

## Satisfaction with Hospital Care

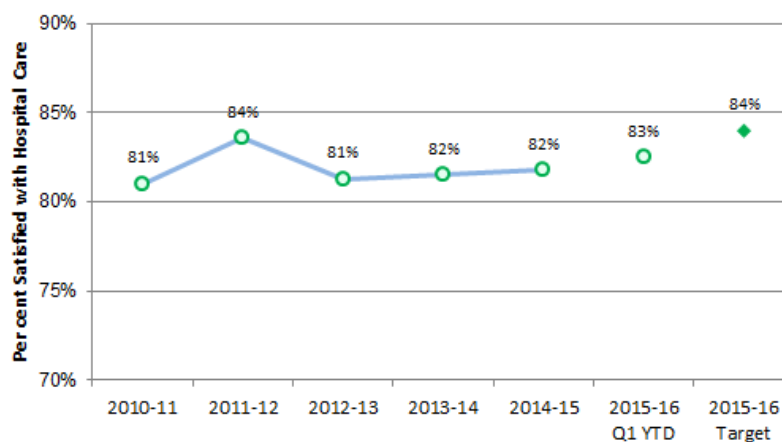
### Measure Definition

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.

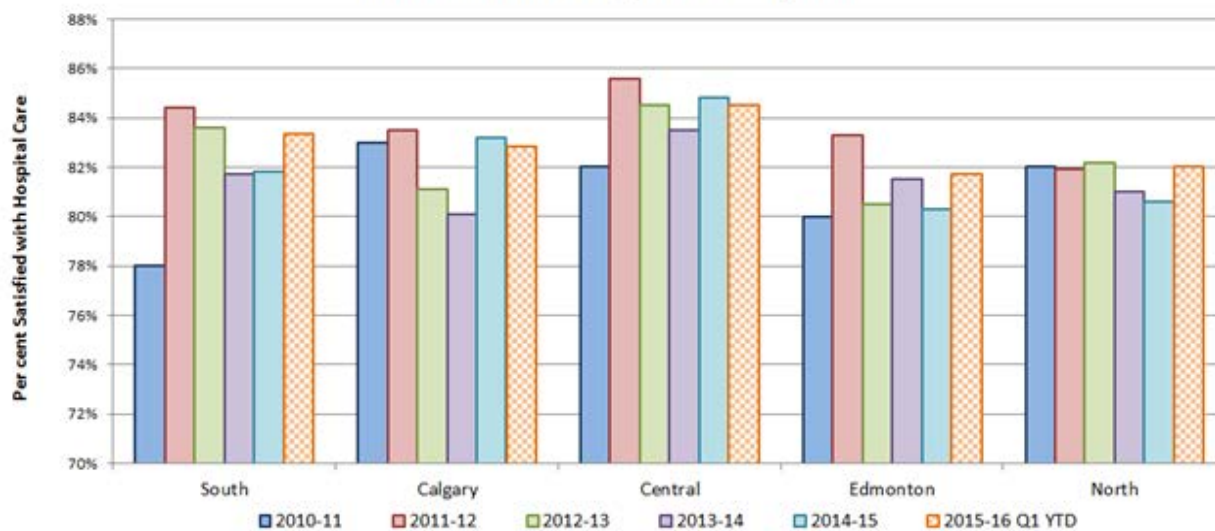
### Understanding this Measure

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. Source: Hospital-Consumer Assessment of Healthcare Providers and Systems (H-CAHPS) Survey.

Satisfaction with Hospital Care - Annual



Satisfaction with Hospital Care - By Zone



## Satisfaction with Hospital Care – Actions

Provincial/ Strategic Clinical Network (SCN)	<ul style="list-style-type: none"> <li>Commence implementation and audit process for CoACT including shift reports, whiteboards, care hubs, comfort rounds, rapid rounds and frontline leadership development at 16 sites.</li> <li>Patient &amp; Family Centred Care week was held across Alberta. A series of webinars were organized with a focus on patient stories and experience.</li> </ul>
South	<ul style="list-style-type: none"> <li>Learning sessions on patient experience and engagement planning underway. Focus is on collaborating with patient/family advisors.</li> <li>Zone Quality Council formed with two patient advisors added. Planning underway to develop regional and unit councils.</li> <li>Co-ACT implementation, and sustainability auditing underway at Chinook Regional and Medicine Hat Regional Hospital including collaborative care leadership, rapid rounds, patient bedside whiteboard and comfort rounds.</li> </ul>
Calgary	<ul style="list-style-type: none"> <li>Patient and Family Centred Care committees are at every site.</li> <li>Zone committees support sites on CoACT initiatives, such as Name-Occupation-Duty (NOD), staff nametags and whiteboards.</li> <li>Work underway on family presence and visiting practices.</li> <li>Launching the “No One Dies Alone” initiative, which provides 24/7 on-call compassionate volunteers to patients who are dying and have no support or support requires respite.</li> <li>Forming the Alberta Children’s Hospital Pain Committee which will work in a coordinated way to decrease pain and identify priorities to meet patient needs.</li> </ul>
Central	<ul style="list-style-type: none"> <li>Work underway on the Physician Handovers Initiative to improve handover practices for transfer of care within an Intra-facility Care Group in Wave 1 rural sites (Olds and Sundre).</li> <li>Implementing Patient Handover at Bedside (PHAB) initiatives, such as collaborative care leadership, care hubs, bedside whiteboards, bedside shift report, comfort rounds, and rapid rounds.</li> <li>Public Health and Addiction &amp; Mental Health programs incorporated patient- and family- centred care including Family Service Plans, Cultural Competency staff training, etc.</li> </ul>
Edmonton	<ul style="list-style-type: none"> <li>Established consistent messaging to patients / families across the continuum of care relating to their care journey.</li> <li>Developed standardized patient information and approach to way finding at University of Alberta.</li> </ul>
North	<ul style="list-style-type: none"> <li>Continue implementation of core CoACT elements at four sites.</li> <li>Developing a patient- and family-centred care community engagement and action plan.</li> <li>Resident councils, patient concerns and family consults are helping to inform action plans to address satisfaction with hospital care.</li> </ul>

