

## 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

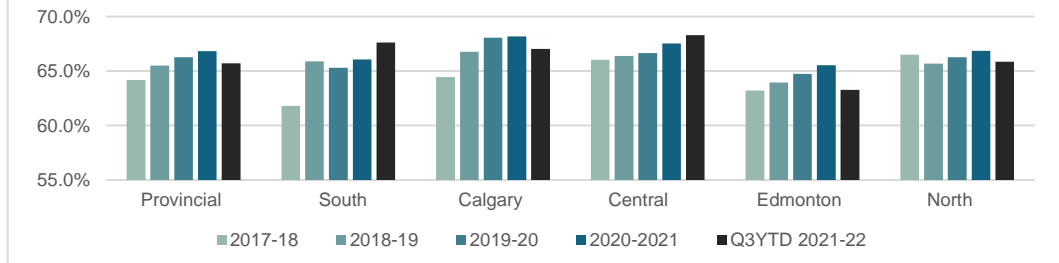
#### Summary:

**65.7%**

Provincial  
Q3YTD 2021-22

Result: **Stable**

(Compared to the same period last year)



### Patient Satisfaction with Hospital Experience - Trend

Zone	Site Name	2017-18	2018-19	2019-20	2020-2021	Q3YTD 2020-21	Q3YTD 2021-22	Result
<b>Provincial</b>	<b>Provincial</b>	<b>64.2%</b>	<b>65.5%</b>	<b>66.3%</b>	<b>66.8%</b>	<b>67.2%</b>	<b>65.7%</b>	<b>Stable</b>
	<b>South Zone</b>	<b>61.8%</b>	<b>65.9%</b>	<b>65.3%</b>	<b>66.1%</b>	<b>65.6%</b>	<b>67.6%</b>	<b>Improved</b>
<b>South Zone</b>	Chinook Regional Hospital	62.6%	63.9%	62.8%	63.5%	63.3%	65.8%	Improved
	Medicine Hat Regional Hospital	59.2%	67.4%	66.7%	67.1%	66.2%	68.6%	Improved
	Other South Hospitals	66.1%	69.2%	70.9%	72.7%	72.1%	72.8%	Stable
	<b>Calgary Zone</b>	<b>64.4%</b>	<b>66.8%</b>	<b>68.1%</b>	<b>68.2%</b>	<b>68.9%</b>	<b>67.0%</b>	<b>Stable</b>
<b>Calgary Zone</b>	Foothills Medical Centre	62.9%	64.9%	66.2%	64.4%	65.8%	63.1%	Deteriorated
	Peter Lougheed Centre	58.7%	61.9%	64.9%	67.1%	67.7%	64.5%	Deteriorated
	Rockyview General Hospital	63.9%	67.7%	68.5%	70.7%	70.9%	70.3%	Stable
	South Health Campus	74.0%	74.9%	73.6%	73.3%	74.4%	72.1%	Deteriorated
	Other Calgary Hospitals	80.1%	77.2%	82.1%	78.6%	77.0%	81.4%	Improved
	<b>Central Zone</b>	<b>66.0%</b>	<b>66.4%</b>	<b>66.7%</b>	<b>67.5%</b>	<b>68.1%</b>	<b>68.3%</b>	<b>Stable</b>
<b>Central Zone</b>	Red Deer Regional Hospital Centre	63.3%	64.0%	64.7%	66.3%	67.4%	66.4%	Stable
	Other Central Hospitals	68.5%	68.4%	69.4%	69.0%	68.7%	70.3%	Stable
	<b>Edmonton Zone</b>	<b>63.2%</b>	<b>64.0%</b>	<b>64.7%</b>	<b>65.5%</b>	<b>66.0%</b>	<b>63.3%</b>	<b>Deteriorated</b>
<b>Edmonton Zone</b>	Grey Nuns Community Hospital	68.3%	67.8%	72.4%	71.6%	73.0%	69.0%	Deteriorated
	Misericordia Community Hospital	60.8%	64.1%	63.7%	61.3%	61.5%	57.1%	Deteriorated
	Royal Alexandra Hospital	60.7%	61.0%	62.5%	62.2%	62.5%	59.3%	Deteriorated
	Sturgeon Community Hospital	68.8%	67.6%	63.9%	68.0%	69.0%	67.2%	Stable
	University of Alberta Hospital	61.8%	62.8%	62.8%	66.7%	66.5%	66.2%	Stable
	Other Edmonton Hospitals	69.4%	72.7%	68.3%	67.3%	68.4%	66.8%	Stable
	<b>North Zone</b>	<b>66.5%</b>	<b>65.7%</b>	<b>66.3%</b>	<b>66.9%</b>	<b>66.3%</b>	<b>65.9%</b>	<b>Stable</b>
<b>North Zone</b>	Grand Prairie Regional Hospital	82.9%	85.3%	76.9%	70.7%	75.0%	61.9%	Deteriorated
	Northern Lights Regional Health Centre	65.3%	63.0%	64.9%	65.8%	65.6%	72.6%	Improved
	Other North Hospitals	67.9%	68.9%	68.5%	67.5%	66.9%	65.2%	Stable

### Total Eligible Discharges

Zone	2017-18	2018-19	2019-20	2020-2021	Q3YTD 2021-22	Number of Completed Surveys Q3YTD 2021-22	Margin of Error (±) Q3YTD 2021-22
<b>Provincial</b>	<b>246,227</b>	<b>247,275</b>	<b>238,760</b>	<b>208,735</b>	<b>153,366</b>	<b>16,022</b>	<b>0.74%</b>
South Zone	19,642	19,280	17,842	16,120	11,671	1,391	2.46%
Calgary Zone	83,397	84,287	82,401	71,804	53,254	5,138	1.29%
Central Zone	29,238	28,448	25,773	23,050	16,532	2,297	1.90%
Edmonton Zone	87,951	90,141	89,479	76,908	57,509	5,189	1.31%
North Zone	25,999	25,119	23,265	20,853	14,400	2,007	2.07%

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

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.
- Historical data from the Queen Elizabeth II Hospital is now reported under the Grande Prairie Regional Hospital.
- 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.