

AHS Quick Facts

2024-25 FQ4

Quick Facts provide a snapshot of health care activity across the province and by zones and demonstrates growth in services provided in the last few years.

Prepared by Data & Analytics

*The Quick Facts report is also available as an interactive dashboard:
[AHS Quick Facts](#)*

Please continue to use caution when comparing results from the quarters affected by the pandemic to the years under normal operation.

Provincial											
		Fiscal Year			Fiscal Quarter					Year to Date	
		2021-22 FY	2022-23 FY	2023-24 FY	2023-24 FQ4	2024-25 FQ1	2024-25 FQ2	2024-25 FQ3	2024-25 FQ4	2023-24 FQ4YTD	2024-25 FQ4YTD
Primary Care/Population Health	Ambulatory Visits	5,208,409	4,872,283	5,011,103	1,384,420	1,477,853	1,386,323	1,458,243	1,522,411	5,011,103	5,844,830
	EMS Events	672,898	661,177	724,783	178,639	178,405	188,352	187,411	186,637	724,783	740,805
	Food Safety Inspections	33,728	48,569	55,009	13,336	13,967	13,634	12,974	13,945	55,009	54,520
	Health Link Calls Received - Clinical	1,444,868	756,806	719,929	184,683	171,047	170,929	180,356	184,368	NA	NA
	Health Link Calls Received - Non-Clinical	2,291,770	604,799	394,883	101,904	77,616	75,990	90,838	85,287	NA	NA
	Health Link Outbound Calls - Clinical	59,775	43,587	95,046	24,900	42,995	38,600	36,823	37,897	NA	NA
	Health Link Outbound Calls - Non-Clinical	494,208	337,899	150,259	38,673	17,055	13,600	11,909	10,081	NA	NA
Continuing Care	Number of Clients Placed from Acute / Subacute Hospital	5,193	5,814	NA	NA	1,431	1,363	1,437	1,361	NA	5,592
	Number of Clients Placed from Community (home)	3,471	3,618	NA	NA	1,007	902	1,027	1,101	NA	4,037
	Number of Unique Home Care Clients	121,608	126,306	NA	NA	NA	NA	NA	NA	NA	NA
Acute Care	Emergency Department Visits (all sites)	1,824,366	1,983,852	2,028,171	490,533	513,715	519,536	510,497	511,550	2,028,171	2,055,298
	Urgent Care Visits	193,948	221,066	233,784	57,942	61,265	62,674	61,192	59,698	233,784	244,829
	Hospital Discharges	376,019	380,268	392,787	99,628	102,629	99,275	101,808	101,336	392,787	405,048
	Births	47,297	45,755	47,601	11,856	12,587	13,132	12,220	11,978	47,601	49,917
	Total Hospital Days	2,614,642	2,826,571	2,965,272	761,131	750,089	730,447	780,836	778,195	2,965,272	3,039,567
	Average Length of Stay (in days)	7.0	7.4	7.5	7.6	7.3	7.4	7.7	7.7	7.5	7.5
	Alternate Level of Care Total Discharges	15,434	17,303	18,196	4,830	4,822	4,636	5,074	5,099	18,196	19,631
	Ambulatory Care Sensitive Condition Hospital Discharges	10,540	12,311	12,557	3,300	3,488	3,025	3,401	3,462	12,557	13,376
Diagnostic/Specific Procedures	Hip Replacements (scheduled and emergency)	6,116	7,434	8,106	2,048	2,125	1,701	2,085	2,147	8,106	8,058
	Knee Replacements (scheduled and emergency)	5,404	7,504	9,441	2,564	2,586	1,723	2,246	2,476	9,441	9,031
	Cataract Surgery	47,867	40,290	47,628	13,312	13,234	11,305	11,706	13,066	47,628	49,311
	Total Surgical Volumes (Main OR and CSF)	278,628	295,763	305,711	80,110	83,116	74,126	79,471	82,116	305,711	318,829
	MRI Exams	235,241	231,033	255,200	66,748	67,497	66,248	67,191	67,630	255,200	268,566
	CT Exams	508,071	520,507	595,817	154,023	159,113	160,347	162,104	163,887	595,817	645,451
	X-Ray	1,697,532	1,746,125	1,780,812	443,135	463,850	454,729	461,457	471,458	1,780,812	1,851,494
	Lab Tests	81,854,618	82,410,198	87,980,881	22,927,389	24,030,242	23,062,668	23,797,384	24,964,682	87,980,881	95,854,976
Cancer Care	Consults: Total Patient Visits	NA	NA	28,061	7,140	7,298	7,030	7,181	7,176	28,061	28,685
	Follow-ups: Total Patient Visits	NA	NA	200,312	50,128	53,572	50,255	51,272	50,963	200,312	206,062
	Systemic Treatment: Total Patient Visits	NA	NA	111,006	28,253	29,885	30,227	30,596	30,993	111,006	121,701
	Radiation Therapy Treatment: Total Patient Visits	NA	NA	136,070	33,867	34,717	32,646	33,528	35,286	136,070	136,177
Addiction & Mental Health	Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)	29,246	27,335	28,827	7,269	8,230	7,757	7,939	7,739	28,827	31,665
	Mental Health Discharges (acute care hospitals only)	24,182	22,395	23,986	6,008	6,188	5,709	5,832	5,532	23,986	23,261
	Addiction Residential Treatment and Detoxification Admissions	9,250	9,367	10,192	2,550	2,627	2,635	2,725	2,769	10,192	10,756

