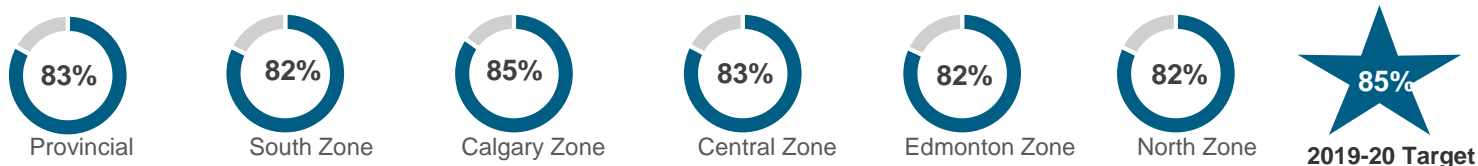


DEFINITION: Percentage of patients rating hospital care as 8, 9, or 10 on a scale from 0-10, where 10 is the best possible rating. The survey is conducted by telephone on a sample of adults within six weeks of discharge from acute care facilities.

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, Q2YTD 2019-20



Patient Satisfaction with Hospital Experience Trend

Zone Name	Site Name	2014-15	2015-16	2016-17	2017-18	2018-19	Q2YTD 2018-19	Q2YTD 2019-20	Trend	2019-20 Target
Provincial	Provincial	81.8%	81.8%	82.4%	81.8%	82.7%	82.8%	83.1%	⇒	85%
South Zone	South Zone	81.8%	80.9%	82.2%	79.8%	82.4%	82.7%	82.3%	⇒	85%
	Chinook Regional Hospital	76.6%	78.2%	82.3%	80.2%	79.5%	80.4%	80.0%	⇒	85%
	Medicine Hat Regional Hospital	85.7%	81.3%	81.3%	77.1%	84.0%	83.1%	84.1%	⇒	85%
	Other South Hospitals	88.3%	87.2%	85.5%	85.3%	87.4%	88.8%	85.6%	☆	85%
Calgary Zone	Calgary Zone	83.2%	82.0%	83.0%	82.3%	83.7%	83.5%	84.9%	☆	85%
	Foothills Medical Centre	80.8%	80.8%	80.3%	80.2%	82.4%	82.6%	83.4%	⇒	85%
	Peter Lougheed Centre	79.9%	77.2%	78.7%	77.7%	78.6%	77.4%	82.0%	↑	85%
	Rockyview General Hospital	85.4%	81.7%	85.1%	83.6%	85.6%	85.7%	85.4%	☆	85%
	South Health Campus	89.7%	90.1%	90.9%	90.1%	89.6%	88.8%	90.4%	☆	85%
	Other Calgary Hospitals	90.3%	92.9%	92.2%	92.9%	91.5%	93.0%	92.2%	☆	85%
	Central Zone	Central Zone	84.8%	83.4%	85.0%	83.7%	84.1%	85.3%	82.7%	↓
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%	85.4%	86.8%	☆	85%
	Misericordia Community Hospital	75.3%	77.2%	79.8%	75.2%	79.0%	77.7%	81.3%	↑	85%
North Zone	North Zone	80.6%	81.3%	83.2%	82.6%	81.7%	83.2%	82.3%	⇒	85%
	Northern Lights Regional Health Centre	74.7%	78.6%	82.2%	82.1%	79.8%	79.6%	81.9%	⇒	85%
	Queen Elizabeth II Hospital	77.2%	78.6%	80.3%	79.9%	77.1%	82.0%	79.0%	↓	85%
	Other North Hospitals	83.7%	83.5%	84.8%	84.0%	84.3%	85.0%	83.8%	⇒	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	Q2YTD 2018-19	Q2YTD 2019-20	Number of Completed Surveys Q2YTD 2019-20	Margin of Error (±) Q2YTD 2019-20
Provincial	218,546	246,917	246,227	247,279	124,390	121,367	12,935	0.65%
South Zone	19,737	19,840	19,642	19,280	9,767	8,957	1,019	2.34%
Calgary Zone	61,044	83,208	83,397	84,287	41,911	42,159	4,322	1.07%
Central Zone	29,272	29,531	29,238	28,448	14,430	13,049	1,553	1.88%
Edmonton Zone	82,559	89,005	87,951	90,141	45,216	45,391	4,601	1.11%
North Zone	25,934	25,333	25,999	25,123	13,066	11,811	1,440	1.97%

Source: AHS Canadian Hospital Consumer Assessment of Healthcare Providers and Systems (CH-CAHPS) Survey, as of January 30, 2020

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.

