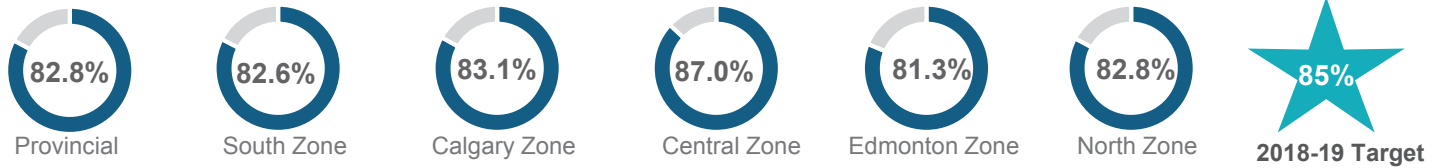


This measure reflects patients' overall perceptions associated with the hospital where they received care. The higher the number, the better, as it demonstrates more patients are satisfied with their care in hospital.

Patient Satisfaction with Hospital Experience, Q1YTD 2018-19



Patient Satisfaction with Hospital Experience Trend

Zone Name	Site Name	2013-14	2014-15	2015-16	2016-17	2017-18	Q1YTD 2017-18	Q1YTD 2018-19	Trend	2018-19 Target
Provincial	Provincial	81.5%	81.8%	81.8%	82.4%	81.8%	82.1%	82.8%	↔	85%
South Zone	South Zone	81.7%	81.8%	80.9%	82.2%	79.8%	81.4%	82.6%	↔	85%
	Chinook Regional Hospital	80.5%	76.6%	78.2%	82.3%	80.2%	81.5%	77.8%	↓	85%
	Medicine Hat Regional Hospital	80.7%	85.7%	81.3%	81.3%	77.1%	78.8%	87.1%	☆	85%
Other South Hospitals	Other South Hospitals	83.5%	88.3%	87.2%	85.5%	85.3%	86.6%	88.1%	☆	85%
	Calgary Zone	80.1%	83.2%	82.0%	83.0%	82.3%	82.5%	83.1%	↔	85%
	Foothills Medical Centre	76.6%	80.8%	80.8%	80.3%	80.2%	80.5%	81.8%	↔	85%
Peter Lougheed Centre	Peter Lougheed Centre	80.9%	79.9%	77.2%	78.7%	77.7%	76.3%	76.7%	↔	85%
	Rockyview General Hospital	82.9%	85.4%	81.7%	85.1%	83.6%	83.9%	85.6%	☆	85%
	South Health Campus	91.9%	89.7%	90.1%	90.9%	90.1%	91.0%	89.4%	☆	85%
Other Calgary Hospitals	Other Calgary Hospitals	79.3%	90.3%	92.9%	92.2%	92.9%	94.2%	93.3%	☆	85%
	Central Zone	83.5%	84.8%	83.4%	85.0%	83.7%	85.7%	87.0%	☆	85%
	Red Deer Regional Hospital Centre	81.1%	83.0%	82.2%	82.7%	81.5%	83.9%	83.6%	↔	85%
Other Central Hospitals	Other Central Hospitals	84.5%	86.7%	84.8%	87.0%	85.7%	87.6%	89.4%	☆	85%
	Edmonton Zone	81.5%	80.3%	81.6%	80.8%	80.7%	80.7%	81.3%	↔	85%
	Grey Nuns Community Hospital	86.4%	87.2%	86.1%	86.4%	85.5%	84.3%	84.6%	☆	85%
Misericordia Community Hospital	Misericordia Community Hospital	78.5%	75.3%	77.2%	79.8%	75.2%	74.2%	76.9%	↑	85%
	Royal Alexandra Hospital	79.9%	76.5%	77.3%	76.6%	77.8%	78.2%	80.2%	↔	85%
	Sturgeon Community Hospital	89.8%	87.6%	89.8%	88.0%	88.0%	89.5%	81.5%	↓	85%
University of Alberta Hospital	University of Alberta Hospital	77.1%	80.2%	83.5%	80.4%	81.8%	81.4%	82.6%	↔	85%
	Other Edmonton Hospitals	70.9%	85.3%	86.3%	85.7%	84.8%	87.8%	83.8%	↓	85%
	North Zone	81.0%	80.6%	81.3%	83.2%	82.6%	82.3%	82.8%	↔	85%
Northern Lights Regional Health Centre	Northern Lights Regional Health Centre	75.4%	74.7%	78.6%	82.2%	82.1%	83.0%	81.4%	↔	85%
	Queen Elizabeth II Hospital	76.0%	77.2%	78.6%	80.3%	79.9%	77.7%	82.0%	↑	85%
	Other North Hospitals	83.4%	83.7%	83.5%	84.8%	84.0%	83.9%	83.9%	↔	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	2017-18	Q1YTD 2017-18	Q1YTD 2018-19	Number of Completed Surveys Q1YTD 2018-19	Margin of Error (±) Q1YTD 2018-19
Provincial	218,546	246,917	246,227	63,071	63,669	6,619	0.91%
South Zone	19,737	19,840	19,642	4,894	5,007	530	3.23%
Calgary Zone	61,044	83,208	83,397	21,392	21,413	2,179	1.57%
Central Zone	29,272	29,531	29,238	7,582	7,488	823	2.30%
Edmonton Zone	82,559	89,005	87,951	22,533	22,965	2,322	1.59%
North Zone	25,934	25,333	25,999	6,670	6,796	765	2.67%

Source: AHS Canadian Hospital Consumer Assessment of Healthcare Providers and Systems (CH-CAHPS) Survey, as of October 29, 2018

Notes:

- The results are reported a quarter later due to requirements to follow-up with patients after end of reporting quarter.
- 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 methods were 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.

