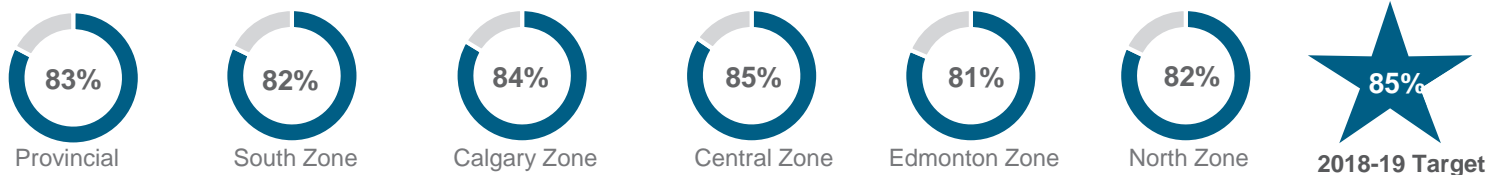


AHS Report on Performance FY 2018-19

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

Patient Satisfaction with Hospital Experience, Q3YTD 2018-19



Patient Satisfaction with Hospital Experience Trend

Zone Name	Site Name	2013-14	2014-15	2015-16	2016-17	2017-18	Q3YTD 2017-18	Q3YTD 2018-19	Trend	2018-19 Target
Provincial	Provincial	81.5%	81.8%	81.8%	82.4%	81.8%	81.7%	82.7%	⇒	85%
South Zone	South Zone	81.7%	81.8%	80.9%	82.2%	79.8%	79.8%	82.2%	↑	85%
	Chinook Regional Hospital	80.5%	76.6%	78.2%	82.3%	80.2%	79.8%	79.9%	⇒	85%
	Medicine Hat Regional Hospital	80.7%	85.7%	81.3%	81.3%	77.1%	77.2%	83.0%	↑	85%
	Other South Hospitals	83.5%	88.3%	87.2%	85.5%	85.3%	85.6%	87.4%	☆	85%
Calgary Zone	Calgary Zone	80.1%	83.2%	82.0%	83.0%	82.3%	81.9%	83.7%	⇒	85%
	Foothills Medical Centre	76.6%	80.8%	80.8%	80.3%	80.2%	80.0%	82.9%	↑	85%
	Peter Lougheed Centre	80.9%	79.9%	77.2%	78.7%	77.7%	77.1%	78.1%	⇒	85%
	Rockyview General Hospital	82.9%	85.4%	81.7%	85.1%	83.6%	82.7%	85.4%	☆	85%
	South Health Campus	91.9%	89.7%	90.1%	90.9%	90.1%	89.8%	89.6%	☆	85%
	Other Calgary Hospitals	79.3%	90.3%	92.9%	92.2%	92.9%	92.7%	91.7%	☆	85%
Central Zone	Central Zone	83.5%	84.8%	83.4%	85.0%	83.7%	84.4%	84.6%	☆	85%
	Red Deer Regional Hospital Centre	81.1%	83.0%	82.2%	82.7%	81.5%	83.0%	82.1%	⇒	85%
	Other Central Hospitals	84.5%	86.7%	84.8%	87.0%	85.7%	85.9%	86.8%	☆	85%
Edmonton Zone	Edmonton Zone	81.5%	80.3%	81.6%	80.8%	80.7%	80.8%	81.4%	⇒	85%
	Grey Nuns Community Hospital	86.4%	87.2%	86.1%	86.4%	85.5%	85.4%	86.2%	☆	85%
	Misericordia Community Hospital	78.5%	75.3%	77.2%	79.8%	75.2%	74.8%	78.1%	↑	85%
	Royal Alexandra Hospital	79.9%	76.5%	77.3%	76.6%	77.8%	78.2%	78.3%	⇒	85%
	Sturgeon Community Hospital	89.8%	87.6%	89.8%	88.0%	88.0%	89.2%	83.7%	↓	85%
	University of Alberta Hospital	77.1%	80.2%	83.5%	80.4%	81.8%	81.4%	82.8%	⇒	85%
	Other Edmonton Hospitals	70.9%	85.3%	86.3%	85.7%	84.8%	84.4%	86.3%	☆	85%
North Zone	North Zone	81.0%	80.6%	81.3%	83.2%	82.6%	82.3%	82.1%	⇒	85%
	Northern Lights Regional Health Centre	75.4%	74.7%	78.6%	82.2%	82.1%	82.7%	78.4%	↓	85%
	Queen Elizabeth II Hospital	76.0%	77.2%	78.6%	80.3%	79.9%	78.3%	79.8%	⇒	85%
	Other North Hospitals	83.4%	83.7%	83.5%	84.8%	84.0%	83.7%	84.3%	⇒	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	Q3YTD 2017-18	Q3YTD 2018-19	Number of Completed Surveys Q3YTD 2018-19	Margin of Error (±) Q3YTD 2018-19
Provincial	218,546	246,917	246,227	184,636	186,100	19,018	0.54%
South Zone	19,737	19,840	19,642	14,759	14,489	1,541	1.91%
Calgary Zone	61,044	83,208	83,397	62,469	63,378	6,279	0.91%
Central Zone	29,272	29,531	29,238	22,048	21,462	2,371	1.45%
Edmonton Zone	82,559	89,005	87,951	65,829	67,673	6,637	0.94%
North Zone	25,934	25,333	25,999	19,531	19,098	2,190	1.60%

