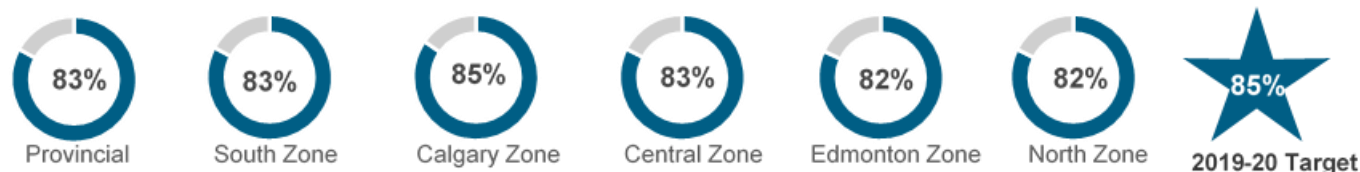


## PATIENT SATISFACTION WITH HOSPITAL EXPERIENCE

**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 the hospital.

### Patient Satisfaction with Hospital Experience, Q3YTD 2019-20



### Patient Satisfaction with Hospital Experience

Zone	Site	2014-15	2015-16	2016-17	2017-18	2018-19	Q3YTD 2018-19	Q3YTD 2019-20	2019-20 Target
<b>Provincial</b>	<b>Provincial</b>	<b>81.8%</b>	<b>81.8%</b>	<b>82.4%</b>	<b>81.8%</b>	<b>82.7%</b>	<b>82.7%</b>	<b>83.1%</b>	<b>85%</b>
<b>South Zone</b>	<b>South Zone</b>	<b>81.8%</b>	<b>80.9%</b>	<b>82.2%</b>	<b>79.8%</b>	<b>82.4%</b>	<b>82.2%</b>	<b>82.9%</b>	<b>85%</b>
	Chinook Regional Hospital	76.6%	78.2%	82.3%	80.2%	79.5%	79.9%	80.4%	85%
	Medicine Hat Regional Hospital	85.7%	81.3%	81.3%	77.1%	84.0%	83.0%	85.8%	85%
	Other South Hospitals	88.3%	87.2%	85.5%	85.3%	87.4%	87.4%	85.5%	85%
<b>Calgary Zone</b>	<b>Calgary Zone</b>	<b>83.2%</b>	<b>82.0%</b>	<b>83.0%</b>	<b>82.3%</b>	<b>83.7%</b>	<b>83.7%</b>	<b>84.7%</b>	<b>85%</b>
	Foothills Medical Centre	80.8%	80.8%	80.3%	80.2%	82.4%	82.9%	83.4%	85%
	Peter Lougheed Centre	79.9%	77.2%	78.7%	77.7%	78.6%	78.1%	80.8%	85%
	Rockyview General Hospital	85.4%	81.7%	85.1%	83.6%	85.6%	85.4%	85.6%	85%
	South Health Campus	89.7%	90.1%	90.9%	90.1%	89.6%	89.6%	90.8%	85%
	Other Calgary Hospitals	90.3%	92.9%	92.2%	92.9%	91.5%	91.7%	92.9%	85%
	<b>Central Zone</b>	<b>Central Zone</b>	<b>84.8%</b>	<b>83.4%</b>	<b>85.0%</b>	<b>83.7%</b>	<b>84.1%</b>	<b>84.6%</b>	<b>82.5%</b>
	Red Deer Regional Hospital Centre	83.0%	82.2%	82.7%	81.5%	81.2%	82.1%	79.7%	85%
	Other Central Hospitals	86.7%	84.8%	87.0%	85.7%	86.7%	86.8%	85.8%	85%
<b>Edmonton Zone</b>	<b>Edmonton Zone</b>	<b>80.3%</b>	<b>81.6%</b>	<b>80.8%</b>	<b>80.7%</b>	<b>81.6%</b>	<b>81.4%</b>	<b>81.9%</b>	<b>85%</b>
	Grey Nuns Community Hospital	87.2%	86.1%	86.4%	85.5%	86.0%	86.2%	85.2%	85%
	Misericordia Community Hospital	75.3%	77.2%	79.8%	75.2%	79.0%	78.1%	81.7%	85%
	Royal Alexandra Hospital	76.5%	77.3%	76.6%	77.8%	78.6%	78.3%	79.0%	85%
	Sturgeon Community Hospital	87.6%	89.8%	88.0%	88.0%	84.7%	83.7%	84.5%	85%
	University of Alberta Hospital	80.2%	83.5%	80.4%	81.8%	82.6%	82.8%	82.3%	85%
	Other Edmonton Hospitals	85.3%	86.3%	85.7%	84.8%	85.5%	86.3%	86.3%	85%
<b>North Zone</b>	<b>North Zone</b>	<b>80.6%</b>	<b>81.3%</b>	<b>83.2%</b>	<b>82.6%</b>	<b>81.7%</b>	<b>82.1%</b>	<b>82.4%</b>	<b>85%</b>
	Northern Lights Regional Health Centre	74.7%	78.6%	82.2%	82.1%	79.8%	78.4%	81.4%	85%
	Queen Elizabeth II Hospital	77.2%	78.6%	80.3%	79.9%	77.1%	79.8%	78.0%	85%
	Other North Hospitals	83.7%	83.5%	84.8%	84.0%	84.3%	84.3%	84.5%	85%

### Total Eligible Discharges

Zone	2015-16	2016-17	2017-18	2018-19	Q3YTD 2018-19	Q3YTD 2019-20	Completed Surveys Q3YTD 2019-20	Margin of Error (±) Q3YTD 2019-20
<b>Provincial</b>	<b>218,546</b>	<b>246,917</b>	<b>246,227</b>	<b>247,279</b>	<b>186,100</b>	<b>181,839</b>	<b>19,270</b>	<b>0.53%</b>
South Zone	19,737	19,840	19,642	19,280	14,489	13,511	1,514	1.90%
Calgary Zone	61,044	83,208	83,397	84,287	63,378	62,892	6,485	0.88%
Central Zone	29,272	29,531	29,238	28,448	21,462	19,494	2,325	1.54%
Edmonton Zone	82,559	89,005	87,951	90,141	67,673	68,278	6,808	0.91%
North Zone	25,934	25,333	25,999	25,123	19,098	17,664	2,138	1.61%

Source: AHS Canadian Hospital Consumer Assessment of Healthcare Providers and Systems (CH-CAHPS) Survey as of April 2, 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.