Notes:

- From April 1, 2023 to November 4, 2023, Ambulatory Visit data is no longer collected in National Ambulatory Care Reporting System (NACRS) for South Zone and part of the North Zone prior to the Epic implementation on Nov 5, 2023 (Wave 7). As such, only Chartered Surgical Facilities (CSF) and Day Surgery are available for reporting. This will impact the volumes for these zones as well as the provincial totals.
- Regarding the Continuing Care Living Options, there are data outages for zones that resulted in the provincial total not being calculated. The specific outages include: 2023-24 Q1 - Missing CeZ; 2023-24 Q2 - Missing CeZ; 2023-24 Q3 - Missing SZ / CeZ / NZ.
- Home Care data gaps exist across all zones due to the transition to Connect Care. The Central Zone data gap began on November 5, 2023 (Q3 2023/24), followed by the Calgary Zone on May 4, 2024 (Q1 2024/25). Data gaps for the South, Edmonton, and North Zones began on November 2, 2024 (Q3 2024/25).
- The Tom Baker Cancer Centre was replaced with Arthur J.E. Child Comprehensive Cancer Centre in October 2024. As such, the data as of 2024-25 Q3 and the associated definitions have been updated to reflect this change.
- The variability associated with the Health Link measures over the past year is driven by two key factors: the growing complexity of calls related to new and expanded clinical processes (e.g., Virtual MD, EMS/811 shared response line, Mobile Integrated Health) and staffing challenges due to vacancies. Additionally, substantial quarter-to-quarter variations in measurement methodology have made direct comparisons unreliable, leading to the decision not to report year-to-date comparisons.

Please continue to use caution when comparing results from the quarters affected by the pandemic to the years under normal operation.

