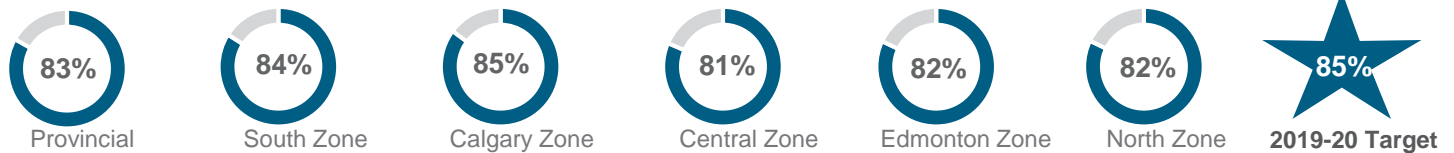


DEFINITION: Percentage of patients rating hospital care as 8, 9, or 10 on a scale from 0-10, where 10 is the best possible rating. The survey is conducted by telephone on a sample of adults within six weeks of discharge from acute care facilities.

WHY THIS IS IMPORTANT: Gathering 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. The higher the number, the better, as it demonstrates more patients are satisfied with their care in hospital.

Patient Satisfaction with Hospital Experience, Q1YTD 2019-20



Patient Satisfaction with Hospital Experience Trend

Zone Name	Site Name	2014-15	2015-16	2016-17	2017-18	2018-19	Q1YTD 2018-19	Q1YTD 2019-20	Trend	2019-20 Target
Provincial	Provincial	81.8%	81.8%	82.4%	81.8%	82.7%	82.8%	83.2%	⇒	85%
South Zone	South Zone	81.8%	80.9%	82.2%	79.8%	82.4%	82.6%	84.0%	⇒	85%
	Chinook Regional Hospital	76.6%	78.2%	82.3%	80.2%	79.5%	77.8%	82.1%	↑	85%
	Medicine Hat Regional Hospital	85.7%	81.3%	81.3%	77.1%	84.0%	87.1%	85.4%	☆	85%
	Other South Hospitals	88.3%	87.2%	85.5%	85.3%	87.4%	88.1%	86.6%	☆	85%
Calgary Zone	Calgary Zone	83.2%	82.0%	83.0%	82.3%	83.7%	83.1%	85.2%	☆	85%
	Foothills Medical Centre	80.8%	80.8%	80.3%	80.2%	82.4%	81.8%	81.8%	⇒	85%
	Peter Lougheed Centre	79.9%	77.2%	78.7%	77.7%	78.6%	76.7%	84.4%	↑	85%
	Rockyview General Hospital	85.4%	81.7%	85.1%	83.6%	85.6%	85.6%	86.4%	☆	85%
	South Health Campus	89.7%	90.1%	90.9%	90.1%	89.6%	89.4%	91.6%	☆	85%
	Other Calgary Hospitals	90.3%	92.9%	92.2%	92.9%	91.5%	93.3%	91.0%	☆	85%
Central Zone	Central Zone	84.8%	83.4%	85.0%	83.7%	84.1%	87.0%	81.4%	↓	85%
	Red Deer Regional Hospital Centre	83.0%	82.2%	82.7%	81.5%	81.2%	83.6%	77.7%	↓	85%
	Other Central Hospitals	86.7%	84.8%	87.0%	85.7%	86.7%	89.4%	85.5%	☆	85%
Edmonton Zone	Edmonton Zone	80.3%	81.6%	80.8%	80.7%	81.6%	81.3%	82.0%	⇒	85%
	Grey Nuns Community Hospital	87.2%	86.1%	86.4%	85.5%	86.0%	84.6%	87.9%	☆	85%
	Misericordia Community Hospital	75.3%	77.2%	79.8%	75.2%	79.0%	76.9%	77.9%	⇒	85%
	Royal Alexandra Hospital	76.5%	77.3%	76.6%	77.8%	78.6%	80.2%	79.1%	⇒	85%
	Sturgeon Community Hospital	87.6%	89.8%	88.0%	88.0%	84.7%	81.5%	80.6%	⇒	85%
	University of Alberta Hospital	80.2%	83.5%	80.4%	81.8%	82.6%	82.6%	83.2%	⇒	85%
	Other Edmonton Hospitals	85.3%	86.3%	85.7%	84.8%	85.5%	83.8%	88.9%	☆	85%
	North Zone	North Zone	80.6%	81.3%	83.2%	82.6%	81.7%	82.8%	82.1%	⇒
Northern Lights Regional Health Centre	74.7%	78.6%	82.2%	82.1%	79.8%	81.4%	82.9%	⇒	85%	
Queen Elizabeth II Hospital	77.2%	78.6%	80.3%	79.9%	77.1%	82.0%	78.2%	↓	85%	
Other North Hospitals	83.7%	83.5%	84.8%	84.0%	84.3%	83.9%	83.5%	⇒	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	2018-19	Q1YTD 2018-19	Q1YTD 2019-20	Number of Completed Surveys Q1YTD 2019-20	Margin of Error (±) Q1YTD 2019-20
Provincial	218,546	246,917	246,227	247,279	63,669	61,139	6,609	0.90%
South Zone	19,737	19,840	19,642	19,280	5,007	4,295	523	3.14%
Calgary Zone	61,044	83,208	83,397	84,287	21,413	21,640	2,212	1.48%
Central Zone	29,272	29,531	29,238	28,448	7,488	6,504	811	2.68%
Edmonton Zone	82,559	89,005	87,951	90,141	22,965	22,899	2,324	1.56%
North Zone	25,934	25,333	25,999	25,123	6,796	5,801	739	2.76%

