

AHS Report on Performance FY 2017-18

PATIENT SATISFACTION WITH HOSPITAL EXPERIENCE

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.

Patient Satisfaction with Hospital Experience, Q3YTD 2017-18



Patient Satisfaction with Hospital Experience Trend

Zone Name	Site Name	2013-14	2014-15	2015-16	2016-17	Q3YTD 2016-17	Q3YTD 2017-18	Trend	2017-18 Target
Provincial	Provincial	81.5%	81.8%	81.8%	82.4%	82.6%	81.7%	↔	85%
South Zone	South Zone	81.7%	81.8%	80.9%	82.2%	82.8%	79.8%	↓	85%
	Chinook Regional Hospital	80.5%	76.6%	78.2%	82.3%	83.1%	79.8%	↓	85%
	Medicine Hat Regional Hospital	80.7%	85.7%	81.3%	81.3%	81.5%	77.2%	↓	85%
	Other South Hospitals	83.5%	88.3%	87.2%	85.5%	86.2%	85.6%	☆	85%
Calgary Zone	Calgary Zone	80.1%	83.2%	82.0%	83.0%	83.1%	81.9%	↔	85%
	Foothills Medical Centre	76.6%	80.8%	80.8%	80.3%	80.9%	80.0%	↔	85%
	Peter Lougheed Centre	80.9%	79.9%	77.2%	78.7%	78.7%	77.1%	↔	85%
	Rockyview General Hospital	82.9%	85.4%	81.7%	85.1%	84.2%	82.7%	↔	85%
	South Health Campus	91.9%	89.7%	90.1%	90.9%	91.4%	89.8%	☆	85%
Central Zone	Central Zone	83.5%	84.8%	83.4%	85.0%	85.3%	84.4%	↔	85%
	Red Deer Regional Hospital Centre	81.1%	83.0%	82.2%	82.7%	83.5%	83.0%	↔	85%
	Other Central Hospitals	84.5%	86.7%	84.8%	87.0%	86.9%	85.9%	☆	85%
	Edmonton Zone	Edmonton Zone	81.5%	80.3%	81.6%	80.8%	80.9%	80.8%	↔
Grey Nuns Community Hospital		86.4%	87.2%	86.1%	86.4%	86.8%	85.4%	☆	85%
Misericordia Community Hospital		78.5%	75.3%	77.2%	79.8%	79.8%	74.8%	↓	85%
Royal Alexandra Hospital		79.9%	76.5%	77.3%	76.6%	76.9%	78.2%	↔	85%
Sturgeon Community Hospital		89.8%	87.6%	89.8%	88.0%	88.1%	89.2%	☆	85%
University of Alberta Hospital		77.1%	80.2%	83.5%	80.4%	80.0%	81.4%	↔	85%
North Zone	North Zone	81.0%	80.6%	81.3%	83.2%	83.4%	82.3%	↔	85%
	Northern Lights Regional Health Centre	75.4%	74.7%	78.6%	82.2%	83.3%	82.7%	↔	85%
	Queen Elizabeth II Hospital	76.0%	77.2%	78.6%	80.3%	81.3%	78.3%	↓	85%
	Other North Hospitals	83.4%	83.7%	83.5%	84.8%	84.6%	83.7%	↔	85%

Trend Legend: ☆Target Achieved ↑Improvement ↔Stable: ≤3% relative change compared to the same period last year ↓Area requires additional focus

Total Eligible Discharges

Zone	2015-16	2016-17	Q3YTD 2016-17	Q3YTD 2017-18	Number of Completed Surveys	Margin of Error (±)
Provincial	218,546	246,917	185,622	184,636	6,300	0.96%
South Zone	19,737	19,840	14,879	14,759	526	3.42%
Calgary Zone	61,044	83,208	62,597	62,469	2,089	1.65%
Central Zone	29,272	29,531	22,156	22,048	795	2.48%
Edmonton Zone	82,559	89,005	67,141	65,829	2,159	1.68%
North Zone	25,934	25,333	18,849	19,531	731	2.68%

