

Quick Fact	Definition
PRIMARY CARE / POPULATION HEALTH	
Ambulatory Visits	Number of ambulatory care visits, which include a wide range of services across clinic, other location, and day surgery visits and all modes of contact. This includes care provided on an outpatient basis, including diagnosis, observation, consultation, treatment, intervention and rehabilitation services. Chartered Surgical Facilities (CSF) are included. Volumes exclude Emergency Department (ED) and Urgent Care Centre (UCC). Advanced Ambulatory Care Centre (AACC) visits are included.
EMS Events	Number of events including emergency, inter-facility transfers and other event types.
Food Safety Inspections	Number of food safety inspections conducted. Public Health Inspectors inspect food facilities and work collaboratively with food facility owners and operators to help ensure compliance with the requirements of the Public Health Act and the Food Regulation. Data includes unannounced inspections, follow-up of public complaints, and construction/renovation consultations.
Health Link Calls Received - <i>Clinical</i>	Number of calls received by Health Link for clinical services. Clinical calls include: Nurse, Addiction & Mental Health, Tobacco Cessation (Included from April 1, 2023), COVID Clinical (Ended February 27, 2022), Rehabilitation Advice Line, Dementia Advice Line (Launched March 8, 2023), Indigenous Support Line (Launched May 30, 2022), Alberta Law Enforcement Mental Health Consultation Line (Launched August 9, 2022). Zone call volumes do not add up to Provincial call volumes because Zone information is not available for some services.
Health Link Calls Received - <i>Non-Clinical</i>	Number of calls received by Health Link for non-clinical services. Non-Clinical calls include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Central Access, Immunization Booking, Alberta Healthy Living (Launched April 25, 2022), Monkeypox (Mpox) Assistance Line (Launched July 28, 2022), Tobacco Cessation (Excluded from April 1, 2023), Urology Referral Assistance Line (Launched February 2, 2024 and ended February 26, 2024). Zone call volumes do not add up to Provincial call volumes because Zone information is not available for some services.
Health Link Outbound Calls - <i>Clinical</i>	Number of outgoing calls from Health Link. Clinical calls include: Nurse, Addiction & Mental Health, Tobacco Cessation (Included from April 1, 2023), COVID Clinical (Ended February 27, 2022), Rehabilitation Advice Line, Dementia Advice Line (Included from October 5, 2021), Indigenous Support Line (Launched May 30, 2022), Alberta Law Enforcement Mental Health Consultation Line (Launched August 9, 2022), Virtual MD (Included from April 1, 2023), Alberta Virtual Chronic Pain Program (Launched March 11, 2024), Population Public Health Support Team (Old name: Outpatient COVID Treatment Program, 844 Coordinated Early Identification and Response Line) (Included from April 1, 2024). This measure is reported at the Province level only.
Health Link Outbound Calls – <i>Non-Clinical</i>	Number of outgoing calls from Health Link. Non-Clinical calls include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Central Access, Immunization Booking, Population Public Health Support Team (Old name: Outpatient COVID Treatment Program, 844 Coordinated Early Identification and Response Line) (Included from September 14, 2021 and excluded from April 1, 2024), Alberta Healthy Living (Launched April 25, 2022), Monkeypox (Mpox) Assistance Line (Launched July 28, 2022), Tobacco Cessation (Excluded from April 1, 2023), COVID-19 Results Team (Ended April 5, 2023), Alberta Surgical Initiative (ASI) Waitlists (Launched September 7, 2022 and ended April 25, 2023), Urology Referral Assistance Line (Launched February 2, 2024 and ended February 26, 2024). This measure is reported at the Province level only.
Poison Information (PADIS)	Number of calls for consultation, advice, and referral after exposure to poisons, chemicals and toxins. This is a service available to public and health professionals and includes 24/7 service to Alberta, Saskatchewan & the Northwest Territories, as such the reported numbers include Alberta, Saskatchewan and the Northwest Territories.

Quick Fact	Definition
Seasonal Influenza Immunizations	Number of immunizations delivered during influenza season. The number of immunizations by zone may not add up to the provincial total due to immunizations delivered by pharmacists (2016-17) or Covenant (2018-19) that are not assigned to any zones but are counted in the provincial total.