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 within six weeks of discharge from acute care facilities.

UNDERSTANDING THE MEASURE

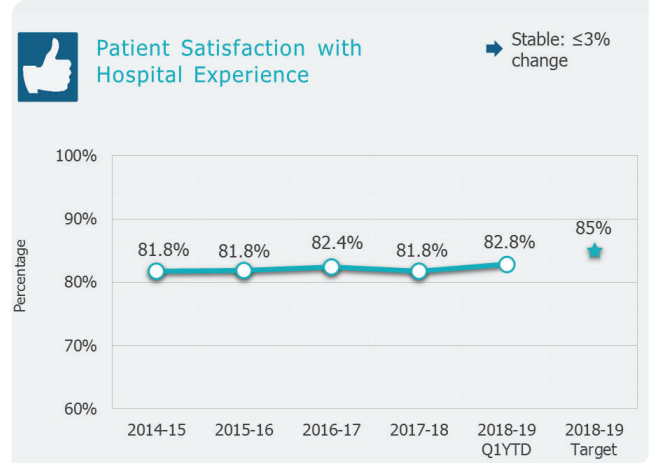
Gathering perceptions and feedback from individuals using hospital services is a critical aspect of measuring progress and improving the health system. This measure reflects patients’ overall perceptions associated with the hospital where they received care.

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 remained stable in the past few years. The percentage of adults rating their overall hospital stay as 8, 9 or 10 is 82.8% for Q1YTD 2018-19 compared to 82.1% in Q1YTD 2017-18.



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

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

WHAT WE ARE DOING

AHS is applying the Patient First Strategy by empowering and supporting Albertans to be at the centre of their healthcare teams. Below are examples of provincial and zone initiatives and actions to support patient- and family-centered care across AHS.

The Video Remote Interpretation (VRI) project supports effective communication and reduces the risk of language barriers that may negatively impact patient care and experience. The VRI project has expanded to 11 units as of Q2 2018-19.

Health Link, a telephone service which provides free 24/7 nurse advice and general health information, is creating targeted user experiences and an online survey to gain greater understanding of user perspective. In Q2 2018-19, Health Link received nearly 160,000 calls. The average wait time ranged from 1:07 to 1:25 minutes. The most frequent health concerns were gastro/intestinal/abdominal symptoms, respiratory and chest symptoms, neurological symptoms and skin/hair localized symptoms.

A draft of the new provincial **Family Presence Policy** was completed in Q2 2018-19. Visitors and family presence are integral to patient safety, the healing process, the patient's medical and psychological well-being, comfort and quality of life. Patients and their families are welcomed as full partners in care. Families provide pertinent information essential to the patient's care plan and should be respected and recognized for their knowledge and expertise about the patient and his/her care needs and preferences. Q3 2018-19 will focus on consultations with staff, physicians and patients and development of accompanying tools, resources and stories to drive cultural change.

Communications continues to support AHS' Patient First Strategy, including Patient and Family Centered Care Week and **What Matters to You (WMTY)** campaign. WMTY encourages meaningful conversations between patients/clients, caregivers, families and healthcare providers. Zones are investigating approaches to integrate WMTY conversations with patients.

Work is underway with Alberta Health to create a **Digital Strategy** for Alberta Health's Personal Health Record solution. Design and user engagement is in progress.

A patient/family advisor works with AHS to encourage partnership between those receiving health services and leaders, staff and healthcare providers to enhance the principles of patient and family centred care. Connect Care (AHS' provincial Clinical Information System) is utilizing patient and family advisors in all stages of project development. In Q2, the Connect Care Advisory Group recruited 32 new advisors.

Collaborative Care is a healthcare approach in which inter-professional teams work together, in partnership with patients and families, to achieve optimal health outcomes. The **CoACT** program supports the implementation and optimization of Collaborative Care in multiple care settings across AHS. Zones and programs continue to sustain and spread this effort. Sub-specialties have been initiated and include Emergency/Urgent Care, Women's and Children's Health and Mental Health.

In addition to the provincial initiatives noted above, zones implemented patient- and family-centred care activities to increase patient voice and participation in care delivery. Some examples include:

- South Zone has recruited new patient and family advisors in Addiction and Mental Health, Rural, and Emergency. Advisors share insights and information about their experience to help improve the quality and safety of services we provide.
- Calgary Zone is revising the current Name Occupation Duty and nametag policy to ensure that diversity and inclusion is supported. A draft policy with new options for pronouns and inclusive language is in development.
- Central Zone is expanding the What Matters to You initiative at Red Deer Regional Hospital Centre.
- In Edmonton Zone, Addiction and Mental Health programs implemented a **Seamless Care Model** to facilitate a standardized transition process that recognizes the uniqueness of patients and families and ensures a shared accountability between care providers for safe discharge and transitions.
- North Zone is expanding leader rounding to five additional sites. The zone has also added three patient advisors to zone committees. Leader rounding involves management attending clinical rounds to understand how staff are serving patients.

AHS supports the use of **Patient Reported Outcomes (PRO)** to enhance cancer patient experiences. Sixteen out of 17 cancer care sites are collecting PRO data routinely. As of Q2, over 18,000 patients have completed at least one Putting Patients First (PPF) screening, with a total of over 20,000 PPFs completed in Q2.

The Addiction and Mental Health Strategic Clinical Network is actively identifying initiatives that will improve child and youth addiction and mental health experiences and outcomes in the emergency department.