Source: AHS Canadian Hospital Consumer Assessment of Healthcare Providers and Systems (CH-CAHPS) Survey, as of May 1, 2018

Notes:

- The results are reported a quarter later due to requirements to follow-up with patients after end of reporting quarter.
- April 27, 2018: In this reporting period quarter 3 (fiscal year 2017-18), the margin of errors were calculated using a normal estimated distribution for sample size greater than 10. If the sample size was less than 10, the Plus two & Plus four method was used.
- Provincial and zone level results presented here are based on weighted data.
- Facility level results and All Other Hospitals results presented here are based on unweighted data.

Measuring our Progress

TIMELY ACCESS TO SPECIALTY CARE (eREFERRALS) is the number of implemented physician specialty services with Alberta Netcare eReferral Advice Request. It provides primary care physicians with the ability to request advice from other physicians or specialty services, allowing for better support and timely access to the most appropriate specialist.

The number of specialties using eReferral Advice Request is a cumulative measure. With zone engagement, eight specialty services implemented eReferral Advice Request in 2017-18, for a total of 12 specialties to date.

The 12 specialty services implemented are:

1. Orthopedics – hip and knee (Provincial)
2. Breast Cancer (Provincial)
3. Lung Cancer (Provincial)
4. Nephrology (Edmonton, Calgary)
5. Addiction Mental Health - Opiate Agonist Therapy (Provincial)
6. Endocrinology (Calgary)
7. Gastroenterology (North, Edmonton, Calgary, South)
8. General Internal Medicine (Calgary)
9. Obstetrical/Gynecology (Calgary)
10. Pulmonary (Calgary)
11. Spinal Neurosurgery (Calgary)
12. Urology (Adult) (Edmonton)

In 2017-18, nearly 5,000 eReferral Advice Requests were received by triage facilities. Of the advice requests completed, 38 per cent were provided with advice to continue managing in the community, 60.8 per cent required a referral and 1.2 per cent did not have sufficient information to receive advice.

This work will continue into 2018-19 with a focus on increasing awareness, training new users and implementing additional specialties.

Having more specialties providing advice for non-urgent questions and doing so in an electronic format, may prevent patients from waiting for an appointment they don't need, provide them with care sooner, and support them better while they are waiting for an appointment.

Alberta Netcare eReferral is Alberta's first paperless referral solution and offers healthcare providers the ability to create, submit, track and manage referrals throughout the referral process.

Respecting, informing and involving patients and families in their care while in hospital.

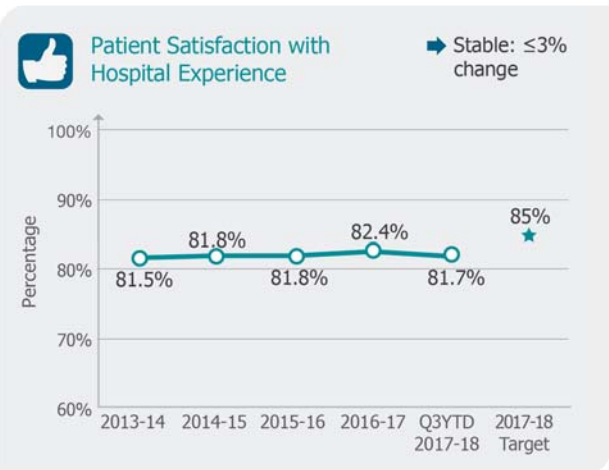
AHS strives to make every patient's experience positive and inclusive. AHS continues to apply the Patient First Strategy by empowering and supporting Albertans to be the centre of their healthcare teams. Patient- and family-centred care initiatives were implemented across Alberta to increase the patient voice and participation in care delivery.

