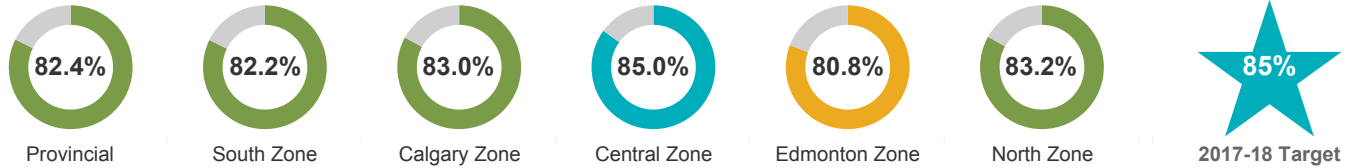


This measure reflects patients' overall perceptions associated with the hospital where they received care. The higher the number, the better, as it demonstrates more patients are satisfied with their care in hospital.

Legend

- ★ Target achieved
- Improvement
- ▲ Stable than prior period ≤3%
- Area requires additional focus

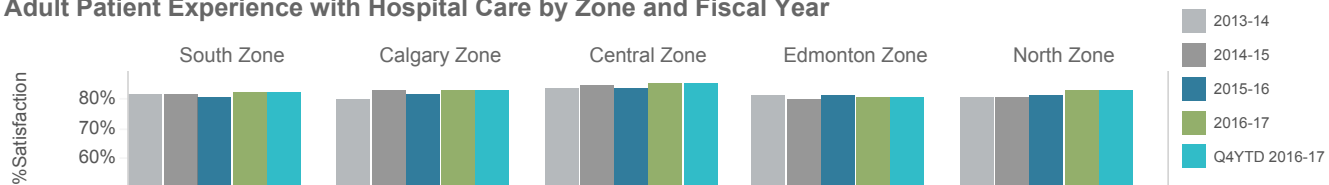
Adult Patient Experience with Hospital Care (8,9 & 10), Q4YTD 2016-17



Adult Patient Experience with Hospital Care Trend - Busiest Sites

Zone Name	Site Name	2013-14	2014-15	2015-16	Q4YTD 2015-16	Q4YTD 2016-17	Trend	2017-18 Target
Provincial	Provincial	81.5%	81.8%	81.8%	81.8%	82.4%	■	85%
South Zone	South Zone	81.7%	81.8%	80.9%	80.9%	82.2%	■	85%
	Chinook Regional Hospital	80.5%	76.6%	78.2%	78.2%	82.3%	■	85%
	Medicine Hat Regional Hospital	80.7%	85.7%	81.3%	81.3%	81.3%	▲	85%
	Other South Hospitals	83.5%	88.3%	87.2%	87.2%	85.5%	★	85%
Calgary Zone	Calgary Zone	80.1%	83.2%	82.0%	82.0%	83.0%	■	85%
	Foothills Medical Centre	76.6%	80.8%	80.8%	80.8%	80.3%	▲	85%
	Peter Lougheed Centre	80.9%	79.9%	77.2%	77.2%	78.7%	■	85%
	Rockyview General Hospital	82.9%	85.4%	81.7%	81.7%	85.1%	★	85%
	South Health Campus	91.9%	89.7%	90.1%	90.1%	90.9%	★	85%
	Other Calgary Hospitals	79.3%	90.3%	92.9%	92.9%	92.2%	★	85%
Central Zone	Central Zone	83.5%	84.8%	83.4%	83.4%	85.0%	★	85%
	Red Deer Regional Hospital Centre	81.1%	83.0%	82.2%	82.2%	82.7%	■	85%
	Other Central Hospitals	84.5%	86.7%	84.8%	84.8%	87.0%	★	85%
Edmonton Zone	Edmonton Zone	81.5%	80.3%	81.6%	81.6%	80.8%	▲	85%
	Grey Nun's Community Hospital	86.4%	87.2%	86.1%	86.1%	86.4%	★	85%
	Misericordia Community Hospital	78.5%	75.3%	77.2%	77.2%	79.8%	■	85%
	Royal Alexandra Hospital	79.9%	76.5%	77.3%	77.3%	76.6%	▲	85%
	Sturgeon Community Hospital	89.8%	87.6%	89.8%	89.8%	88.0%	★	85%
	University of Alberta Hospital	77.1%	80.2%	83.5%	83.5%	80.4%	●	85%
	Other Edmonton Hospitals	70.9%	85.3%	86.3%	86.3%	85.7%	★	85%
North Zone	North Zone	81.0%	80.6%	81.3%	81.3%	83.2%	■	85%
	Northern Lights Regional Health Centre	75.4%	74.7%	78.6%	78.6%	82.2%	■	85%
	Queen Elizabeth II Hospital	76.0%	77.2%	78.6%	78.6%	80.3%	■	85%
	Other North Hospitals	83.4%	83.7%	83.5%	83.5%	84.8%	★	85%

