

Satisfaction with Hospital Care

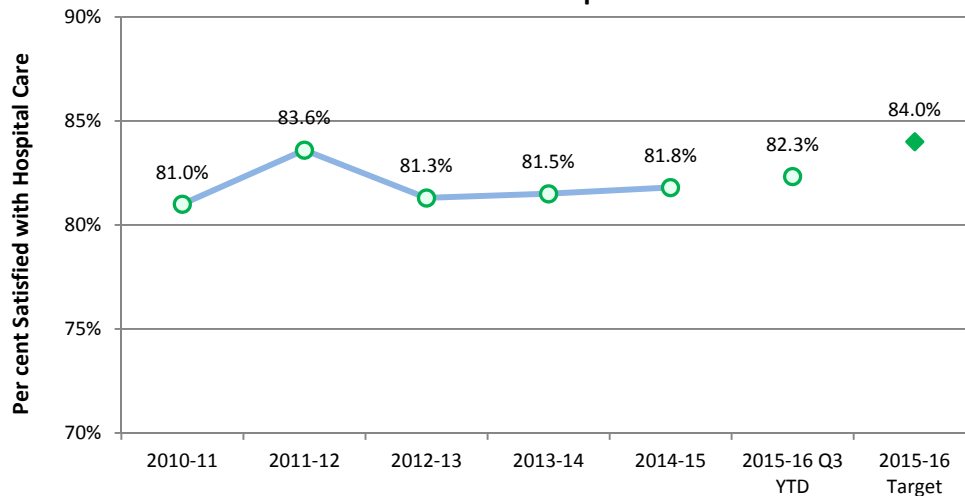
Measure Definition

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. NOTE: This measure relies on patient follow up after a patient's original discharge date for a period up to 90 days. Therefore reporting results reflect patients discharged in an earlier time period (i.e., Q3 YTD).

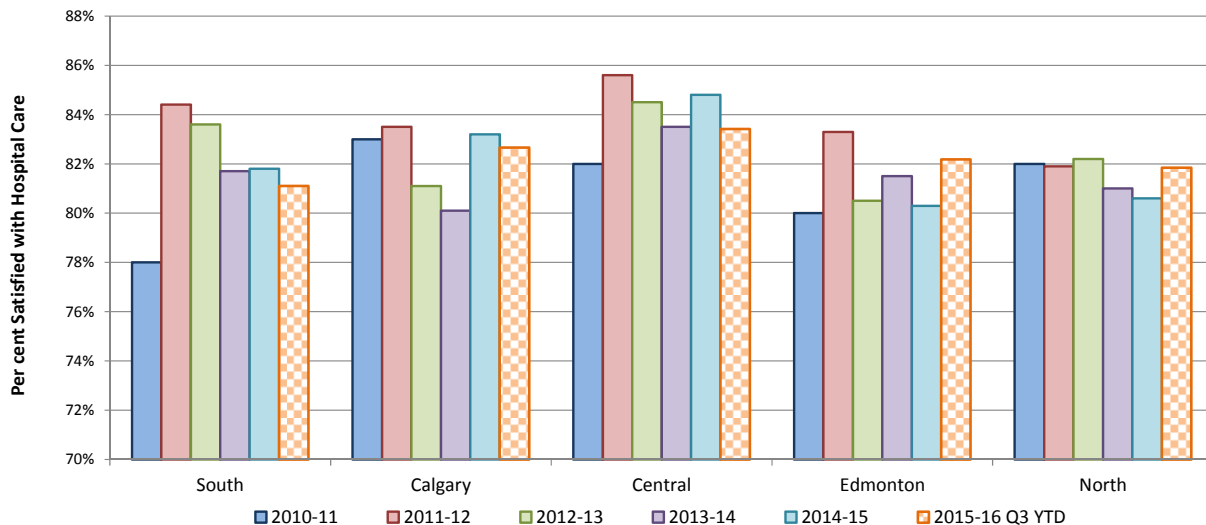
Satisfaction with Hospital Care - Annual