- ❖ AHS Quality and Safety Summit received the Patients Included designation based on a demonstrated commitment to incorporating patient and family experiences and to co-designing health services together with patient and family advisors.
- ❖ Patient First Proclamation was finalized, which illustrates AHS' commitment to patient experiences.
- ❖ Leader Rounding Campaign involved AHS management attending clinical rounds to understand how staff are serving patients. Over 85 AHS leaders participated in the challenge and over 100 participants attended a dedicated coaching session to prepare for effective leader rounding.
- ❖ Digital Storytelling workshop was hosted in September 2017 where patient advisors crafted digital stories to promote patient- and family-centred care and quality improvement across AHS.
- ❖ AHS provides interpretation and translation services to support Albertans whose first language is not English. Usage of telephone interpretation services in 2017-18 increased by 7 per cent compared to last year. Over 1.2 million minutes of over-the-phone interpretation services in 116 languages were accessed.
- ❖ Zones rolled-out the Visitation Policy and Family Presence Policy which guides visitation and family presence and recognizes patients and families as partners in care.
- ❖ The Alberta Children's Hospital in Calgary participated in the Video Remote Interpretation project which allows patients, clinicians and interpreters to see each other during virtual meetings. This project will be used to inform how best to make this technology available to patients and care teams in other locations across Alberta.

- ❖ Commitment to Comfort quality initiative was rolled out to all emergency departments to improve outcomes in pain management and reduce distress for pediatric patients.
- ❖ Collaborative Care (CoACT) refers to inter-professional teams working together with patients and families to achieve optimal health outcomes. This work continues to be implemented on over 160 surgery, medicine and mental health units.
- ❖ AHS joined the What Matters to You international event that encourages patients, families and clinicians to have conversations about what matters most to them in regard to their healthcare. In June 2017, AHS hosted a live and interactive blog, featuring nine guest bloggers from AHS. Planning for the second event is underway with an emphasis on social media.

MEASURING OUR PROGRESS

PATIENT SATISFACTION WITH HOSPITAL EXPERIENCE is 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. This measure reflects patients’ overall perceptions associated with the hospital where they received care. The survey is conducted by telephone on a sample of adults within six weeks of discharge from hospital. The higher the number, the better, as it demonstrates more patients are satisfied. This measure is reported a quarter later due to follow-up with patients.



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

This measure has remained stable year-over-year but did not meet target. There are a number of contributing factors that influence performance, such as high occupancies, ALC patients that drive increases in transfers, off-service patients and co-ed patients and staff vacancies. Historically,

these issues result in lower satisfaction with care. AHS continues to monitor results and work on team engagement and quality improvement.

AHS has processes in place to review and respond to feedback from patients and families. If a resolution is not possible, a concern will be forwarded to the Patient Concerns Officer (PCO) for review. All reported concerns and commendations are tracked in the Feedback and Concerns Tracking (FACT) database and monitored to identify areas for broader improvement. The table below summarizes the types of feedback and the number of concerns and commendations escalated to the PCO.

Concerns and Commendations	2015-16	2016-17	2017-18
Total Number of Commendations	1,845	1,847	1,727
Total Number of Concerns	9,845	10,596	10,404
Total Number of Concerns reviewed by PCO	24	30	10
Percent of actions arising from concerns resolved in 30 days or less	59%	62%	69%

Includes Covenant Health

AHS measures patient satisfaction in other areas of our healthcare system:

- ❖ New surveys for children, youth and their families were designed to help staff better understand emergency room experiences and provide better patient- and family-centred care.
- ❖ All cancer sites are using 2017 Patient Reported Outcomes (PRO) and Ambulatory Oncology Patient Experience Survey data to enhance cancer patient experiences.
- ❖ Emergency Medical Services (EMS) has a measure patient experience survey. In 2017, 96 per cent of patients agreed with the statement: "Overall, I was satisfied with my experience with EMS."
- ❖ A survey was conducted with adult accessing community addiction and mental health services. Results will be released in 2018-19.
- ❖ The Health Quality Council of Alberta (HQCA) collaborates with AHS in conducting surveys on Long-Term Care Family Experience (2017), Designated Supportive Living Family & Residents Experience (2016) and Home Care Client Experience (2015). Visit HQCA's website for survey results.