CONTINUING CARE	
Number of Clients Placed from Acute / Subacute Hospital	Number of people placed in a continuing care facility (long-term care or designated supportive living) in the reporting period, including people from acute hospital care and subacute hospital care.
Number of Clients Placed from Community (home)	Number of people placed in a continuing care facility (long-term care or designated supportive living) in the reporting period from the community (home).
Number of Unique Home Care Clients	Number of unique individuals with an active registration/referral in/to a Home Care Program during the reporting period. Individuals of all age groups are eligible for, and recipients of, Home Care Services. This also includes clients within categories of short term, long term, and palliative, as well as day programs and Supportive Living Settings. These services are provided to individuals living with frailty, disability, acute or chronic illness living at home or in a supportive living setting. Clients are counted one time provincially, per reporting period, and one time. A unique count of clients (using Alberta PHN) is recorded regardless of client group or system/zone of registration; thereby streamlining client movement. Clients with missing or invalid PHNs have been excluded. Values represent a point in time.

ACUTE CARE	
Emergency Department Visits (all sites)	Number of visits to an Emergency Department for any mode of contact, including left against medical advice (LAMA) and left without being seen (LWBS). Volumes include the Northeast Health Centre, which is a stand-alone ED.
Urgent Care Visits	<p>Number of visits to a designated Urgent Care Centre (UCC) for any mode of contact, including Left Against Medical Advice (LAMA) and Left Without Being Seen (LWBS).</p> <p>An Urgent Care Centre (UCC) is a community-based service delivery site (non-hospital setting) where higher level assessment, diagnostic and treatment services are provided for unscheduled clients who require immediate medical attention for injuries /illnesses, including potentially life-threatening conditions, that require human and technical resources more intensive than what is available in a physicians' office. There are six Urgent Care Centres in Alberta.</p>
Hospital Discharges	<p>Number of inpatient acute care discharges/separations from hospitals. Discharges are counted when patient leaves the hospital. All discharges are counted, including patients that left against medical advice, deaths and transfers out of facility.</p> <p>Acute inpatient care provides necessary treatment for a disease or severe episode of illness for a short period of time, with the goal of discharging patients as soon as they are stable.</p>

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Live Births	Number of live births in an acute care hospital and those born in the emergency department, clinic or ambulance bay of the acute health care facility. Effective April 1 2021, live infants/newborns are included if their first admission to the acute care facility is within 24 hours of birth (previously excluded). Exclude stillbirths.
Total Hospital Days	Number of inpatient days at an acute care hospital (admission date to discharge date). Volumes include acute, subacute and alternate level of care (ALC) days in an acute care hospital.
Average Length of Stay (in days)	The average length of stay (days) for discharged inpatients acute care hospitals. Includes acute, subacute and alternate level of care (ALC) days in an acute care hospital. <i>Calculation: Total hospital days / Total separations (discharges, deaths, transfers).</i>
Alternate Level of Care Total Discharges	Number of ALC discharges, reflecting the number of acute care days occupied by patients waiting for discharge to a more appropriate care setting.
Ambulatory Care Sensitive Condition Hospital Discharges	Number of ACSC hospitalizations, where appropriate ambulatory care could potentially prevent or reduce the need for admission to hospital.

DIAGNOSTIC / SPECIFIC PROCEDURES	
Hip Replacements (scheduled and emergency)	<p>Number of hip replacements including emergency, total, partial and revision joint replacement procedures. Bilateral replacements are counted as two procedures.</p> <p>Hip replacement surgery or arthroplasty is a procedure in which a surgeon surgically removes a hip joint and replaces it with an artificial joint often made of metal and/or plastic components.</p>
Knee Replacements (scheduled and emergency)	<p>Number of hip replacements including emergency, total, partial and revision joint replacement procedures. Bilateral replacements are counted as two procedures.</p> <p>Knee replacement surgery or arthroplasty is a procedure in which a surgeon surgically removes a knee joint and replaces it with an artificial joint often made of metal and/or plastic components.</p>
Cataract Surgery	<p>Number of lens extractions for any reason. Bilateral cataract lens extractions are counted as one procedure.</p> <p>Cataract surgery is a procedure that removes the lens inside your eye that has become cloudy and replaced with an artificial lens to restore clear vision.</p>
Total Surgical Volumes (Main OR and CSF)	Number of cases done in the main operating rooms/theatres (emergent, urgent, elective, scheduled, etc.) and Contracted/Chartered Surgical Facilities (CSF) including inpatient, day surgery, cesarean section, and scopes if done in these locations. Excludes procedures performed in the minor surgery room, endoscopy suites, emergency department, patient rooms, labor & delivery, intensive care etc.
MRI Exams	<p>Number of Magnetic Resonance Imaging (MRI) exams, including out-sourced exams.</p> <p>MRI is a non-invasive imaging technology that produces three dimensional detailed anatomical images. It is often used for disease detection, diagnosis, and treatment monitoring.</p>
CT Exams	Number of Computerized Tomography (CT) scans.