### IN SUMMARY

AHS is currently rolling out the **Patient First Strategy**, which reflects a Patient- and Family-Centred Care approach including: improving communications, treating people well, adopting a team-based approach to care and, providing better transitions in care.

### DID YOU KNOW

*CoACT is an innovative model of care in which care provider teams collaborate more closely with patients. This provincial program designs tools and processes for Collaborative Care.*

*Collaborative Care is the integration of people partnering along the care continuum—enabling, supporting, delivering and receiving care.*

## Satisfaction with Hospital Care – Zone and 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	2012-13	2013-14	2014-15	Q1 YTD		Trend *	2015-16 Target
				2014-15 Last Year	2015-16 Current		
<b>Provincial</b>	<b>81%</b>	<b>82%</b>	<b>82%</b>	<b>83%</b>	<b>83%</b>	→	<b>84%</b>
<b>South Zone Total</b>	<b>84%</b>	<b>82%</b>	<b>82%</b>	<b>82%</b>	<b>83%</b>	↑	<b>85%</b>
Chinook Regional Hospital	82%	81%	77%	76%	81%	↑	84%
Medicine Hat Regional Hospital	86%	81%	86%	85%	83%	↓	86%
All Other Hospitals	84%	84%	88%	92%	90%	↓	85%
<b>Calgary Zone Total</b>	<b>81%</b>	<b>80%</b>	<b>83%</b>	<b>84%</b>	<b>83%</b>	↓	<b>84%</b>
Alberta Children's Hospital	Measure restricted to Adult Sites only						
Foothills Medical Centre	79%	77%	81%	81%	82%	↑	82%
Peter Lougheed Centre	84%	81%	80%	80%	76%	↓	84%
Rockyview General Hospital	82%	83%	85%	88%	81%	↓	84%
South Health Campus	Opened February 2013		90%	88%	93%	↑	84%
All Other Hospitals	81%	79%	90%	87%	91%	↑	90%
<b>Central Zone Total</b>	<b>85%</b>	<b>84%</b>	<b>85%</b>	<b>87%</b>	<b>85%</b>	↓	<b>86%</b>
Red Deer Regional Hospital Centre	82%	81%	83%	86%	84%	↓	84%
All Other Hospitals	86%	85%	87%	88%	86%	↓	87%
<b>Edmonton Zone Total</b>	<b>81%</b>	<b>82%</b>	<b>80%</b>	<b>81%</b>	<b>82%</b>	↑	<b>83%</b>
Grey Nuns Community Hospital	86%	86%	87%	85%	87%	↑	87%
Misericordia Community Hospital	77%	79%	75%	75%	73%	↓	82%
Royal Alexandra Hospital	76%	80%	77%	78%	78%	→	81%
Stollery Children's Hospital	Measure restricted to Adult Sites only						
Sturgeon Community Hospital	87%	90%	88%	87%	86%	↓	88%
University of Alberta Hospital	78%	77%	80%	84%	87%	↑	82%
All Other Hospitals	67%	71%	85%	85%	83%	↓	84%
<b>North Zone Total</b>	<b>82%</b>	<b>81%</b>	<b>81%</b>	<b>80%</b>	<b>82%</b>	↑	<b>84%</b>
Northern Lights Regional Health Centre	79%	75%	75%	71%	76%	↑	82%
Queen Elizabeth II Hospital	81%	76%	77%	76%	81%	↑	83%
All Other Hospitals	83%	83%	84%	85%	85%	→	84%

\*Trend: ↑ Improvement → Stability ↓ Area requires additional focus

Total Discharges	2012-13	2013-14	2014-15	Q1 YTD	
				2014-15 Last Year	2015-16 Current
<b>Provincial</b>	<b>385,536</b>	<b>393,765</b>	<b>401,323</b>	<b>102,782</b>	<b>102,883</b>
South Zone	31,640	31,093	31,125	8,220	7,955
Calgary Zone	130,348	136,598	140,554	35,485	36,072
Central Zone	45,619	44,589	45,691	11,649	11,894
Edmonton Zone	132,337	135,970	139,053	35,705	35,617
North Zone	45,098	45,515	44,900	11,723	11,345