

Objective 3: Leverage technology and innovation to improve patient- and family-centred care.

AHS is committed to ensuring patients and families have stronger voices, and are fully informed and involved in decisions about their healthcare. Being active participants in their own care helps Albertans better manage their personal wellness. Technology, such as virtual care initiatives and Connect Care software, enables strong communication between patients, families and healthcare providers. Now more than ever, AHS has an opportunity to be an innovative leader in advancing the application of virtual technologies to support patient-care delivery on a large-scale provincial level.

PERFORMANCE RESULTS SUMMARY



Patient Satisfaction with Hospital Experience

This measure monitors patients' overall perceptions associated with the hospital where they received care, based on survey ratings, using a scale from 0-10, where 10 is the best possible rating. The **higher the percentage the better**, as it demonstrates more patients are satisfied with their care in hospital. As of Q1YTD, the percentage of patients rating hospital care as 9 or 10 (65.1%) deteriorated by five per cent compared to the same period last year (68.7%).



MyAHS Connect Portal Users

This measure monitors the number of active Connect Care accounts being accessed via the MyAHS Connect Portal. The **higher the number the better**, as it demonstrates more Albertans have access to the portal and can be more involved in their care and decision making. As of Q2YTD, the number of portal users (71,062) increased by 39 per cent compared to Q1YTD (51,228). This is a cumulative measure that continuously increases over time.

ACTIONS AND ACHIEVEMENTS

Connect Care provides a single AHS health record for care provided by AHS and AHS-affiliated healthcare providers. It provides access to personal health information which improves communication with care teams, standardizes care and improves health outcomes. Connect Care is being implemented in multiple phases (waves) to minimize disruptions for patients and healthcare providers.

- Wave 3 of Connect Care was launched at 31 North Zone sites in April 2021, enabling system access for 4,361 new users. Due to rising COVID-19 case numbers across the province, Wave 4 implementation was delayed to May 2022. Strategies continue to be adapted to ensure stability and site readiness during these uncertain times. As of September 30, 2021, there were 36,400 active users of Connect Care.
- As each Connect Care wave rolls out, patients receiving care at enabled sites have the opportunity to access MyAHS Connect, one of the tools available under MyHealth Records, which allows users to manage appointments, access test results and

communicate directly with their AHS healthcare team. As of September 30, 2021, more than 71,000 unique users have accessed the web service and approximately 5,800 users have logged in to the mobile app. Ongoing operational support continues to be provided for integrated virtual video visits (i.e., Zoom) within MyAHS Connect.

- Provider Portal is a web version of Connect Care for community providers or those not yet on Connect Care that allows for view-only access to patient records, secure communications with Connect Care users and e-referral abilities. The portal leads to improved integration of virtual health in Connect Care processes. As of September 30, 2021, there were 146 active users of Provider Portal.
- AHS continues to promote uptake of Haiku and Canto, the mobile apps that allow healthcare providers to connect to Connect Care on the go, using smartphones and tablets, and to communicate directly with their peers and patients. As of September 30, 2021, there were more than 3,400 users of the apps.

Being active participants in their own care helps Albertans better manage their personal wellness. AHS continues to advance virtual care strategies which place patient needs and clinical appropriateness at their centre.

- Virtual care utilization continues to grow with new users joining daily. As of September 30, 2021, video visits (229,000) had grown by 29 per cent compared to the same period last year (177,000).
- Virtual Health Strategy consultations were completed in the first half of 2021-22, engaging more than 200 attendees who belong to 25 stakeholder groups, including patients from each zone. Key priority areas identified through the consultation process have been incorporated into a virtual health action plan.
- To support high-quality care, AHS developed a Virtual Care Best Practice Guide that covers various topics including patient consent, patient suitability criteria and protecting patient confidentiality and privacy when delivering virtual care. A Practice Wise session in September attracted 229 participants and provided an overview of the guide, a review of case scenarios and a robust question and answer session. Practice Wise is a weekly lunchtime information series that provides an opportunity for clinicians, leaders, regulators, researchers and educators to collaborate and share experiences.

AHS remains committed to expanding virtual care initiatives to enhance care options for all Albertans receiving care from AHS and AHS-affiliated providers and, in particular, people with limited mobility, those living in smaller communities and more remote areas, and for those in mandatory self-isolation.

- Health Link is a vital safety net for the public, providing a 24/7 provincial service to Albertans that includes nurse triage support, general health information and system navigation assistance. As of Q2YTD, Health Link 811 had received more than two million calls (including COVID-19 calls).
- The Rehabilitation Advice Line (RAL) continues to provide advice and information to Albertans recovering from injury or surgery, living with chronic conditions, and those requiring targeted rehabilitation related to COVID-19. This year, RAL began planning for the use of video conferencing to serve callers who do not have access to local

rehabilitation services. Implementation planning and workflow design are underway. As of September 30, 2021, the Advice Line received more than 3,370 calls.

