

Satisfaction with Hospital Care

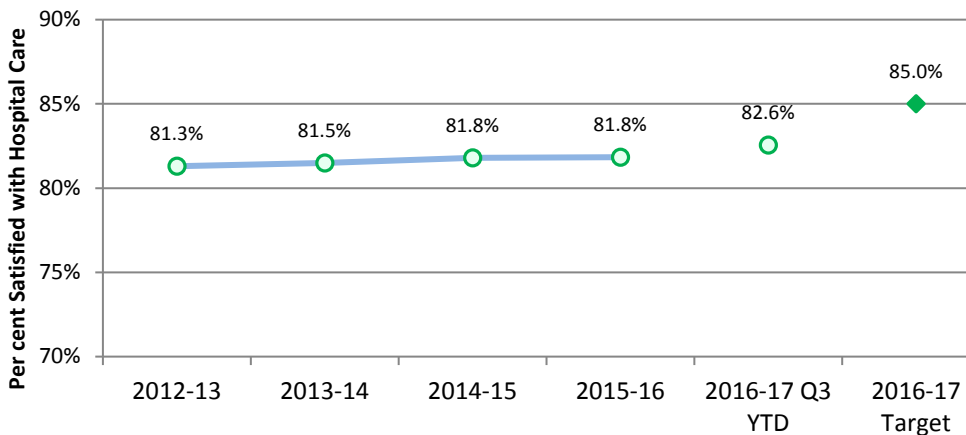
Measure Definition

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

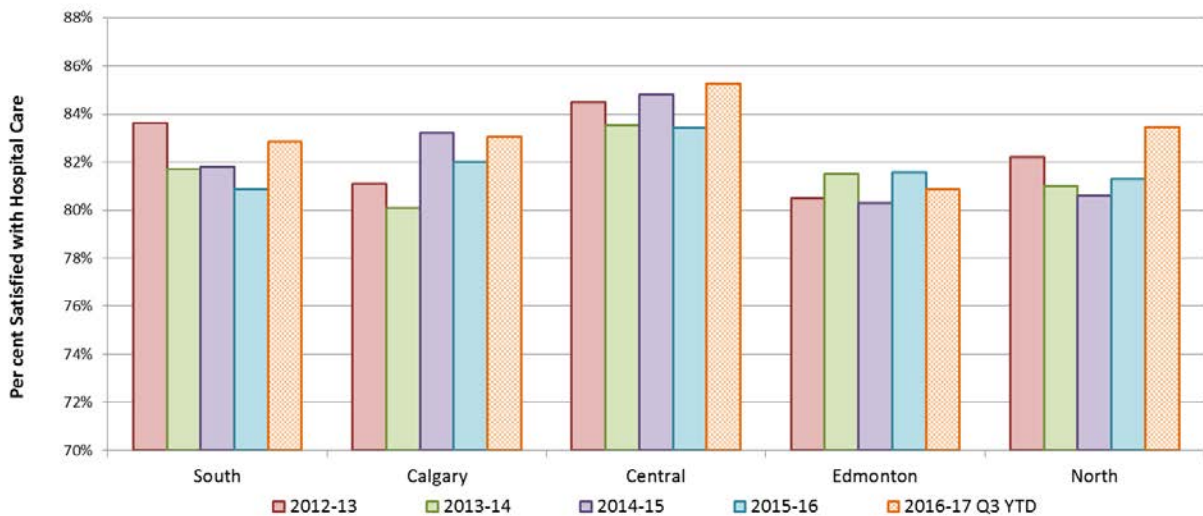
Satisfaction with Hospital Care - Annual



How Do We Compare?

Comparable national data is not available for this measure.

Satisfaction with Hospital Care - 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

HIGHLIGHTS

Patient satisfaction is important to measure because it relates directly to the work we do. AHS conducts patient experience surveys in various areas, including experience related to hospital care, emergency medical services, family care clinics and addiction mental health. These surveys help us improve care and services, better understand healthcare needs of Albertans and develop future programs and policies in response to what Albertans say.

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

AHS supports many PFCC initiatives across the province and within our zones. Examples include implementing family presence guidelines, recruiting patient and family advisors on zone PFCC committees, and continuing implementation of CoACT elements. Zones also participate in leader rounding which are planned and purposeful conversations between leaders, patients and families to learn about experiences and identify improvement opportunities.

The annual Patient- and Family-Centred Care Week was held across the province in October 2016 and focused on building partnerships between care providers, patients and families. There were also contributions made to the PFCC website including the creation of digital stories. A new Visitation with a Family Presence Focus Policy and Visitor Management Appeal Procedure will be implemented in spring of 2017.