Adult Patient Experience with Hospital Care by Zone and Fiscal Year



Total Eligible Discharges	2013-14	2014-15	2015-16	Q4YTD 2015-16	Q4YTD 2016-17	Number of Valid Responses	Margin of Error (95% Confidence Interval)
Provincial	183,462	200,428	218,546	218,546	246,917	25,745	±0.47%
South Zone	18,271	19,341	19,737	19,737	19,840	2,116	±1.63%
Calgary Zone	45,800	51,199	61,044	61,044	83,208	8,474	±0.80%
Central Zone	26,134	28,254	29,272	29,272	29,531	3,257	±1.22%
Edmonton Zone	68,913	76,197	82,559	82,559	89,005	8,983	±0.81%
North Zone	24,344	25,437	25,934	25,934	25,333	2,915	±1.36%

Source: AHS Canadian Hospital Consumer Assessment of Healthcare Providers and Systems(CH-CAHPS) Survey, as of July 21, 2017
 Notes: This quarter is a quarter later due to requirements to followup with patients after end of reporting quarter;
 Weighted percentage; Margin of error: estimated to be accurate within this margin of error, 19 times out of 20.

Objective 3: Respect, inform, and involve patients and families in their care while in hospital.

WHY THIS IS IMPORTANT

AHS strives to make every patient’s experience positive and inclusive. Through the Patient First Strategy, we will strengthen AHS’ culture and practices to fully embrace patient- and family-centred care (PFCC), where patients and their families are encouraged to participate in all aspects of the care journey.

Patient experience is important to measure because it relates directly to the work we do. Gathering perceptions and feedback from individuals using hospital/ acute care services is a critical aspect of measuring progress and improving the health system.

AHS PERFORMANCE MEASURE: Patient experience with hospital care for adults

Patient experience with hospital care for adults is defined as the percentage of adults aged 18 years and older discharged from hospitals who rate their overall stay as 8, 9 or 10, where zero is the lowest level of satisfaction possible and 10 is the best.

UNDERSTANDING THE MEASURE

This measure reflects patients’ overall perceptions associated with the hospital where they received care. This measure requires patient follow-up after the patient’s original discharge date and therefore reflects an earlier time period of 2016-17.

By acting on this survey, we can improve care and services, better understand health care needs of Albertans and develop future programs and policies in response to what Albertans say.

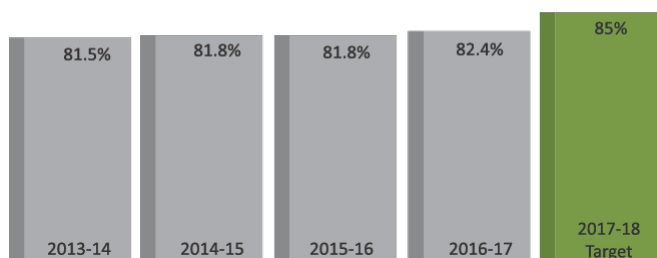
HOW WE ARE DOING

The higher the number the better, as it demonstrates more patients are satisfied with their care in hospital.

Provincially, AHS has shown improvement from the same period as last year. The percentage of adults rating their overall hospital stay as 8, 9 or 10 is 82.4% for 2016-17 compared to 81.8% in 2015-16.

Patient experience with hospital care

Q1 data will be reported in Q2.



WHAT WE ARE DOING

AHS continues to apply the Patient First Strategy by empowering and supporting Albertans to be the centre of their health care teams.

What Matters to You Day is an international event aimed at encouraging patients, families and clinicians to have conversations about what matters most to them when it comes to their health care. In June 2017, AHS hosted a live and interactive *What Matters to You* blog, featuring nine guest bloggers from across AHS, including patients and families. The blog has had over 2,800 views to date. In addition, there has been increased social media activity and over 800 page visits and nearly 1,000 views to the AHS Insite webpage.

The updated Visitation Policy was approved and is being implemented throughout the organization. Zones continue to implement family presence guidelines in inpatient units. Families are essential members of the care team as they provide pertinent information essential to the patient’s care plan.

To support patient- and family- centred care for Albertans who don’t speak English as their first language, AHS provides interpretation and translation services province-wide. AHS has is seeing year-over-year increases in the utilization of interpretation services. In June 2017, AHS used over 100,000 minutes of professional over-the-phone interpretation compared to approximately 50,000 during the same time frame in 2015-16, a 100% increase.

Zones continue to implement patient- and family-centred care initiatives to increase the patient voice and participation in care delivery. Examples of zone activities include use of whiteboards in acute care units, implementation of bedside shift reports, development of orientation placemats, case management with patient/ client and Leadership rounds (management attends rounds to understand how staff are serving patients).

North Zone circulated *Small Things Matter* newsletter highlighting how the small things we do can improve the patient experience.

The CoACT program helps patients, families and care providers communicate and work together. Currently, half of all patients admitted to AHS hospitals experience a more collaborative form of care through CoACT. While zones continue to rollout CoACT activities, Q1 focused primarily on the transition of funding and staffing from provincial program to zone operations.

Presentations on the Patient Reported Outcomes (PRO) dashboard to enhance cancer patient experience were made with leadership and patient advisory groups.

Six *Putting Patients First* training modules were created and uploaded to AHS’ YouTube and MyLearning link.