

## Satisfaction with Hospital Care

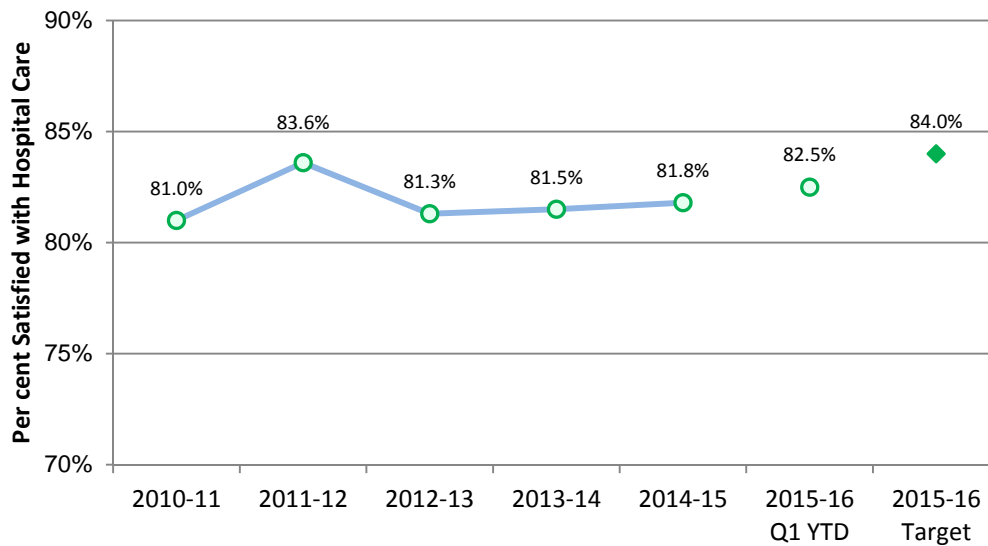
### Measure Definition

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.

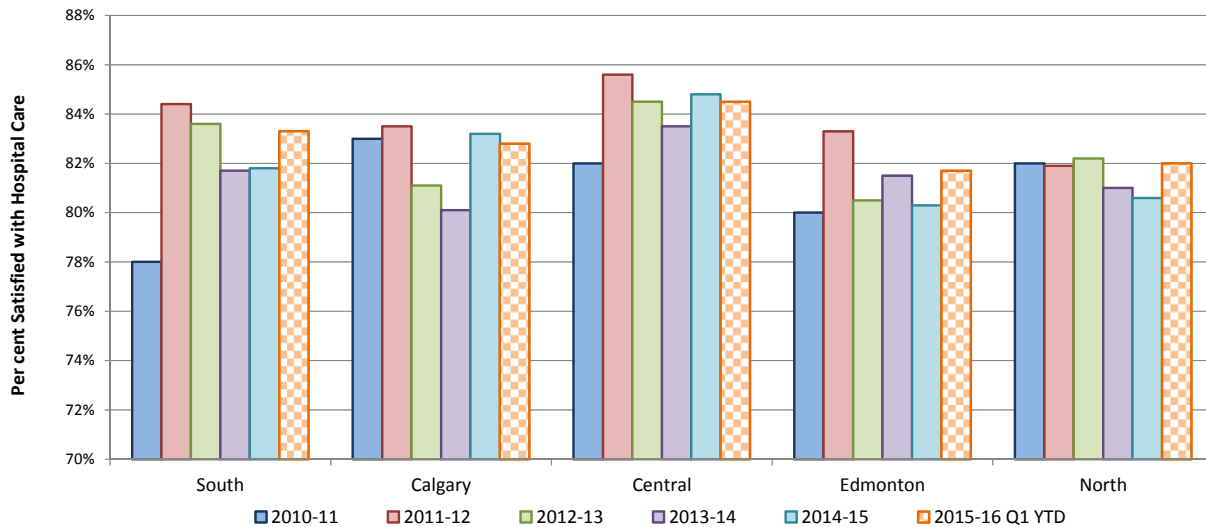
### Understanding this Measure

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

<b>Provincial/ Strategic Clinical Network</b>	<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> </ul>
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<b>South</b>	<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>
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<b>Calgary</b>	<ul style="list-style-type: none"> <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>Alberta Children’s Hospital inpatient communication whiteboards designed in collaboration with staff, families and patients.</li> <li>Introduced Community Welcome Project at Rockyview General Hospital, an orientation program for staff and volunteers on the key concepts of patient- and family-centred care.</li> <li>All adult sites in process of CoACT implementation at various stages.</li> </ul>
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<b>Central</b>	<ul style="list-style-type: none"> <li>A number of physician handover practices have been integrated into the TeamCARE initiative at Olds Hospital and Care Centre.</li> <li>Implemented patient first initiatives, such as Medication Reconciliation, two patient identifiers, safe surgery checklist, information transfer at transitions of care, Name-Occupation-Duty (NOD), bedside whiteboards and comfort rounds.</li> <li>Palliative Care Nurses have successfully used virtual education, focused on caring for a palliative client and family in their home.</li> <li>Developing “No One Dies Alone” initiative within the Palliative Care Unit at Red Deer Regional Hospital.</li> <li>Hospital sites in Rimbey, Ponoka and Drayton Valley have signed an affiliation agreement with CoACT to use resources which will standardize practices.</li> </ul>
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<b>Edmonton</b>	<ul style="list-style-type: none"> <li>Implementation of consistent messaging to patients/families across the continuum of care relating to their care journey.</li> <li>Implementation of standardized patient information and approach to way-finding at University of Alberta.</li> </ul>
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<b>North</b>	<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> <li>High Prairie recruited four patient advisors to work on patient experience quality improvement initiatives through the High Prairie Community Health and Wellness Clinic.</li> </ul>
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### IN SUMMARY

