

Satisfaction with Hospital Care

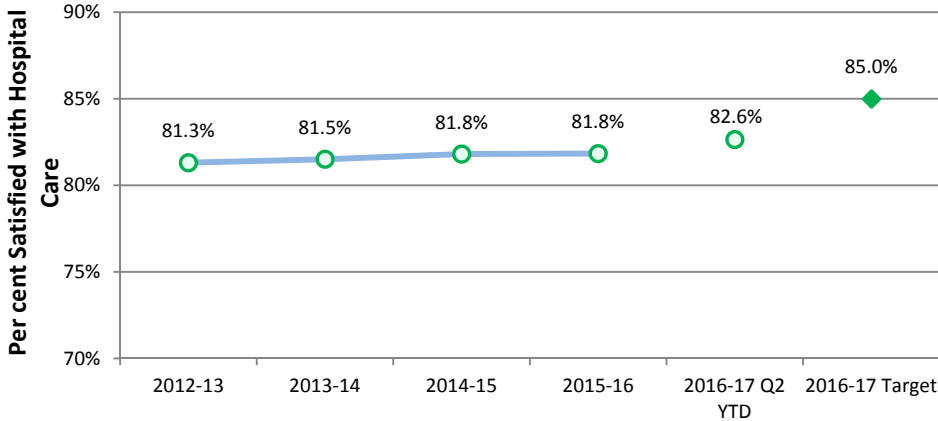
Measure Definition

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.

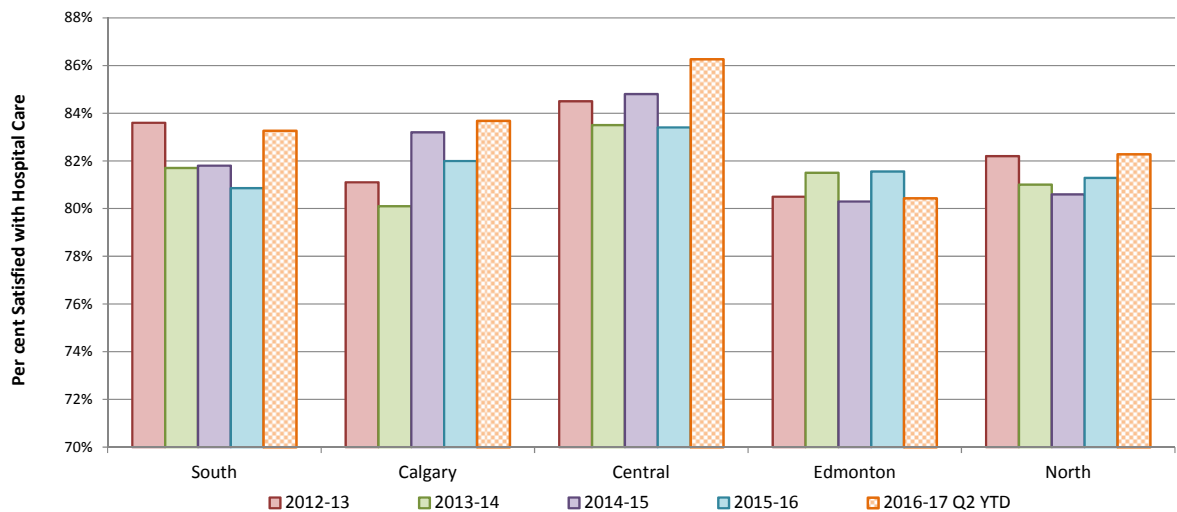
Satisfaction with Hospital Care - Annual



How Do We Compare?

Comparable national data is not available for this measure.

Satisfaction with Hospital Care - By Zone



Note: North Zone results have been impacted by the temporary closure of Northern Lights Regional Hospital and displacement in Fort McMurray due to the wildfires in Q1.

Satisfaction with Hospital Care

ACTIONS

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

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 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 conducting 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. This analysis is based on Q2 2016-17.

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

Central Zone achieved target for Q3 YTD. Provincial and three zones performed better than the same period as last year. Edmonton Zone's performance was stable.