Source: AHS Canadian Hospital Consumer Assessment of Healthcare Providers and Systems (CH-CAHPS) Survey, as of April 23, 2019

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.

Improve Patients' and Families' Experiences

Objective 3: Respecting, informing and involving 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.

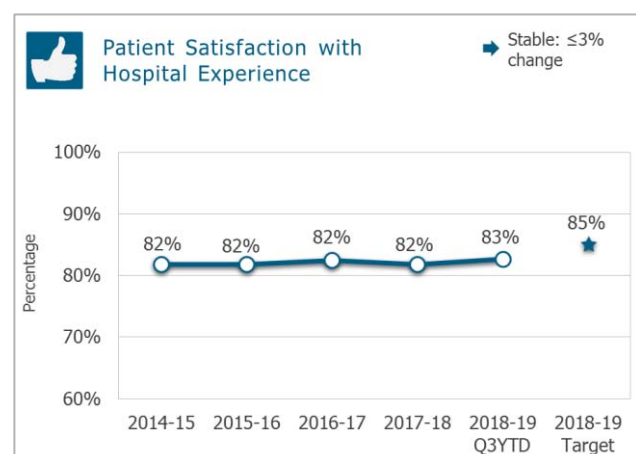
UNDERSTANDING THE MEASURE

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



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.

This measure has remained stable year-over-year and did not meet target. There are a number of contributing factors that influence performance, such as high occupancies, patients waiting in

hospital for the appropriate level of care which increases transfers, off-service patients, co-ed patient accommodations, and staff vacancies.

AHS also measures patient satisfaction in other areas:

- CancerControl 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. In 2018-19, approximately 18,500 patients completed at least one Putting Patients First (PPF) assessment per quarter for a total of 84,000. A PPF is a patient reported symptom screening tool which is used as part of a standard clinical assessment in cancer clinics to identify patients who require symptom management or support.
- Emergency Medical Services (EMS) regularly surveys patient experience. In 2018-19, 95.7% of patients agreed with the statement: "Overall, I was satisfied with my experience with EMS".
- Child Hospital Assessment of Healthcare Providers and Systems Survey (HCAHPS) measures the family experience of pediatric inpatient care. In Q3YTD 2018-19, 84% of parent/guardians rated their child's care as an 8, 9, or 10 on a scale from 0-10, where 10 is the best possible rating.
- In the fall of 2018, Health Quality Council of Alberta (HQCA) collaborated with AHS and Alberta Health to capture the experiences of and obtain feedback from seniors about their experience with home care services. Results will be shared in the summer of 2019. The survey will help highlight areas of success and identify areas for improvement in home care.

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. Initiatives focused on patient- and family-centred care were implemented across Alberta to increase the patient voice and participation in care delivery.

- 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. AHS continues to advance its **Family Presence and Visitation Policy** which recognizes patients and families as 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. In 2018-19, a series of consultations were held with staff, physicians, and patients to identify improvements to the policy. This new provincial policy aims to promote consistent family presence and visitation practice across all service areas.