To support patient- and family-centred care for Albertans who do not speak English as their first language, AHS provides interpretation and translation services provincially. Accurate, two-way communication between patients and healthcare teams is essential in delivering high quality health care. Professional interpretation and translation support helps reduce misunderstandings, enabling patients to get the care they need and helping them understand their diagnosis and treatment. In 2016-17, AHS used over one million minutes of professional over-the-phone interpretation compared to 770,400 in 2015-16, a 30% increase. This service is available 24/7 in over 240 different languages. In 2016-17, professional telephone interpretation was used for approximately 110 languages.

SUMMARY OF RESULTS

The most recent data for this measure is a quarter behind. This analysis is based on Q3 YTD 2016-17.

Provincial, South, Calgary, Central and North Zones showed improvement from the same period as last year. Edmonton Zone results remained stable compared to the same period as last year.

Closer examination of patient experience survey responses at the University of Alberta Hospital (UAH) suggests that there are opportunities to improve communication to patients about their care. Results have improved since last quarter and initiatives are underway (e.g., CoACT optimization) that will help continue to improve patient experience on site.

AHS has processes in place to review and respond to feedback from patients and families regarding care and services. The provincial team works to resolve concerns with patients, families and staff; if a resolution is not possible, a concern will be forwarded to the Patient Concerns Officer for review. All concerns and commendations reported are tracked in the Feedback and Concerns Tracking (FACT) database and monitored to identify areas for broader improvement.

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	Q3 YTD		Trend	2016-17 Target
				2015-16 Last Year	2016-17 Current		
Trend: ★ Target Achieved; ✓ Improving; ⇔ Stable; ✖ Performance not improving							
Provincial	81.5%	81.8%	81.8%	82.3%	82.6%	✓	85.0%
South Zone Total	81.7%	81.8%	80.9%	81.1%	82.8%	✓	86.0%
Chinook Regional Hospital	80.5%	76.6%	78.2%	78.3%	83.1%	✓	84.0%
Medicine Hat Regional Hospital	80.7%	85.7%	81.3%	82.4%	81.5%	⇔	86.0%
All Other Hospitals	83.5%	88.3%	87.2%	87.0%	86.2%	⇔	90.0%
Calgary Zone Total	80.1%	83.2%	82.0%	82.7%	83.1%	✓	85.0%
Alberta Children's Hospital	Measure restricted to Adult Sites only						
Foothills Medical Centre	76.6%	80.8%	80.8%	81.4%	80.9%	⇔	82.0%
Peter Lougheed Centre	80.9%	79.9%	77.2%	76.6%	78.7%	✓	81.0%
Rockyview General Hospital	82.9%	85.4%	81.7%	84.0%	84.2%	✓	87.0%
South Health Campus	Opened February 2013		90.1%	90.2%	91.4%	★	90.0%
All Other Hospitals	79.3%	90.3%	92.9%	92.4%	92.2%	★	92.0%
Central Zone Total	83.5%	84.8%	83.4%	83.4%	85.3%	✓	86.0%
Red Deer Regional Hospital Centre	81.1%	83.0%	82.2%	82.1%	83.5%	✓	84.0%
All Other Hospitals	84.5%	86.7%	84.8%	84.7%	86.9%	✓	87.0%
Edmonton Zone Total	81.5%	80.3%	81.6%	82.2%	80.9%	⇔	84.0%
Grey Nuns Community Hospital	86.4%	87.2%	86.1%	87.6%	86.8%	⇔	88.0%
Misericordia Community Hospital	78.5%	75.3%	77.2%	76.9%	79.8%	✓	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%	89.4%	88.1%	★	88.0%
University of Alberta Hospital	77.1%	80.2%	83.5%	84.5%	80.0%	✖	88.0%
All Other Hospitals	70.9%	85.3%	86.3%	88.2%	85.4%	✖	86.0%
North Zone Total	81.0%	80.6%	81.3%	81.9%	83.4%	✓	84.0%
Northern Lights Regional Health Centre	75.4%	74.7%	78.6%	80.3%	83.3%	★	78.0%
Queen Elizabeth II Hospital	76.0%	77.2%	78.6%	79.8%	81.3%	★	81.0%
All Other Hospitals	83.4%	83.7%	83.5%	83.4%	84.6%	✓	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 is ≤ 3% from the same time period as last year.

Total Eligible Discharges	2013-14	2014-15	2015-16	Q3 YTD	
				2015-16 Last Year	2016-17 Current
Provincial	183,462	200,428	218,546	155,888	185,622
South Zone	18,271	19,341	19,737	14,832	14,879
Calgary Zone	45,800	51,199	61,044	39,907	62,597
Central Zone	26,134	28,254	29,272	21,850	22,156
Edmonton Zone	68,913	76,197	82,559	60,034	67,141
North Zone	24,344	25,437	25,934	19,265	18,849

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.