

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.

**Trend Legend:**

Target achieved

Improvement

Stable: ≤3% deterioration between compared quarters

Area requires additional focus



### Patient Satisfaction with Hospital Experience, Q1 2017-18



### Patient Satisfaction with Hospital Experience Trend - Busiest Site

Zone Name	Site Name	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	Q1 2016-17	Q1 2017-18	Trend	Q1YTD 2017-18	2017-18 Target
Provincial	Provincial	81.5%	81.8%	81.8%	82.4%	83.0%	82.1%	▲	82.1%	85%
South Zone	South Zone	81.7%	81.8%	80.9%	82.2%	82.2%	81.4%	▲	81.4%	85%
	Chinook Regional Hospital	80.5%	76.6%	78.2%	82.3%	80.6%	81.5%	■	81.5%	85%
	Medicine Hat Regional Hospital	80.7%	85.7%	81.3%	81.3%	82.4%	78.8%	●	78.8%	85%
	Other South Hospitals	83.5%	88.3%	87.2%	85.5%	87.8%	86.6%	★	86.6%	85%
Calgary Zone	Calgary Zone	80.1%	83.2%	82.0%	83.0%	83.2%	82.5%	▲	82.5%	85%
	Foothills Medical Centre	76.6%	80.8%	80.8%	80.3%	81.4%	80.5%	▲	80.5%	85%
	Peter Lougheed Centre	80.9%	79.9%	77.2%	78.7%	80.8%	76.3%	●	76.3%	85%
	Rockyview General Hospital	82.9%	85.4%	81.7%	85.1%	83.1%	83.9%	■	83.9%	85%
	South Health Campus	91.9%	89.7%	90.1%	90.9%	90.1%	91.0%	★	91.0%	85%
Central Zone	Other Calgary Hospitals	79.3%	90.3%	92.9%	92.2%	94.0%	94.2%	★	94.2%	85%
	Central Zone	83.5%	84.8%	83.4%	85.0%	87.1%	85.7%	★	85.7%	85%
	Red Deer Regional Hospital Centre	81.1%	83.0%	82.2%	82.7%	85.2%	83.9%	▲	83.9%	85%
Edmonton Zone	Other Central Hospitals	84.5%	86.7%	84.8%	87.0%	86.4%	87.6%	★	87.6%	85%
	Edmonton Zone	81.5%	80.3%	81.6%	80.8%	81.6%	80.7%	▲	80.7%	85%
	Grey Nun's Community Hospital	86.4%	87.2%	86.1%	86.4%	87.8%	84.3%	●	84.3%	85%
	Misericordia Community Hospital	78.5%	75.3%	77.2%	79.8%	81.4%	74.2%	●	74.2%	85%
	Royal Alexandra Hospital	79.9%	76.5%	77.3%	76.6%	77.9%	78.2%	■	78.2%	85%
	Sturgeon Community Hospital	89.8%	87.6%	89.8%	88.0%	86.9%	89.5%	★	89.5%	85%
	University of Alberta Hospital	77.1%	80.2%	83.5%	80.4%	80.2%	81.4%	■	81.4%	85%
Other Edmonton Hospitals	70.9%	85.3%	86.3%	85.7%	84.1%	87.8%	★	87.8%	85%	
North Zone	North Zone	81.0%	80.6%	81.3%	83.2%	83.1%	82.3%	▲	82.3%	85%
	Northern Lights Regional Health	75.4%	74.7%	78.6%	82.2%	90.9%	83.0%	●	83.0%	85%
	Queen Elizabeth II Hospital	76.0%	77.2%	78.6%	80.3%	81.5%	77.7%	●	77.7%	85%
	Other North Hospitals	83.4%	83.7%	83.5%	84.8%	82.3%	83.9%	■	83.9%	85%

### Understanding Our Results:

Provincially, patient satisfaction with their hospital experience is stable across the reporting period but not at target levels to date.

There are a number of contributing factors can led to the deterioration in performance such as experiencing higher unit occupancies overall and greater ALC patients leading to an increase in transfer numbers, off-service patients and co-ed patients. There were also higher numbers of staff vacancies in a number of areas. Historically these issues resulted in patients and families being less satisfied with care.

AHS will keep monitoring their results and continue with team engagement and quality improvement. Deteriorations above 3% are noted at other selected facilities; however, these results appear to be within the consistent range over a longer time period.

### Total Eligible Discharges

	South Zone	Calgary Zone	Central Zone	Edmonton Zone	North Zone	Provincial
FY 2015-16	19,737	61,044	29,272	82,559	25,934	218,546
FY 2016-17	19,840	83,208	29,531	89,005	25,333	246,917
Q1 2016-17	5,124	21,708	7,544	23,113	6,164	63,653
Q1 2017-18	4,894	21,392	7,582	22,533	6,670	63,071

Q1 2017-18	Number of Completed Surveys	520	2,171	842	2,359	756	6,648
	Margin of Error (±)	3.35%	1.60%	2.37%	1.59%	2.72%	0.92%

Source: AHS Canadian Hospital Consumer Assessment of Healthcare Providers and Systems (CH-CAHPS) Survey, as of November 1, 2017

Notes:

- This quarter is a quarter later due to requirements to follow-up with patients after end of reporting quarter.

