

Satisfaction with Hospital Care

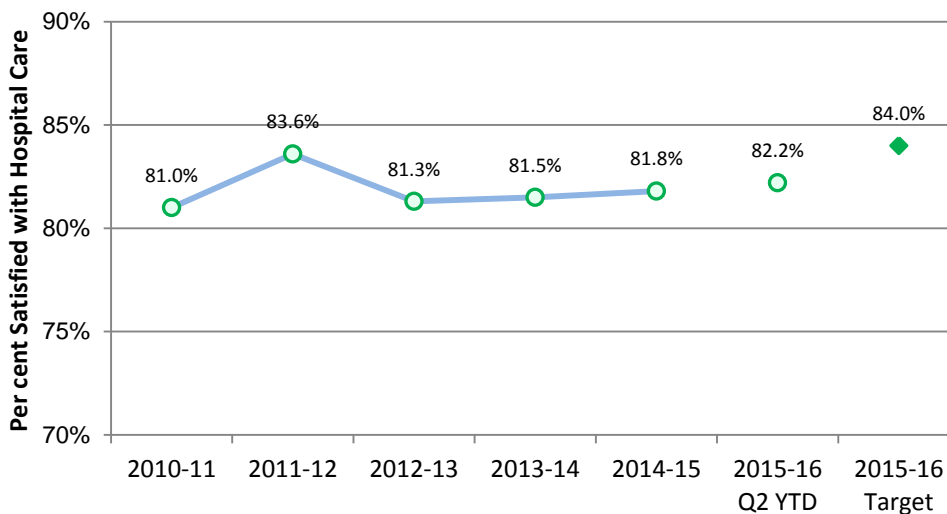
Measure Definition

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.

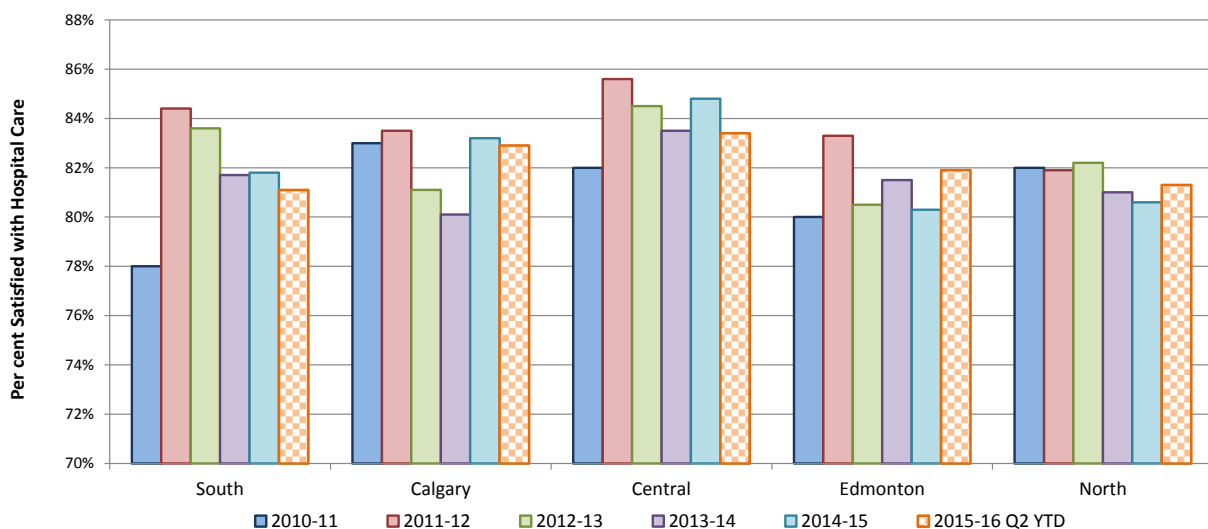
Satisfaction with Hospital Care - Annual



How Do We Compare?

Comparable national data is not available for this measure.

Satisfaction with Hospital Care - By Zone



Satisfaction with Hospital Care – Actions

Provincial/ Strategic Clinical Network	<ul style="list-style-type: none"> AHS is rolling out the Patient First Strategy across the organization which promotes respectful interactions; improves communication with patients/clients/families; adopts a team-based approach to care; and improves transitions in care. Commence implementation and audit process for CoACT including shift reports, whiteboards, care hubs, comfort rounds, RAPID rounds and frontline leadership development at 16 sites. In alignment with the Patient First Strategy, Accreditation Canada has embedded client and family centred care content into all the clinical service standards and Required Organizational Practices (ROPs).
South	<ul style="list-style-type: none"> Co-ACT implementation underway including education sessions to front-line staff regarding RAPID Rounds, care hubs, comfort rounds, and developing usability testing criteria for iRounds. The palliative care team is identifying opportunities to improve access to physician and nursing services and operational efficiencies to reduce waste and streamline processes for palliative patients and their families. Clinical Quality Improvement has developed a patient story bank to be part of a toolkit used by staff to document patient stories and incorporate the voice of the patient.
Calgary	<ul style="list-style-type: none"> Work is underway on family presence and visiting practices. The “No One Dies Alone” initiative is being launched, which provides 24/7 on-call compassionate volunteers to patients who are dying and have no support or support requires respite. Alberta Children’s Hospital inpatient communication whiteboards designed in collaboration with staff, families and patients. 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. All adult sites in process of CoACT implementation at various stages.
Central	<ul style="list-style-type: none"> Red Deer Regional Hospital Centre (RDRHC) intensive care unit/coronary care unit initiated a White Rose program to provide support, dignity and respect for family and patients when withdrawal of life support decisions are made. Enhanced Communications, and Respect and Dignity is supported through medication reconciliation, two patient identifiers, safe surgery checklist, information transfer at transitions of care, Name-Occupation-Duty (NOD), bedside whiteboards and comfort rounds. Developing “No One Dies Alone” within the Palliative Care Unit at RDRHC. Initiated physician handover process improvements at rural sites. RDRHC, Wetaskiwin Hospital and Care Centre, and Drumheller Health Centre are in the process of CoACT implementation at various stages.
Edmonton	<ul style="list-style-type: none"> Implementation of consistent messaging to patients/families across the continuum of care relating to their care journey. Completed implementation of standardized patient information and approach to way-finding at University of Alberta Hospital.
North	<ul style="list-style-type: none"> Several sites have implemented local family councils for real-time input on service delivery. Local surveys being developed to capture feedback. In the process of CoACT implementation at various stages.