- Telerehabilitation provides access to care for people who may live in areas with limited in-person options or those who have mobility or transportation issues. Phase 1 sites are being supported in their transition to a permanent operational service. More than 90 per cent of patients reported positive experiences and felt that their needs were met. Phase 2 expansion is expected to begin in Q3 at seven additional sites. As of September 30, 2021, 41 patients have received telerehab services.
- The Alberta Indigenous Virtual Care Clinic provides same-day visits with family doctors for rural and urban First Nations, Métis and Inuit patients and their families. The clinic aims to remove systemic barriers by increasing access to primary care in rural areas as well as in under-served urban areas. Since opening in October 2020, the clinic has supported 529 unique patients with various concerns, including diabetes, mental health and addiction, and COVID-19.
- Last year, nearly 61,000 patients were treated for cancer in Alberta. Supportive cancer care services contribute to improved quality of life by addressing the physical, psychosocial and spiritual needs of patients, and may include nutritional support, pain management, behavioural health and oncology rehabilitation. AHS continues to expand access to these services by offering virtual appointments as an alternative to in-person visits. A recent patient survey demonstrated high satisfaction with virtual support services, with the highest satisfaction ratings reported by patients living in rural areas. As of September 30, 2021, nearly 80 per cent of psychosocial visits were completed virtually.
- Virtual hospitals utilize technology and integrated care teams to support and care for patients in their own homes while improving coordination across the healthcare delivery system. Care providers interact with patients and their community caregivers, by phone and video, to help manage problems before they become serious enough to require an acute care admission or emergency department visit.

- The Virtual Hospital in Edmonton Zone and Complex Care Hub in Calgary Zone continue to partner to support digital remote patient monitoring (dRPM). In the first half of 2021-22, the program expanded beyond general medicine to include obstetrical patients. More than 650 patients in these programs used dRPM to send general health information to care providers to support treatment decisions. Preliminary survey results indicated that 76 per cent of respondents felt more involved in their care, and 83 per cent reported a perceived improvement in the quality of their care.

Alberta Health contracts with AHS to provide technical services for some eHealth ecosystem infrastructure. These initiatives promote the education and empowerment of Albertans to be active participants in their care.

- During this reporting period, AHS added several new data sources into Netcare and successfully enabled all lab results in MyHealthRecords. In response to the COVID-19 pandemic, work focused on providing clinicians with patient testing results and ensuring platform capacity to support Albertans who wanted to register and access their personal health records on MyHealthRecords. AHS continues to support Alberta Health on improvements as new information becomes available.

PATIENT SATISFACTION WITH HOSPITAL EXPERIENCE

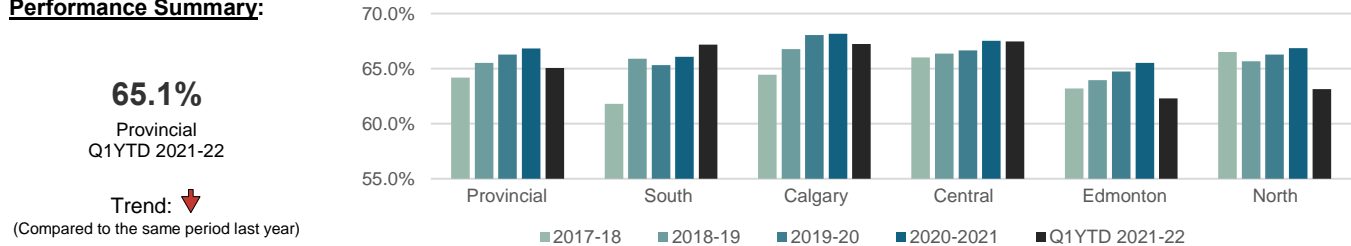
Measure Definition:

The percentage of patients rating hospital care experience as 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 It's Important:

Gathering feedback from individuals using hospital services is a critical part of improving the health system. This measure reflects patients' overall perceptions associated with the hospital where they received care. The higher the percentage the better, as it demonstrates more patients are satisfied with their care experience in hospital.

Performance Summary:



Variance Explanation:

As of Q1YTD, the percentage of patients rating hospital care as 9 or 10 (65.1%) deteriorated by five per cent compared to the same period last year (68.7%). The overall sampling rate was 43% among eligible discharges and the response rate was 23%. The decline in patient satisfaction is likely attributable to concerns about ongoing restrictions to family presence and visitation, access to healthcare services and specialists, and cancellation and postponement of surgeries. AHS works with patients and families to address concerns on a case-by-case basis.