- The **End PJ Paralysis** program launched across the province and helps patients get up, get dressed and get moving, so they can get home sooner. PJ Paralysis is a term to describe the negative physical and psychological effects experienced by patients who spend lengthy periods of time inactive, and in their pajamas while in hospital.
- In June 2018, AHS hosted its second **What Matters to You (WMTY)** campaign that encourages patients, families, and clinicians to have conversations about what matters most to them in regard to their healthcare. An internal and external web presence was created for the campaign as well as resources and promotional material including social media using the hashtag #wmtYAB which was in the top 10 trending tags for Edmonton on June 6. In addition, 68 AHS sites registered and participated in WMTY activities.

Health Link is a vital safety net for the public, especially when other options such as family doctor offices are closed, providing free telephone service 24/7 with access to nurse advice, general health information, and health system navigation.

In 2018-19, Health Link received more than 690,000 calls, a 2% decrease from last year. The average wait time for callers was 1:51 minutes. The most frequent health concerns directed to Health Link were gastro/intestinal/abdominal symptoms, respiratory and chest symptoms, and neurological symptoms.

Health Link has developed a robust social media communications program, tweeting using the hashtag #AHS811, to increase Albertans' awareness of health information resources that are available. They also partnered with Health Unlimited Television (HUTV) to create dynamic new health information videos to reach Albertans at point of care, with 230,000 Albertans sitting in front of an HUTV screen while seeking healthcare every week. New videos on Influenza, Managing Fevers, G.I. Illness, and Reliable Health Information were produced to educate Albertans in 2018-19.

AHS launched a campaign in anticipation for AHS' 10th anniversary which was supported by the new AHS engagement tool, Together4Health. The Together4Health.ca project page saw more than 600 unique visitors.

AHS provides interpretation and translation services in 116 languages to support Albertans whose first language is not English. Almost 1.2 million minutes of over-the-phone interpretation services were accessed; an increase of 3% compared to last year.

The implementation of **Video Remote Interpretation (VRI)** supports communication and reduces the risk of language barriers that may negatively impact patient care and experience. As of March 31, 2019, 28 units have deployed VRI including five at Stollery Children's Hospital (Edmonton), two at Peter Lougheed Centre (Calgary) and eight at Alberta Children's Hospital (Edmonton).

Work is underway with Alberta Health to create a **Digital Signage/Screen Strategy** for Alberta Health's Personal Health Record solution. Strategy development continued in 2018-19 and will focus on 3 main areas: digital signage in emergency departments, process to support general and site specific messaging, and planning for future opportunities.

Patient/family advisors work 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. In 2018-19, the Patient and Family Advisory Group consulted on various province-wide initiatives including Family Presence Policy, Patient Safety Strategy, Prevention of Violence and Harassment, and Connect Care (AHS' provincial Clinical Information System).

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. CoACT is active in a total of 42 sites and 212 units with an additional site and 43 units actively initiating.

The 2018 HQCA Patient Experience Awards recognized three AHS initiatives that improve the patient experience in accessing and receiving healthcare services: Alberta Conservative Kidney Management Clinical Pathway, Calgary Zone's City Centre Team Mobile Paramedic Program, and Edmonton Zone's Royal Alexandra Hospital's Inner City Health and Wellness Program.

Teams across AHS are actively identifying initiatives that will improve child and youth addiction and mental health experiences and outcomes in the emergency department. In 2018-19, AHS developed a new pathway to test alternative models of care for children and youth in the Emergency Department which aim to improve triage practices and overall wellbeing of children requiring urgent care.

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 and monitored to identify areas for broader improvement.

The table below summarizes the number and types of feedback and concerns escalated to the PCO:

Concerns and Commendations	2015-16	2016-17	2017-18	2018-19
Total Number of Commendations	1,845	1,847	1,727	1,696
Total Number of Concerns	9,845	10,596	10,404	10,392
Total Number of Concerns reviewed by PCO	24	30	10	3
Percent of actions arising from concerns resolved in 30 days or less	59%	62%	69%	71%
Includes Covenant Health				
Data note: Due to the nature of concerns data, it is not possible to provide a rate or percentage. There is no meaningful denominator that can be used to calculate a percentage. Members of the public who have not yet accessed AHS services may identify concerns and in other situations multiple people (i.e., patients, friends or families) may identify the same concern. The number of concerns and commendations is provided for information on the volume of feedback received by the Patient Relations Department. Successful management of concerns is being monitored through the percentage closed within our guidelines and the number of concerns escalated.				