Zone 1 South											
		Fiscal Year			Fiscal Quarter					Year to Date	
		2021-22 FY	2022-23 FY	2023-24 FY	2023-24 FQ4	2024-25 FQ1	2024-25 FQ2	2024-25 FQ3	2024-25 FQ4	2023-24 FQ4YTD	2024-25 FQ4YTD
Primary Care/Population Health	Ambulatory Visits	351,018	388,580	246,175	121,046	127,599	118,237	121,891	125,028	246,175	492,755
	Food Safety Inspections	2,521	3,922	3,994	1,099	1,260	1,163	1,076	1,167	3,994	4,666
	Health Link Calls Received - Clinical	57,217	36,809	36,355	9,469	8,789	8,621	8,552	9,446	NA	NA
	Health Link Calls Received - Non-Clinical	47,114	17,207	7,724	1,504	1,354	1,315	1,678	1,302	NA	NA
Continuing Care	Number of Clients Placed from Acute / Subacute Hospital	228	349	NA	NA	93	96	128	115	NA	432
	Number of Clients Placed from Community (home)	755	790	NA	NA	181	157	156	181	NA	675
	Number of Unique Home Care Clients	13,241	13,750	13,828	8,763	8,696	8,839	NA	NA	13,828	NA
Acute Care	Emergency Department Visits (all sites)	181,873	207,285	204,600	47,576	50,108	51,115	48,710	49,717	204,600	199,650
	Hospital Discharges	27,311	27,898	27,994	7,212	7,358	7,211	7,372	7,536	27,994	29,477
	Births	3,468	3,271	3,335	826	872	822	820	833	3,335	3,347
	Total Hospital Days	187,437	197,443	205,305	54,576	51,480	54,295	54,948	52,651	205,305	213,374
	Average Length of Stay (in days)	6.9	7.1	7.3	7.6	7.0	7.5	7.5	7.0	7.3	7.2
	Alternate Level of Care Total Discharges	482	747	784	218	226	225	238	228	784	917
	Ambulatory Care Sensitive Condition Hospital Discharges	922	1,092	992	262	299	229	252	292	992	1,072
Diagnostic/Specific Procedures	Hip Replacements (scheduled and emergency)	631	939	898	199	233	212	229	217	898	891
	Knee Replacements (scheduled and emergency)	810	1,163	1,267	289	305	249	245	251	1,267	1,050
	Cataract Surgery	3,281	3,991	3,705	1,037	1,148	959	1,102	1,107	3,705	4,316
	Total Surgical Volumes (Main OR and CSF)	18,844	21,385	20,780	5,258	5,617	5,082	5,657	5,662	20,780	22,018
	MRI Exams	14,599	15,961	16,943	4,598	4,423	4,199	4,228	4,353	16,943	17,203
	CT Exams	39,312	40,467	42,942	10,433	11,055	11,377	11,574	12,047	42,942	46,053
	X-Ray	153,527	167,373	165,209	38,640	41,952	40,841	41,625	43,330	165,209	167,748
	Lab Tests	5,331,264	5,063,502	2,691,737	654,744	812,326	743,516	701,654	724,571	2,691,737	2,982,067
Addiction & Mental Health	Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)	2,000	1,617	1,797	503	465	484	417	453	1,797	1,819
	Mental Health Discharges (acute care hospitals only)	2,000	1,617	1,797	503	465	484	417	453	1,797	1,819

Notes:

- From April 1, 2023 to November 4, 2023, Ambulatory Visit data is no longer collected in National Ambulatory Care Reporting System (NACRS) for South Zone and part of the North Zone prior to the Epic implementation on Nov 5, 2023 (Wave 7). As such, only Chartered Surgical Facilities (CSF) and Day Surgery are available for reporting. This will impact the volumes for these zones as well as the provincial totals.
- Regarding the Continuing Care Living Options, there are data outages for zones that resulted in the provincial total not being calculated. The specific outages include: 023-24 Q3 - Missing SZ / CeZ / NZ.
- Home Care data gaps exist across all zones due to the transition to Connect Care. Data gaps for the South, Edmonton, and North Zones began on November 2, 2024 (Q3 2024/25).
- The variability associated with the Health Link measures over the past year is driven by two key factors: the growing complexity of calls related to new and expanded clinical processes (e.g., Virtual MD, EMS/811 shared response line, Mobile Integrated Health) and staffing challenges due to vacancies. Additionally, substantial quarter-to-quarter variations in measurement methodology have made direct comparisons unreliable, leading to the decision not to report year-to-date comparisons.

Please continue to use caution when comparing results from the quarters affected by the pandemic to the years under normal operation.