Most Recent National Comparison (2017-18):

Using a similar definition, Alberta ranked 4th among five provinces for the highest percentage of patients who said that their overall hospital experience was very good (9-10 out of 10) (AB = 63%; Canada = 62%; Best Performing Province = 66% (NB) (CIHI data varies from 2015-16 to 2017-18, AB = 2017-18)).

Patient Satisfaction with Hospital Experience - Trend

Zone	Site Name	2017-18	2018-19	2019-20	2020-21	Q1YTD 2020-21	Q1YTD 2021-22	Improvement Trend
Provincial	Provincial	64.2%	65.5%	66.3%	66.8%	68.7%	65.1%	↓
South Zone	South Zone	61.8%	65.9%	65.3%	66.1%	60.0%	67.2%	↑
	Chinook Regional Hospital	62.6%	63.9%	62.8%	63.5%	57.7%	67.6%	↑
	Medicine Hat Regional Hospital	59.2%	67.4%	66.7%	67.1%	57.8%	66.7%	↑
Calgary Zone	Other South Hospitals	66.1%	69.1%	70.9%	72.7%	71.1%	69.0%	⇒
	Calgary Zone	64.4%	66.8%	68.1%	68.2%	71.3%	67.2%	↓
	Foothills Medical Centre	62.9%	64.9%	66.1%	64.4%	68.4%	62.9%	↓
	Peter Lougheed Centre	58.7%	61.9%	64.9%	67.1%	73.3%	60.9%	↓
	Rockyview General Hospital	63.9%	67.7%	68.5%	70.7%	72.0%	72.1%	⇒
Central Zone	South Health Campus	74.0%	74.9%	73.6%	73.3%	72.3%	76.7%	↑
	Other Calgary Hospitals	80.1%	77.2%	82.1%	78.6%	80.0%	82.4%	↑
	Central Zone	66.0%	66.4%	66.7%	67.5%	68.7%	67.5%	⇒
	Red Deer Regional Hospital Centre	63.3%	64.0%	64.7%	66.3%	70.1%	64.1%	↓
Edmonton Zone	Other Central Hospitals	68.5%	68.4%	69.4%	69.0%	67.6%	71.0%	↑
	Edmonton Zone	63.2%	63.9%	64.7%	65.5%	68.2%	62.3%	↓
	Grey Nuns Community Hospital	68.3%	67.8%	72.4%	71.6%	74.1%	66.6%	↓
	Misericordia Community Hospital	60.8%	64.1%	63.7%	61.3%	63.7%	56.7%	↓
	Royal Alexandra Hospital	60.7%	61.0%	62.5%	62.2%	65.7%	58.1%	↓
	Sturgeon Community Hospital	68.8%	67.6%	63.9%	62.0%	74.2%	61.9%	↓
	University of Alberta Hospital	61.8%	62.8%	62.8%	66.7%	66.7%	67.6%	⇒
Other Edmonton Hospitals	69.4%	72.7%	68.3%	67.2%	74.4%	67.5%	↓	
North Zone	North Zone	66.5%	65.7%	66.3%	66.8%	68.5%	63.1%	↓
	Northern Lights Regional Health Centre	65.2%	63.0%	64.9%	65.8%	70.5%	66.3%	↓
	Queen Elizabeth II Hospital	65.1%	61.0%	62.2%	65.5%	68.5%	59.5%	↓
	Other North Hospitals	67.9%	68.9%	68.5%	67.5%	69.2%	63.9%	↓

Total Eligible Discharges

Zone	2017-18	2018-19	2019-20	2020-21	Q1YTD 2021-22	# of Completed Surveys Q1YTD 2021-22	Margin of Error (±) Q1YTD 2021-22
Provincial	246,227	247,275	238,760	208,735	57,370	5,851	1.22%
South Zone	19,642	19,280	17,842	16,120	4,422	514	4.06%
Calgary Zone	83,397	84,287	82,401	71,804	19,990	1,902	2.11%
Central Zone	29,238	28,448	25,773	23,050	6,479	862	3.13%
Edmonton Zone	87,951	90,141	89,479	76,908	21,309	1,887	2.19%
North Zone	25,999	25,119	23,265	20,853	5,170	686	3.61%

Source: AHS Canadian Patient Experiences Survey on Inpatient Care (CPES-IC), as of September 15, 2021

Notes:

- The results are reported a quarter late due to requirements to follow-up with patients after the end of the reporting quarter.
- The margins of error were calculated using an estimated normal distribution for sample sizes greater than 10. If the sample size was less than 10, the plus two & plus four methods were used.
- Provincial and zone level results are based on weighted data; Facility level results and All Other Hospitals results are based on unweighted data.