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 continues to roll out the Patient First Strategy across the organization. AHS created new directives to support family presence and visitation and the purposeful design of physical space (i.e. family rooms) to support patients, families and employees. Six Phase 1 CoACT elements were implemented across the province including collaborative care leadership, care hubs, rapid rounds, comfort rounds, patient bedside whiteboards and bedside shift report. Implementation of CoACT deliverables was 64% at 20 sites in 161 patient care units. Target was 100% at 20 sites.
South	<ul style="list-style-type: none"> Co-ACT implementation underway at all units at Medicine Hat Regional Hospital (MHRH), Chinook Regional Hospital and Brooks. Key highlights include participating in collaborative care leadership, white boards, RAAPID rounds, team charters, and care hubs. iRounds piloted at two units at MHRH. Clinical Quality Improvement developed a patient story bank to be part of a toolkit for staff to document patient stories and incorporate the voice of the patient. Culture Awareness Training offered to staff. Work continues to introduce patient/family advisors to quality councils.
Calgary	<ul style="list-style-type: none"> All adult sites in process of CoACT implementation at various stages. Work is underway on family presence and visiting practices. The “No One Dies Alone” initiative was launched, which provides 24/7 on-call compassionate volunteers to patients who are dying and have no support or support requires respite. ACH Pain Committee was established and a pain resource team was adopted. The ACH Emergency Department Pain Research project results indicated that patients receiving analgesia increased from 32.5% to 53.9% and dissatisfaction decreased from 18.1% to 9.7%.
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 was 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. “No One Dies Alone” was implemented in the palliative care unit at RDRHC. Physician handover process improvements were completed at rural sites. RDRHC, Wetaskiwin Hospital and Care Centre, and Drumheller Health Centre implemented various elements of CoACT implementation. Initiated a process to include patient and family input on Patient First Strategy.
Edmonton	<ul style="list-style-type: none"> Implemented 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"> CoACT implementation is ongoing at four sites. Operationalization of CoACT Phase1 audit tools available for the collaborative care elements.

IN SUMMARY

The Q3 provincial results have remained stable. Two zones demonstrate slight improvement from Q3 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	Q3 YTD		Trend *	2015-16 Target
				2014-15 Last Year	2015-16 Current		
Provincial	81.3%	81.5%	81.8%	81.7%	82.3%	→	84.0%
South Zone Total	83.6%	81.7%	81.8%	82.8%	81.1%	↓	85.0%
Chinook Regional Hospital	82.1%	80.5%	76.6%	77.5%	78.3%	→	84.0%
Medicine Hat Regional Hospital	85.7%	80.7%	85.7%	86.8%	82.4%	↓	86.0%
All Other Hospitals	84.2%	83.5%	88.3%	89.2%	87.0%	↓	85.0%
Calgary Zone Total	81.1%	80.1%	83.2%	82.7%	82.7%	→	84.0%
Alberta Children's Hospital	Measure restricted to Adult Sites only						
Foothills Medical Centre	78.6%	76.6%	80.8%	80.5%	81.4%	→	82.0%
Peter Lougheed Centre	83.5%	80.9%	79.9%	80.3%	76.6%	↓	84.0%
Rockyview General Hospital	81.7%	82.9%	85.4%	84.9%	84.0%	↓	84.0%
South Health Campus	Opened February 2013		89.7%	88.3%	90.2%	↑	84.0%
All Other Hospitals	81.4%	79.3%	90.3%	88.4%	92.4%	↑	90.0%
Central Zone Total	84.5%	83.5%	84.8%	85.2%	83.4%	↓	86.0%
Red Deer Regional Hospital Centre	81.5%	81.1%	83.0%	83.5%	82.1%	↓	84.0%
All Other Hospitals	85.8%	84.5%	86.7%	86.9%	84.7%	↓	87.0%
Edmonton Zone Total	80.5%	81.5%	80.3%	79.8%	82.2%	↑	83.0%
Grey Nuns Community Hospital	86.4%	86.4%	87.2%	86.4%	87.6%	↑	87.0%
Misericordia Community Hospital	76.8%	78.5%	75.3%	73.7%	76.9%	↑	82.0%
Royal Alexandra Hospital	76.1%	79.9%	76.5%	76.0%	77.7%	↑	81.0%
Stollery Children's Hospital	Measure restricted to Adult Sites only						
Sturgeon Community Hospital	87.1%	89.8%	87.6%	86.6%	89.4%	↑	88.0%
University of Alberta Hospital	77.9%	77.1%	80.2%	80.4%	84.5%	↑	82.0%
All Other Hospitals	67.1%	70.9%	85.3%	87.5%	88.2%	→	84.0%
North Zone Total	82.2%	81.0%	80.6%	80.6%	81.9%	↑	84.0%
Northern Lights Regional Health Centre	78.5%	75.4%	74.7%	73.2%	80.3%	↑	82.0%
Queen Elizabeth II Hospital	80.7%	76.0%	77.2%	76.0%	79.8%	↑	83.0%
All Other Hospitals	82.8%	83.4%	83.7%	84.7%	83.4%	↓	84.0%

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

Total Discharges	2012-13	2013-14	2014-15	Q3 YTD	
				2014-15 Last Year	2015-16 Current
Provincial	385,536	393,765	401,331	302,250	302,772
South Zone	31,640	31,093	31,125	23,507	22,957
Calgary Zone	130,842	136,598	140,563	105,489	106,678
Central Zone	45,619	44,589	45,691	34,262	34,222
Edmonton Zone	132,337	135,970	139,052	104,896	105,967
North Zone	45,098	45,515	44,900	34,096	32,948