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

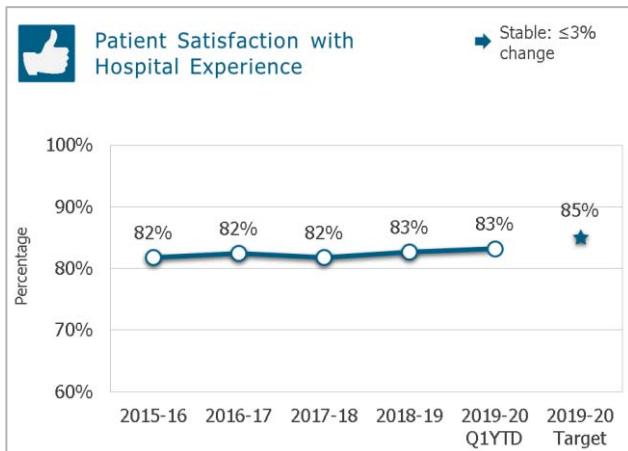
UNDERSTANDING THE MEASURE

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 the 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 in Q1. (This is a lag measure where data is reported a quarter later.) AHS has achieved a 1.2% improvement since 2016 which is a notable achievement for an organization this large and diverse. This positive movement is a reflection of the collective efforts happening across the province to enhance and prioritize patient experience, as reflected in AHS’ Quadruple Aim. Several opportunities exist to improve this measure:

- Develop a patient experience measurement framework to coordinate and promote best practice measurement, and to facilitate the use of patient feedback to drive quality improvement efforts.
- Develop and implement a province-wide approach for direction setting and accountability related to patient experience improvement initiatives.
- Determine a signature initiative that is practical, feasible, and easily understood by care providers across the province. AHS will leverage the collective learnings from the “What Matters to You” campaign in the selection process.

AHS also measures patient satisfaction in other areas:

- CancerControl Alberta supports the use of **Patient Reported Outcomes (PRO)** to enhance cancer patient experiences. The number of unique patients who completed at least one Putting Patients First (PPF) assessment in Q2YTD (22,947) increased by 20% compared to the same period last year (19,099). A PPF is a patient-reported screening tool that helps identify patients requiring symptom management or support in the areas of nutrition, psychosocial factors, pain management, and tobacco cessation.
- The Child Hospital Consumer Assessment of Healthcare Providers and Systems (C-HCAHPS) survey measures family experience with pediatric inpatient care. In Q1, 90% of parents/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. (This is a lag measure where data is reported a quarter later.)
- The Health Quality Council of Alberta (HQCA) survey of client experiences with home care services was conducted in collaboration with AHS and Alberta Health in fall 2018. Preliminary results show that 7,171 clients participated in the survey. Final survey results are expected to be released in Q3.

