

MYAHS CONNECT PORTAL USERS

Measure Definition:

The number of active Connect Care accounts being accessed via the MyAHS Connect Portal.

Why It's Important:

MyAHS Connect is a patient portal that offers personalized and secure online access to a person's provincial health record. This allows Albertans to be active participants in their care and supports informed decision making with the care team. 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.

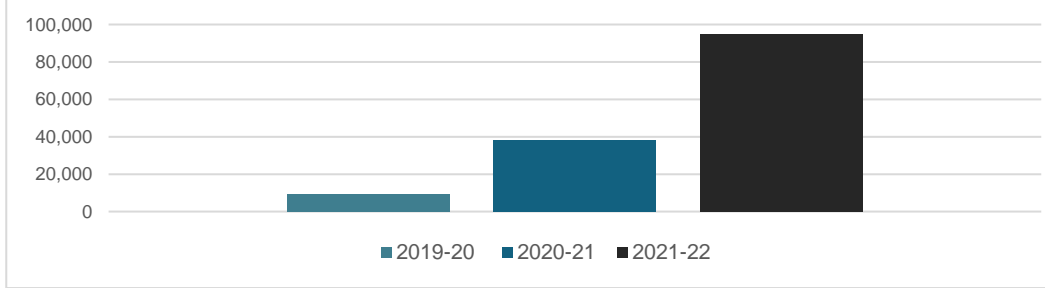
Performance Summary:

95,101

users

Provincial
2021-22

Result: **Improved**
(Compared to the last reporting period)



MyAHS Connect Portal Users - Trend

Zone	2019-20	2020-21	2021-22	Result
Provincial	9,461	38,017	95,101	Improved

Source: AHS Connect Care dashboard: MyAHSConnect Patient Experience Dashboard, as of April 6, 2022.

Notes:

- Connect Care launched in Edmonton Zone in November 2019. Prior data is not available.
- This is a cumulative measure that will continuously increase over time.
- Results are reported as "improved" if there is a 3% or greater relative change in a desirable direction when compared to the same time period last year; "deteriorated" if the 3% or greater relative change is in an undesirable direction; otherwise results are reported as "stable".

Goal 1: Improve the Experiences of Patients and Families

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 that is used for virtual care initiatives and Connect Care, enables strong communication between patients, families and healthcare providers.

Actions and Achievements

Implement Connect Care for care provided by AHS and AHS-affiliated healthcare providers

- Connect Care provides physicians, clinicians and clinical operations staff with a single AHS health record and allows Albertans to access personal health information which improves health outcomes and communication with care teams. Connect Care Launch 3 occurred at 31 North Zone sites in April 2021 and included clinical operations and related clinical support programs (e.g., pharmacy, diagnostic imaging, Alberta Precision Labs, Health Information Management, nutrition and food services, etc.). As of March 31, 2022, there were more than 36,600 active users of Connect Care.

Continued implementation of a patient-focused virtual care strategy

- Virtual care use continues to experience growing demand. Video patient care delivery volumes in 2021-22 (433,249) were 10 per cent higher than the same period last year (394,949). Acute specialist consultations are available for a number of areas including critical care, addiction and mental health, cardiac services, antenatal care, rehabilitation and surgical services. Addiction and mental health and intensive care unit virtual supports were also developed in response to the COVID-19 pandemic.
- Virtual Hospital programs were expanded to specialty areas including obstetrics and gynecology, transplant, surgery, and chronic disease management. For example, the Edmonton Zone Virtual Hospital uses digital remote patient monitoring (dRPM) with post-surgical patients, allowing them to recover at home.

Expand virtual care initiatives and strategies

- Health Link provides a 24/7 provincial service to Albertans that includes nurse triage support, general health information and system navigation assistance. As of March 31, 2022, Health Link 811 received more than 3.4 million calls (including COVID-19 calls) which is a 49-per-cent volume increase when compared to the same period last year, and a 392-per-cent increase when compared to pre-pandemic volumes (2018-19). Despite growing call volumes, Health Link achieved a four-per-cent improvement in wait times (10:06 minutes) when compared to the same period last year (10:31 minutes).

- In Q4, Health Link launched a new virtual MD pilot program which aims to reduce demand on emergency departments. This physician triage line provides consultation, assessment and virtual care for patients. In 2021-22, more than 3,000 patients were referred to the triage line, with 96 per cent of patients reporting they were satisfied with the service.
- The Rehabilitation Advice Line is now caring for patients with long-COVID using a combination of phone and video interactions. In 2021-22, more than 6,000 patients were contacted within seven days of discharge from acute care following a COVID-19-related admission. Patients are assessed and connected to appropriate services.
- 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. The Tele-Rehab 2.0 program uses technology to measure and assess patients in remote areas. As of March 31, 2022, 10 sites in North, Central and South Zones delivered the specialized program.
- 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 culturally-safe primary care. The virtual clinic provided primary care services to approximately 2,000 Indigenous patients in more than 140 cities and towns, including providing referrals to AHS specialists for diabetes care and cancer screening and treatment.
- Nearly 64,500 patients were treated for cancer in Alberta last year. AHS continues to expand access to supportive cancer services by offering virtual appointments as an alternative to in-person visits. In 2021-22, more than 8,880 supportive care visits and 3,200 dietitian visits were provided virtually to patients in rural and remote areas.

Improve access to information and medical records

- On behalf of Alberta Health, in 2021-22, AHS added seven new data sources into Netcare

and participated with other stakeholders in expanding access to all lab results, including microbiology, pathology, and genetics, without delay, through MyHealth Records.

- As Connect Care rolls out, patients receiving care at enabled sites have the opportunity to access MyAHS Connect, a service offered through Alberta Health's MyHealth Records, that allows users to manage their appointments, access test results and communicate directly with their AHS healthcare team. As of March 31, 2022, more than 95,000 unique users have accessed the web service and approximately 17,100 users have logged in to the mobile app.
- The Chinook Regional Hospital Emergency Department has leveraged technology to replace printed discharge instructions, which can be easily lost, forgotten or destroyed. Now, patients may use their smartphone to scan a QR code that connects them with relevant documents.

Performance Results Summary

Patient Satisfaction with Hospital Experience

2017-18	2018-19	2019-20	2020-21	Q3YTD 2020-21	Q3YTD 2021-22
64.2%	65.5%	66.3%	66.8%	67.2%	65.7%

Source: AHS Canadian Patient Experiences Survey on Inpatient Care (CPES-IC), as of April 1, 2022.

- 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. Gathering feedback from individuals using hospital services is a critical part of improving the healthcare delivery system. The **higher the number the better**, as it demonstrates more patients are satisfied with their care in hospital.
- As of Q3YTD, the percentage of patients rating hospital care as 9 or 10 (65.7%) remained **stable** compared to the same period last year (67.2%).

- Patient satisfaction continued to be impacted by 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.
- Using a similar definition, Alberta ranked 1st 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 = 67%; Canada = 65%; Best Performing Province = 67%) (CIHI, data varies from 2017-18 to 2020-21, AB is 2020-21).

- This measure monitors the number of active Connect Care accounts being accessed via the MyAHS Connect Portal. MyAHS Connect is a patient portal that offers personalized and secure access to a person's AHS health record. 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 Q4YTD, the number of portal users (95,101) **improved** by 150 per cent compared to the same period last year (38,017). This is a cumulative measure that continuously increases over time.

MyAHS Connect Portal Users

2019-20	2020-21	2021-22
9,461	38,017	95,101

Source: AHS Connect Care, as of April 6, 2022.