	83%
Grey Nuns Community Hospital	85%	86%	86%	87%	87%
Misericordia Community Hospital	80%	77%	79%	79%	82%
Royal Alexandra Hospital	82%	76%	80%	78%	81%
Stollery Children's Hospital	Measure restricted to Adult Sites only				
Sturgeon Community Hospital	85%	87%	90%	87%	88%
University of Alberta Hospital	85%	78%	77%	79%	82%
All Other Hospitals	83%	82%	87%	83%	84%
North Zone Total	82%	82%	82%	82%	84%
Northern Lights Regional Health Centre	78%	79%	75%	80%	82%
Queen Elizabeth II Hospital	78%	81%	76%	82%	83%
All Other Hospitals	84%	83%	84%	83%	84%

Note: Data collection began in 2011-12

South Health Campus full year results not available due to phased opening of inpatient beds.