WHAT WE ARE DOING

AHS continues to apply our **Patient First Strategy** by empowering and supporting Albertans to be at the centre of their healthcare teams. Initiatives focused on patient- and family-centred care are being 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. 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 their care needs and preferences. In Q2, the draft **Family Presence and Visitation Policy** was shared across the organization and received 89% approval from more than 400 respondents.
- The **End PJ Paralysis** program helps inpatients get up, get dressed, and get moving, so they can get home sooner. The program aims to prevent deconditioning during hospital stays and ensures respect and dignity by encouraging patients to bring clothes from home instead of wearing pajamas or gowns. In Q2, AHS participated in a global End PJ Paralysis summit by giving eight presentations over three days to audience members in more than 21 countries.

Health Link 811 is a vital safety net for the public, especially when other options such as a family doctor’s office is closed. Health Link provides a 24/7 province-wide service to Albertans that includes nurse triage support, general health information, and health system navigation assistance.

- The number of calls received by Health Link in Q2YTD (340,492) increased by 3% compared to the same period last year (329,885). The most frequent health concerns directed to Health Link were gastro/intestinal/abdominal symptoms, respiratory and chest symptoms, and neurological symptoms.
- 230,000 Albertans sit in front of waiting room TVs every week while seeking healthcare. Health Link continues to partner with **Health Unlimited Television (HUTV)** to create dynamic new health information videos to reach Albertans at point of care. Video production in Q2 focused on *Air Quality, Spring and Summer Safety* and *Mental Health* topics.

Together4Health is an online platform where Albertans can get involved and have their say on various healthcare topics. As of Q2YTD, the site had 12,500 total visits and 707 new registered participants.

Community Conversations have a direct and tangible impact on health care planning and decisions. The ideas generated through these community sessions are shared with AHS leadership and are used to help inform long-term planning in the organization. AHS is finalizing plans for additional events before the end of the fiscal year.

AHS provides **interpretation and translation services** in 240 languages to support Albertans whose first language is not English. The number of minutes of over-the-phone interpretation services accessed in Q2YTD (675,000) increased by 16% compared to the same period last year (580,000).

- AHS’ **Video Remote Interpretation (VRI)** program utilizes video technology to provide sign- or spoken-language interpretation services to reduce the risk of miscommunication that may

negatively impact patient care and experience. As of Q2, 48 clinical areas have deployed VRI. Every emergency department in Calgary has VRI and AHS is working towards parity in Edmonton.

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 Q2, resources were developed to help advisors become more comfortable in their new role. Provincial readiness checklists were also developed to ensure that teams, projects, and advisors are ready to proceed.

The **Helping Kids & Youth in Times of Emotional Crisis** initiative, co-sponsored by the Addiction and Mental Health Strategic Clinical Network™ (SCN™) and the Emergency SCN™, aims to improve youth’s and their families’ experience in the emergency department. In Q2, work continued to develop curriculum for ED nurses that will focus on improving staff awareness, competencies, and empathy for addiction and mental health concerns in the emergency department.

A new **emergency department pediatric care space** opened at South Health Campus in Calgary in Q2. The child-friendly space is open daily from 1pm-1am and features themed rooms with murals and a private waiting area to help young patients and their families feel comfortable and supported.

MyHealth.Alberta.ca is a secure online portal to trusted health information, services, and tools that empower Albertans to manage and participate in their healthcare journey. As of Q2YTD, the site reached over 15.4 million visits which is a 40% increase in the number of visits compared to the same period last year (11 million).

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.

- CoACT is now active on 205 units at 45 sites across the province. As of Q2, 16 units have reached full implementation.
- On units where CoACT program elements have been implemented, 94% of patients reported having a positive experience.
- The Collaborative Care Framework for Continuing Care has been completed and implementation has begun in South, Central, Edmonton, and North Zones. Consultation is underway in Calgary Zone.
- The Collaborative Care Framework for Addictions and Mental Health is complete and implementation has begun in Edmonton Zone. Framework spread is being planned for Calgary, North, and South Zones.