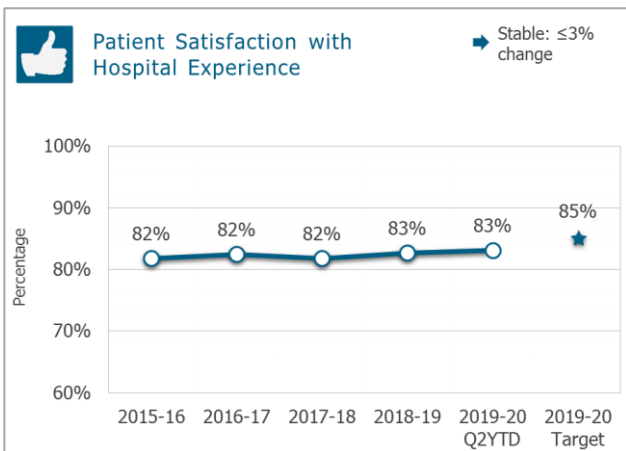
UNDERSTANDING THE MEASURE

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 Q2. (This is a lag measure where data is reported a quarter later.) AHS has achieved a 1.3% improvement since 2016-17 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 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 Q3YTD (34,222) increased by 45% compared to the same period last year (23,654). 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 Q2, 91% 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) conducted the 2018 Alberta Seniors Home Care Client Experience Survey in collaboration with AHS and Alberta Health to identify opportunities for improvement and highlight areas of success in home care. The average home care experience rating (8.3 out of 10) improved by 2.5% compared to 2015 (8.1 out of 10). In 2018, 77% of clients reported that home care helped them stay at home longer than if no home care services were provided. More clients also felt that personal care staff met their needs (getting dressed, taking medication) compared to 2015 (9% and 14% improvement respectively).

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 Q3, the draft **Family Presence and Visitation Policy** was submitted for final approval. Implementation tools and supporting documents are in development.
- 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 Q3, zones focused on increasing the number of units participating in the program including hosting information sessions to discuss benefits and address barriers and concerns.

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 Q3YTD (529,680) increased by 4% compared to the same period last year (508,208). The most frequent health concerns directed to Health Link were gastro/intestinal/abdominal symptoms, respiratory and chest symptoms, medication, 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 Q3 focused on *Men's Health*, *Adult Immunizations* and *Navigation Services* topics.

Together4Health is an online platform where Albertans can get involved and have their say on various healthcare topics. As of Q3YTD, the site had 30,100 visits and 900 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. Generally, attendees include local residents, community organizations, and AHS representatives. AHS hosted three community conversations in Q3.

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 Q3YTD (1.02M) increased by 15% compared to the same period last year (885,000).

- 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 Q3, 63 clinical areas have deployed VRI including expansion to two emergency departments (EDs) in Edmonton Zone and one ED in Central Zone. All Calgary Zone EDs continue to offer the service.

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. Work continued in Q3 to ensure resources are in place to help advisors become more comfortable in their new role. The AHS Patient and Family Advisory Group also celebrated their 10-year anniversary in December.

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. Three education workshops were held in Q3 and work continues 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.

The **emergency department pediatric care space** at South Health Campus is a child-friendly space that features themed rooms with murals and a private waiting area to help young patients and their families feel comfortable and supported. The number of patients served has increased by 54% since opening in September.

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 Q3YTD, the site reached over 22.4 million visits which is a 78% increase in visits compared to the same period last year (12.6 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 efforts in multiple care settings across AHS.

- CoACT is now active on 234 units at 53 sites across the province. As of Q3, 33 units have reached full implementation. On units where CoACT program elements have been implemented, 92% of patients surveyed reported having a positive experience in Q3.
- Collaborative Care Frameworks have been developed for Continuing Care, Addictions and Mental Health, and Women's Health. A framework for Emergency Departments is in development.