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	A CT scan combines a series of two-dimensional X-ray images taken from different directions around your body to create tomographic (three dimensional) images from cross-sectional (slices) of the tissues inside your body. CT scan images provide more-detailed information than plain X-rays do.
X-Ray	Number of general x-rays, include bone densitometry, lithotripsy, and mammography. Medical x-rays use high-energy electromagnetic radiation to produce images of tissues and structures inside the body.
Lab Tests	Number of Clinical Laboratory Tests performed at Alberta Precision Laboratories (includes DynaLIFE Medical Labs). Volumes exclude procurements and ECGs.

CANCER CARE	
Patient Visits to Cancer Care	Number of all attending ambulatory appointments scheduled in Cancer Care Alberta (CCA) facilities. Individuals may present at these facilities for multiple visits. Virtual visits are considered attending since their creation in April 2020. Patients may have multiple visits. Prior to November 6, 2022 the identification of ‘attending’ was based on selection of an ‘attending’ indicator at the time of scheduling in the EMR. As of November 6, 2022 attending is defined by the scheduled visit type within CCA departments.
Unique Patients to Cancer Care	Number of all unique individual cancer patients with attending visits to Cancer Care Alberta (CCA) facilities. This is a unique/distinct count meaning if a patient attends numerous appointments, they are only counted once in the total. A patient may attend appointments across multiple zones during the reporting period but would only be counted once for the provincial volumes. As such, the patient is counted once at an institution or zone level.

ADDICTION & MENTAL HEALTH	
Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)	Number of mental health discharges from an acute care hospital and the standalone psychiatric facilities. Standalone psychiatric facilities: Alberta Hospital Edmonton, Southern Alberta Forensic Psychiatric Centre (Calgary), Centennial Centre for Mental Health and Brain Injury (CCMHBI) (Ponoka), Claresholm Centre for Mental Health and Addictions and Villa Caritas (Edmonton).
Mental Health Discharges (acute care hospitals only)	Number of mental health discharges from an acute care hospital only.
Community Treatment Orders (CTO) Issued	Number of Community Treatment Orders (CTOs) issued. A CTO is an order issued by a physician and agreed to by the individual (and/or their Substitute Decision Maker) which allows the individual to receive care and treatment in their own community, which is less restrictive than being detained in a psychiatric facility. A CTO is for those who have had repeated psychiatric admissions and who do not voluntarily engage in outpatient follow-up.
Addiction Residential Treatment and Detoxification Admissions	Number of admissions to an Addiction Residential Treatment & Detoxification centre.

Quick Fact	Definition
	Residential treatment describes either a mental health facility or a drug and/or alcohol or process addiction treatment program that is provided to patients in a residential setting. Some residential treatment centers specialize in only one illness, such as eating disorders or substance abuse. Others treat people with a variety of diagnoses or dual diagnosis of substance abuse and a psychiatric diagnosis.

WORKFORCE	
AHS Physicians	Number of unique Practitioners with formal appointments with AHS. Each Practitioner has a single primary zone or primary provincial clinical department. A Practitioner is a physician, dentist, oral/maxillofacial surgeon, podiatrist or scientist leader who has an AHS Medical Staff Appointment.
AHS Staff	Number of unique staff across AHS. Employees with multiple positions are counted once, including active employees and those on leave of absence (LOA). Staff may work across multiple zones during the reporting period but would only be counted once for the provincial figures. As such, zone values do not add up to provincial totals.
AHS Volunteers	Number of unique volunteers across AHS within a zone. Volunteers are only counted once within a zone. As of 2016/17 FY, on a provincial scale only, the volunteer count has included Patient Advisors.
AHS Volunteer Hours	Number (cumulative count) of volunteer hours across AHS within a zone. Volunteer hours are provided by manual count are subject to rounding errors.