IN SUMMARY

The Q2 provincial results have remained stable. Two zones demonstrate slight improvement from Q2 last year.

DID YOU KNOW

***Patient First Strategy** reflects a patient- and family-centred care. The strategy will enable AHS to advance health care in Alberta by empowering and enabling Albertans to be at the centre of their health care team, improving their own health and wellness.*

***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.*

*The new **iRound** application provides a robust platform to view, discuss and update integrated care plans for each patient. There are quality checks and balances within the application from the time a patient is admitted, for the duration of their stay, through to discharge. All members of the care team can review the care plan, patient goals, barriers to discharge and the status of those barriers. It also lists all health care professionals supporting each patient.*

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	Q2 YTD		Trend *	2015-16 Target
				2014-15 Last Year	2015-16 Current		
Provincial	81.3%	81.5%	81.8%	81.9%	82.2%	→	84.0%
South Zone Total	83.6%	81.7%	81.8%	83.0%	81.1%	↓	85.0%
Chinook Regional Hospital	82.1%	80.5%	76.6%	78.1%	78.0%	→	84.0%
Medicine Hat Regional Hospital	85.7%	80.7%	85.7%	85.8%	83.7%	↓	86.0%
All Other Hospitals	84.2%	83.5%	88.3%	90.2%	85.5%	↓	85.0%
Calgary Zone Total	81.1%	80.1%	83.2%	83.2%	82.9%	→	84.0%
Alberta Children's Hospital	Measure restricted to Adult Sites only						
Foothills Medical Centre	78.6%	76.6%	80.8%	80.8%	81.7%	↑	82.0%
Peter Lougheed Centre	83.5%	80.9%	79.9%	81.2%	77.7%	↓	84.0%
Rockyview General Hospital	81.7%	82.9%	85.4%	85.8%	83.3%	↓	84.0%
South Health Campus	Opened February 2013		89.7%	88.2%	91.5%	↑	84.0%
All Other Hospitals	81.4%	79.3%	90.3%	87.4%	91.8%	↑	90.0%
Central Zone Total	84.5%	83.5%	84.8%	85.5%	83.4%	↓	86.0%
Red Deer Regional Hospital Centre	81.5%	81.1%	83.0%	83.2%	82.6%	→	84.0%
All Other Hospitals	85.8%	84.5%	86.7%	87.7%	84.3%	↓	87.0%
Edmonton Zone Total	80.5%	81.5%	80.3%	80.0%	81.9%	↑	83.0%
Grey Nuns Community Hospital	86.4%	86.4%	87.2%	86.0%	86.3%	→	87.0%
Misericordia Community Hospital	76.8%	78.5%	75.3%	72.5%	75.7%	↑	82.0%
Royal Alexandra Hospital	76.1%	79.9%	76.5%	76.3%	77.7%	↑	81.0%
Stollery Children's Hospital	Measure restricted to Adult Sites only						
Sturgeon Community Hospital	87.1%	89.8%	87.6%	87.4%	89.8%	↑	88.0%
University of Alberta Hospital	77.9%	77.1%	80.2%	81.0%	85.0%	↑	82.0%
All Other Hospitals	67.1%	70.9%	85.3%	88.6%	86.1%	↓	84.0%
North Zone Total	82.2%	81.0%	80.6%	80.8%	81.3%	→	84.0%
Northern Lights Regional Health Centre	78.5%	75.4%	74.7%	73.0%	78.9%	↑	82.0%
Queen Elizabeth II Hospital	80.7%	76.0%	77.2%	76.3%	78.9%	↑	83.0%
All Other Hospitals	82.8%	83.4%	83.7%	85.2%	83.0%	↓	84.0%

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

Total Discharges	2012-13	2013-14	2014-15	Q2 YTD	
				2014-15 Last Year	2015-16 Current
Provincial	385,536	393,765	401,331	202,423	202,670
South Zone	31,640	31,093	31,125	15,868	15,513
Calgary Zone	130,842	136,598	140,563	70,324	70,989
Central Zone	45,619	44,589	45,691	22,956	23,046
Edmonton Zone	132,337	135,970	139,052	70,220	70,834
North Zone	45,098	45,515	44,900	23,055	22,288