The Q1 provincial results have remained stable. Three zones demonstrate improvement from Q1 last year.

AHS will continue to innovate and look for ways to improve care. We will continue to be efficient and effective in our service delivery. We will continue to see the health system through the eyes of our patients by listening to their concerns, putting them first and making patients a part of the health care team.

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.*

*TeamCARE is a team-based training program that seeks to improve the reliability of care and enhance patient safety through empowering staff with teamwork and communication skills and techniques.*

## 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>81.3%</b>	<b>81.5%</b>	<b>81.8%</b>	<b>82.5%</b>	<b>82.5%</b>	→	<b>84.0%</b>
<b>South Zone Total</b>	<b>83.6%</b>	<b>81.7%</b>	<b>81.8%</b>	<b>82.2%</b>	<b>83.3%</b>	↑	<b>85.0%</b>
Chinook Regional Hospital	82.1%	80.5%	76.6%	76.2%	81.2%	↑	84.0%
Medicine Hat Regional Hospital	85.7%	80.7%	85.7%	84.9%	83.4%	↓	86.0%
All Other Hospitals	84.2%	83.5%	88.3%	92.2%	89.9%	↓	85.0%
<b>Calgary Zone Total</b>	<b>81.1%</b>	<b>80.1%</b>	<b>83.2%</b>	<b>83.5%</b>	<b>82.8%</b>	↓	<b>84.0%</b>
Alberta Children's Hospital	Measure restricted to Adult Sites only						
Foothills Medical Centre	78.6%	76.6%	80.8%	81.2%	82.4%	↑	82.0%
Peter Lougheed Centre	83.5%	80.9%	79.9%	80.0%	76.3%	↓	84.0%
Rockyview General Hospital	81.7%	82.9%	85.4%	87.6%	81.0%	↓	84.0%
South Health Campus	Opened February 2013		89.7%	87.5%	93.3%	↑	84.0%
All Other Hospitals	81.4%	79.3%	90.3%	87.3%	91.4%	↑	90.0%
<b>Central Zone Total</b>	<b>84.5%</b>	<b>83.5%</b>	<b>84.8%</b>	<b>87.2%</b>	<b>84.5%</b>	↓	<b>86.0%</b>
Red Deer Regional Hospital Centre	81.5%	81.1%	83.0%	86.2%	83.5%	↓	84.0%
All Other Hospitals	85.8%	84.5%	86.7%	88.3%	85.6%	↓	87.0%
<b>Edmonton Zone Total</b>	<b>80.5%</b>	<b>81.5%</b>	<b>80.3%</b>	<b>81.1%</b>	<b>81.7%</b>	↑	<b>83.0%</b>
Grey Nuns Community Hospital	86.4%	86.4%	87.2%	84.7%	86.7%	↑	87.0%
Misericordia Community Hospital	76.8%	78.5%	75.3%	74.6%	73.4%	↓	82.0%
Royal Alexandra Hospital	76.1%	79.9%	76.5%	78.3%	77.7%	→	81.0%
Stollery Children's Hospital	Measure restricted to Adult Sites only						
Sturgeon Community Hospital	87.1%	89.8%	87.6%	86.7%	86.0%	↓	88.0%
University of Alberta Hospital	77.9%	77.1%	80.2%	83.5%	86.8%	↑	82.0%
All Other Hospitals	67.1%	70.9%	85.3%	84.7%	82.9%	↓	84.0%
<b>North Zone Total</b>	<b>82.2%</b>	<b>81.0%</b>	<b>80.6%</b>	<b>80.1%</b>	<b>82.0%</b>	↑	<b>84.0%</b>
Northern Lights Regional Health Centre	78.5%	75.4%	74.7%	71.3%	75.7%	↑	82.0%
Queen Elizabeth II Hospital	80.7%	76.0%	77.2%	76.4%	80.5%	↑	83.0%
All Other Hospitals	82.8%	83.4%	83.7%	84.8%	84.7%	→	84.0%

\*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>401,331</b>	<b>102,784</b>	<b>102,930</b>
South Zone	31,640	31,093	31,125	8,220	7,955
Calgary Zone	130,842	136,598	140,563	35,487	36,076
Central Zone	45,619	44,589	45,691	11,649	11,933
Edmonton Zone	132,337	135,970	139,052	35,705	35,618
North Zone	45,098	45,515	44,900	11,723	11,348