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	2013-14	2014-15	2015-16	Q2 YTD		Trend	2016-17 Target
				2015-16 Last Year	2016-17 Current		
Trend: ★ Achieved Target, ✓ better or ⇔ stable than prior period*, ✖ Area requires additional focus							
Provincial	81.5%	81.8%	81.8%	82.2%	82.6%	✓	85.0%
South Zone Total	81.7%	81.8%	80.9%	81.1%	83.3%	✓	86.0%
Chinook Regional Hospital	80.5%	76.6%	78.2%	78.0%	83.3%	✓	84.0%
Medicine Hat Regional Hospital	80.7%	85.7%	81.3%	83.7%	81.9%	⇔	86.0%
All Other Hospitals	83.5%	88.3%	87.2%	85.5%	87.6%	✓	90.0%
Calgary Zone Total	80.1%	83.2%	82.0%	82.9%	83.7%	✓	85.0%
Alberta Children's Hospital	Measure restricted to Adult Sites only						
Foothills Medical Centre	76.6%	80.8%	80.8%	81.7%	81.6%	✓	82.0%
Peter Lougheed Centre	80.9%	79.9%	77.2%	77.7%	80.6%	✓	81.0%
Rockyview General Hospital	82.9%	85.4%	81.7%	83.3%	84.0%	✓	87.0%
South Health Campus	Opened February 2013		90.1%	91.5%	91.4%	★	90.0%
All Other Hospitals	79.3%	90.3%	92.9%	91.8%	92.4%	★	92.0%
Central Zone Total	83.5%	84.8%	83.4%	83.4%	86.3%	★	86.0%
Red Deer Regional Hospital Centre	81.1%	83.0%	82.2%	82.6%	84.9%	★	84.0%
All Other Hospitals	84.5%	86.7%	84.8%	84.3%	87.4%	★	87.0%
Edmonton Zone Total	81.5%	80.3%	81.6%	81.9%	80.4%	⇔	84.0%
Grey Nuns Community Hospital	86.4%	87.2%	86.1%	86.3%	86.1%	✓	88.0%
Misericordia Community Hospital	78.5%	75.3%	77.2%	75.7%	79.6%	✓	80.0%
Royal Alexandra Hospital	79.9%	76.5%	77.3%	77.7%	76.9%	⇔	80.0%
Stollery Children's Hospital	Measure restricted to Adult Sites only						
Sturgeon Community Hospital	89.8%	87.6%	89.8%	89.8%	86.9%	⇔	88.0%
University of Alberta Hospital	77.1%	80.2%	83.5%	85.0%	79.1%	✖	88.0%
All Other Hospitals	70.9%	85.3%	86.3%	86.1%	85.3%	✓	86.0%
North Zone Total	81.0%	80.6%	81.3%	81.3%	82.3%	✓	84.0%
Northern Lights Regional Health Centre	75.4%	74.7%	78.6%	78.9%	87.6%	★	78.0%
Queen Elizabeth II Hospital	76.0%	77.2%	78.6%	78.9%	80.1%	✓	81.0%
All Other Hospitals	83.4%	83.7%	83.5%	83.0%	82.9%	✓	85.0%

North Zone results have been impacted by the temporary closure of Northern Lights Regional Hospital and displacement in Fort McMurray due to the wildfires in Q1.

* "Stable" trend indicates when current period performance (Q3 year-to-date) is within 5% from the same time period as last year.

Total Eligible Discharges	2013-14	2014-15	2015-16	Q2 YTD		Number of Completed Surveys	Margin of Error (95% Confidence Interval)
				2015-16 Last Year	2016-17 Current		
Provincial	183,462	200,428	218,546	104,297	124,473	12,996	0.65%
South Zone	18,271	19,341	19,737	9,955	9,985	1,069	2.24%
Calgary Zone	45,800	51,199	61,044	26,629	42,134	4,304	1.10%
Central Zone	26,134	28,254	29,272	14,679	14,900	1,631	1.67%
Edmonton Zone	68,913	76,197	82,559	40,061	44,919	4,554	1.15%
North Zone	24,344	25,437	25,934	12,973	12,535	1,438	1.97%

Note: If within the margin of error, trend is not significant and reported to be "stable".

Margin of error: estimated to be accurate within this margin of error, 19 times out of 20.

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