

Satisfaction with Hospital Care

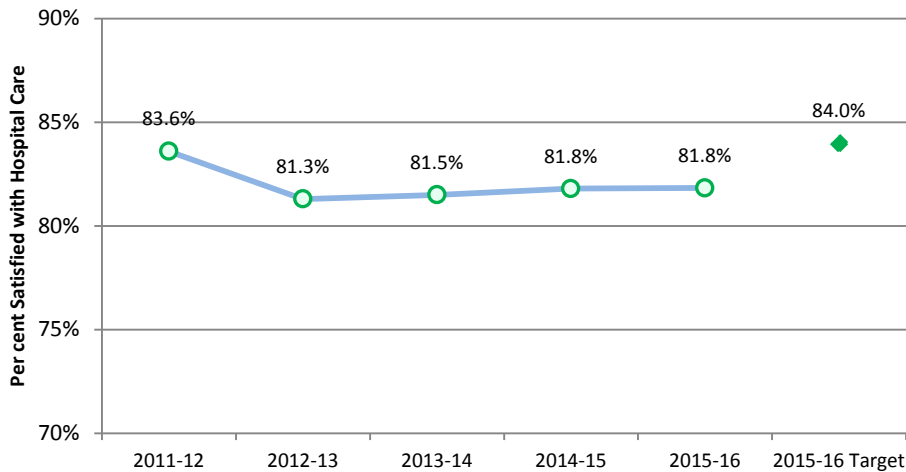
Measure Definition

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. This measures acceptability.

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 is reported a quarter later due to the requirement to follow up with patients after the end of the reporting quarter.

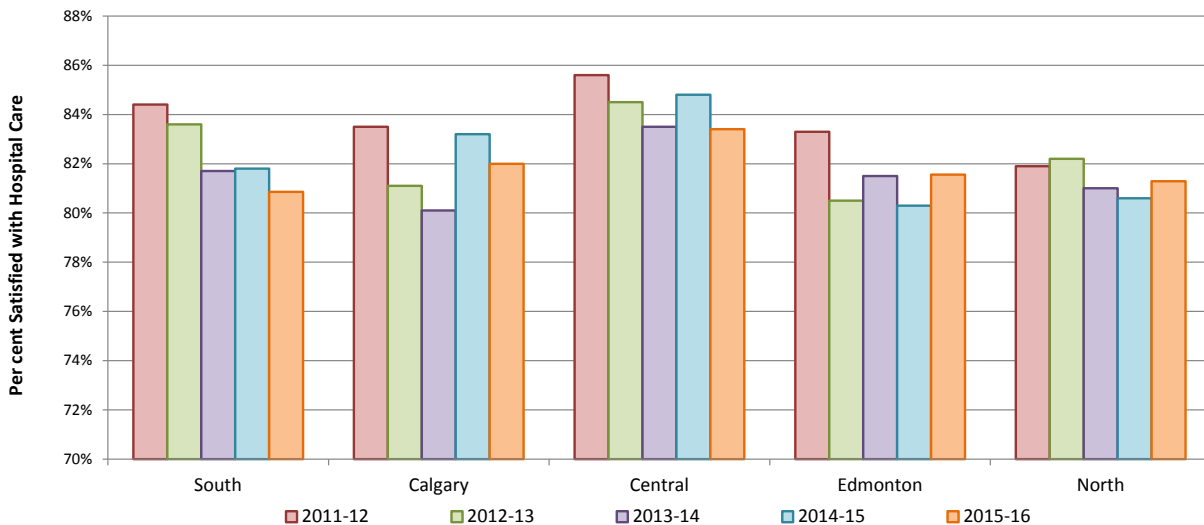
Satisfaction with Hospital Care - Annual



How Do We Compare?

Comparable national data is not available for this measure.

Satisfaction with Hospital Care - By Zone



Satisfaction with Hospital Care

ACTIONS

The Patient First Strategy will enter the implementation phase across all five zones.

All five zones will complete Phase 1 CoACT elements and begin Phase 2 elements to support patient flow and transitions from care settings across 20 sites. Elements include: integrated plan of care, transition rounds, patient scheduling, standard transition process, bed turn process, right bed, first time, home team, home unit and partnerships with support services.

South Zone is implementing the Patient First Strategy including patient engagement.

Calgary Zone is outlining the range of Family Presence Practices available and moving towards consistency across sites of Family Presence Practices.

Central Zone is increased the number of patient advisors involved in acute care committees and other engagement activities as well as staff cultural sensitivity training.

Edmonton Zone implemented several initiatives at multiple sites including: patient focus practices of Name Occupation Duty (NOD); patient satisfaction evaluation process to improve the patient/family experience; new Patient Experience Office at the Royal Alexandra Hospital; actions to improve satisfaction with hospital care at the UAH including standardization of site-wide flexible visiting hours, and conduct a Patient experience project in Medicine focusing on improving the patient's experience with Over Capacity Protocol.