- Reported values are within the margin of error range 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, where patients and their families are encouraged to participate in all aspects of the care journey.

**AHS PERFORMANCE MEASURE**

*Patient Satisfaction with Hospital Experience* is defined as the percentage of patients rating hospital care as 8, 9, or 10 on a scale from 0-10, where 10 is the best possible rating. The specific statement used for this measure is, "We want to know your overall rating of your stay at the hospital."

The survey is conducted by telephone on a sample of adults who have been discharged from acute care facilities within six weeks of discharge.

**UNDERSTANDING THE MEASURE**

Gathering perceptions and feedback from individuals using hospital services is a critical aspect of measuring progress and improving the health system. This measure reflects patients’ overall perceptions associated with the hospital where they received care.

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

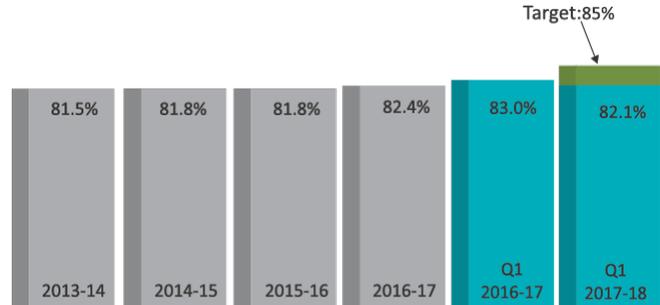
The higher the number the better, as it demonstrates more patients are satisfied with their care in hospital.

**HOW WE ARE DOING**

Provincially, AHS has shown deterioration from the same period last year. The percentage of adults rating their overall hospital stay as 8, 9 or 10 is 82.1% for Q1 2017-18 compared to 83.0% in Q1 2016-17.

This measure is reported a quarter later due to requirements to follow-up with patients after the reporting quarter.

**Patient Satisfaction with Hospital Experience**  
 Quarterly Comparison: ▲ Stable: ≤3% deterioration



Source: Canadian Hospital Assessment of Healthcare Providers and Systems Survey (CHCAHPS) responses

**WHAT WE ARE DOING**

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

New surveys for children, youth and their families were designed to help healthcare staff better understand their emergency room experiences and provide better patient- and family-centred care. These surveys were created by the Addiction and Mental Health and Emergency Strategic Clinical Networks.

*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 healthcare. 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 with 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 to the patient’s care plan.

To support patient- and family- centred care for Albertans whose first language is not English, AHS provides interpretation and translation services province-wide. Usage of telephone interpretation services in Q1 and Q2 has increased by 10% compared to last year. In addition, 38 entities signed up for access to telephone interpretation services for their patients in the North Zone.

The *Leader Rounding Campaign* (which involves management attending rounds to understand how staff are serving patients) has been completed (Be Bold & Try it). Over 85 AHS leaders participated in the challenge in October and over 100 participants attended a dedicated coaching session to prepare for Leader Rounding.

The AHS Quality and Safety Summit was awarded the *Patients Included* designation based on demonstrated commitment to incorporating the experiences of patients/families, and co-designing the summit together with patients and family advisors.

A *Digital Storytelling Workshop* was hosted in September; ten patient advisors crafted digital stories to be shared and distributed to promote patient- and family- centred care and quality improvement across AHS.

In addition to participating in many of the provincial initiatives noted above, zones continue to implement patient- and family-centred care initiatives to increase the patient voice and participation in care delivery. Other examples of zone activities include:

- Roll out of Family Presence Policy which welcomes patients and families as partners in care and essential members of the care team.
- Creation of Orientation/Accreditation Placemats, a patient friendly document that details hospital information.
- Edmonton Zone continues the *15-5 Rule* initiative where staff acknowledge patients or family when within 15 feet and greet them within 5 feet.

- Ongoing implementation of CoACT, including inclusion of patient and family in rounds and developing the plan of care. Currently, half of all patients admitted to AHS hospitals experience a more collaborative form of care through CoACT. Overall, 160 units in AHS are in the process of implementing different phases of this work.

The **CoACT** program promotes patient centered, team-based care that helps patients, families and care providers communicate and work together to achieve high quality care.

CoACT is an innovative model of care in which care providers collaborate with patients.

Elements of CoACT include integrated plans of care, transition rounds, patient scheduling, standard transition process, right bed first time, home team, home unit and partnerships with support services.

AHS uses Patient Reported Outcomes (PRO) to enhance cancer patient experiences. Site presentations on the PRO dashboard were made to cancer centres across the province and to senior leadership.