North Zone will develop an Always Events Change Management Plan to spread patient- and family-centred care best practice within the zone.

SUMMARY

The most recent data for this measure is a quarter behind so, based on Q4 YTD 2015-16 data:

While the 2015-16 targets for Satisfaction with Hospital Care were not achieved, Provincial results remained stable.

Edmonton Zone demonstrated improvement and North Zone remained the same from 2014-15.

South, Calgary and Central Zones demonstrated slight deterioration in performance compared to 2014-15.

High occupancy at sites has had an impact on patient satisfaction. With the launch of the Patient First Strategy in 2015, AHS remains committed to ensuring patient and family experiences are the centre of everything we do and every decision we make.

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.

ALWAYS events refer to elements of the patient experience that are so vital to patients and families that healthcare providers should strive to ALWAYS get them right.

Satisfaction with Hospital Care

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	Q4 YTD		Trend	2015-16 Target
				2014-15 Last Year	2015-16 Current		
Trend: ★ Achieved Target, ✓ Stable or better than prior period, ✗ Area requires additional focus							
Provincial	81.3%	81.5%	81.8%	81.8%	81.8%	✓	84.0%
South Zone Total	83.6%	81.7%	81.8%	81.8%	80.9%	✗	85.0%
Chinook Regional Hospital	82.1%	80.5%	76.6%	76.6%	78.2%	✓	84.0%
Medicine Hat Regional Hospital	85.7%	80.7%	85.7%	85.7%	81.3%	✗	86.0%
All Other Hospitals	84.2%	83.5%	88.3%	88.3%	87.2%	★	85.0%
Calgary Zone Total	81.1%	80.1%	83.2%	83.2%	82.0%	✗	84.0%
Alberta Children's Hospital	Measure restricted to Adult Sites only						
Foothills Medical Centre	78.6%	76.6%	80.8%	80.8%	80.8%	✓	82.0%
Peter Lougheed Centre	83.5%	80.9%	79.9%	79.9%	77.2%	✗	84.0%
Rockyview General Hospital	81.7%	82.9%	85.4%	85.4%	81.7%	✗	84.0%
South Health Campus	Opened February 2013		89.7%	89.7%	90.1%	★	84.0%
All Other Hospitals	81.4%	79.3%	90.3%	90.3%	92.9%	★	90.0%
Central Zone Total	84.5%	83.5%	84.8%	84.8%	83.4%	✗	86.0%
Red Deer Regional Hospital Centre	81.5%	81.1%	83.0%	83.0%	82.2%	✓	84.0%
All Other Hospitals	85.8%	84.5%	86.7%	86.7%	84.8%	✗	87.0%
Edmonton Zone Total	80.5%	81.5%	80.3%	80.3%	81.6%	✓	83.0%
Grey Nuns Community Hospital	86.4%	86.4%	87.2%	87.2%	86.1%	✗	87.0%
Misericordia Community Hospital	76.8%	78.5%	75.3%	75.3%	77.2%	✓	82.0%
Royal Alexandra Hospital	76.1%	79.9%	76.5%	76.5%	77.3%	✓	81.0%
Stollery Children's Hospital	Measure restricted to Adult Sites only						
Sturgeon Community Hospital	87.1%	89.8%	87.6%	87.6%	89.8%	★	88.0%
University of Alberta Hospital	77.9%	77.1%	80.2%	80.2%	83.5%	★	82.0%
All Other Hospitals	67.1%	70.9%	85.3%	85.3%	86.3%	★	84.0%
North Zone Total	82.2%	81.0%	80.6%	80.6%	81.3%	✓	84.0%
Northern Lights Regional Health Centre	78.5%	75.4%	74.7%	74.7%	78.6%	✓	82.0%
Queen Elizabeth II Hospital	80.7%	76.0%	77.2%	77.2%	78.6%	✓	83.0%
All Other Hospitals	82.8%	83.4%	83.7%	83.7%	83.5%	✓	84.0%

Total Eligible Discharges	2012-13	2013-14	2014-15	Q4 YTD		Number of Completed Surveys	Margin of Error (95% Confidence Interval)
				2014-15 Last Year	2015-16 Current		
Provincial	202,222	183,462	200,428	200,428	218,546	22,952	±0.49%
South Zone	19,040	18,271	19,341	19,341	19,737	2,117	±1.69%
Calgary Zone	55,366	45,800	51,199	51,199	61,044	6,299	±0.94%
Central Zone	27,389	26,134	28,254	28,254	29,272	3,226	±1.27%
Edmonton Zone	76,124	68,913	76,197	76,197	82,559	8,300	±0.84%
North Zone	24,303	24,344	25,437	25,437	25,934	3,010	±1.39%

Note: If within the margin of error, trend is not significant and reported to be "stability". Margin of error: estimated to be accurate within this margin of error, 19 times out of 20.