Zone 2 Calgary											
		Fiscal Year			Fiscal Quarter					Year to Date	
		2021-22 FY	2022-23 FY	2023-24 FY	2023-24 FQ4	2024-25 FQ1	2024-25 FQ2	2024-25 FQ3	2024-25 FQ4	2023-24 FQ4YTD	2024-25 FQ4YTD
Primary Care/Population Health	Ambulatory Visits	2,530,559	1,917,480	1,974,518	521,207	564,559	535,326	545,015	577,654	1,974,518	2,222,554
	Food Safety Inspections	13,266	15,673	18,131	4,290	4,304	4,679	4,186	4,481	18,131	17,650
	Health Link Calls Received - Clinical	467,780	326,719	304,037	78,108	70,780	70,594	77,930	77,018	NA	NA
	Health Link Calls Received - Non-Clinical	472,613	281,714	195,143	54,263	35,236	34,415	43,187	41,117	NA	NA
Continuing Care	Number of Clients Placed from Acute / Subacute Hospital	1,838	2,001	2,146	477	503	460	449	424	2,146	1,836
	Number of Clients Placed from Community (home)	1,001	1,017	941	354	338	329	345	393	941	1,405
	Number of Unique Home Care Clients	37,588	37,842	38,161	24,182	NA	NA	NA	NA	38,161	NA
Acute Care	Emergency Department Visits (all sites)	451,507	471,576	484,104	120,018	123,608	124,763	128,258	125,891	484,104	502,520
	Urgent Care Visits	180,013	204,808	218,283	54,166	57,180	58,478	57,072	56,147	218,283	228,877
	Hospital Discharges	139,486	143,849	149,465	37,771	38,650	37,770	39,255	38,811	149,465	154,486
	Births	17,577	17,420	18,658	4,614	4,952	5,243	4,896	4,759	18,658	19,850
	Total Hospital Days	951,124	1,041,049	1,083,762	272,848	269,331	265,284	287,346	282,353	1,083,762	1,104,314
	Average Length of Stay (in days)	6.8	7.2	7.3	7.2	7.0	7.0	7.3	7.3	7.3	7.1
	Alternate Level of Care Total Discharges	5,905	6,199	5,940	1,514	1,473	1,381	1,465	1,470	5,940	5,789
	Ambulatory Care Sensitive Condition Hospital Discharges	3,330	3,851	3,998	1,044	1,158	981	1,085	1,102	3,998	4,326
Diagnostic/Specific Procedures	Hip Replacements (scheduled and emergency)	2,155	2,639	2,820	731	707	617	692	744	2,820	2,760
	Knee Replacements (scheduled and emergency)	2,110	2,950	3,272	871	947	695	909	919	3,272	3,470
	Cataract Surgery	18,842	14,497	18,922	5,659	4,773	3,920	4,285	5,543	18,922	18,521
	Total Surgical Volumes (Main OR and CSF)	101,799	109,796	113,311	30,397	30,238	26,738	29,486	31,164	113,311	117,626
	MRI Exams	98,601	92,622	102,995	26,682	27,273	27,391	27,747	28,206	102,995	110,617
	CT Exams	188,131	189,178	221,198	57,339	58,585	59,402	61,285	63,243	221,198	242,515
	X-Ray	507,475	523,554	537,904	136,117	142,701	140,766	143,900	145,701	537,904	573,068
	Lab Tests	30,301,425	30,722,683	35,632,340	9,332,215	9,690,867	9,364,184	9,773,425	10,232,913	35,632,340	39,061,389
Addiction & Mental Health	Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)	11,289	10,508	11,964	2,945	3,064	2,662	2,854	2,736	11,964	11,316
	Mental Health Discharges (acute care hospitals only)	10,942	10,165	11,574	2,853	2,969	2,573	2,768	2,651	11,574	10,961

Notes:

1. Home Care data gaps exist across all zones due to the transition to Connect Care. The Central Zone data gap began on November 5, 2023 (Q3 2023/24), followed by the Calgary Zone on May 4, 2024 (Q1 2024/25).
2. The Tom Baker Cancer Centre was replaced with Arthur J.E. Child Comprehensive Cancer Centre in October 2024. As such, the data as of 2024-25 Q3 and the associated definitions have been updated to reflect this change.
3. The variability associated with the Health Link measures over the past year is driven by two key factors: the growing complexity of calls related to new and expanded clinical processes (e.g., Virtual MD, EMS/811 shared response line, Mobile Integrated Health) and staffing challenges due to vacancies. Additionally, substantial quarter-to-quarter variations in measurement methodology have made direct comparisons unreliable, leading to the decision not to report year-to-date comparisons.

Please continue to use caution when comparing results from the quarters affected by the pandemic to the years under normal operation.

Zone 3 Central										
		Fiscal Year			Fiscal Quarter				Year to Date	
		2021-22 FY	2022-23 FY	2023-24 FY	2023-24 FQ4	2024-25 FQ1	2024-25 FQ2	2024-25 FQ3	2024-25 FQ4	2023-24 FQ4YTD 2024-25 FQ4YTD
Primary Care/Population Health	Ambulatory Visits	453,492	443,471	437,523	117,684	129,897	127,630	137,150	136,780	437,523 531,457
	Food Safety Inspections	5,234	7,419	8,058	1,887	1,944	1,825	1,781	2,097	8,058 7,647
	Health Link Calls Received - Clinical	93,055	58,710	55,031	13,899	13,122	12,950	12,720	13,887	NA NA
	Health Link Calls Received - Non-Clinical	68,991	21,260	7,984	1,603	1,406	1,458	1,587	1,313	NA NA
Continuing Care	Number of Clients Placed from Acute / Subacute Hospital	778	798	NA	NA	239	242	244	205	NA 930
	Number of Clients Placed from Community (home)	479	650	NA	NA	102	126	139	135	NA 502
	Number of Unique Home Care Clients	20,382	20,791	NA	NA	NA	NA	NA	NA	NA NA
Acute Care	Emergency Department Visits (all sites)	282,059	313,536	317,156	75,178	80,312	81,216	75,803	77,286	317,156 314,617
	Hospital Discharges	38,571	37,401	39,281	10,208	10,653	10,086	10,530	10,657	39,281 41,926
	Births	3,723	3,528	3,543	871	956	887	787	827	3,543 3,457
	Total Hospital Days	296,888	318,931	329,126	86,899	85,166	80,491	87,415	89,148	329,126 342,220
	Average Length of Stay (in days)	7.7	8.5	8.4	8.5	8.0	8.0	8.3	8.4	8.4 8.2
	Alternate Level of Care Total Discharges	1,482	1,560	1,595	498	494	447	568	527	1,595 2,036
	Ambulatory Care Sensitive Condition Hospital Discharges	1,503	1,655	1,823	520	479	464	524	541	1,823 2,008
Diagnostic/Specific Procedures	Hip Replacements (scheduled and emergency)	667	719	729	190	215	167	187	180	729 749
	Knee Replacements (scheduled and emergency)	587	725	835	234	232	185	234	259	835 910
	Cataract Surgery	4,151	4,305	4,485	1,239	1,449	1,099	1,147	1,201	4,485 4,896
	Total Surgical Volumes (Main OR and CSF)	28,527	30,035	30,443	8,109	8,705	7,320	8,317	8,332	30,443 32,674
	MRI Exams	15,873	16,141	18,286	5,010	4,943	4,968	5,104	5,363	18,286 20,378
	CT Exams	50,023	50,898	59,213	15,797	16,537	16,419	16,509	15,753	59,213 65,218
	X-Ray	239,076	245,451	246,467	61,387	65,079	64,150	65,209	68,911	246,467 263,349
Addiction & Mental Health	Lab Tests	6,743,348	6,069,311	5,110,523	1,343,278	1,395,554	1,357,544	1,397,663	1,439,915	5,110,523 5,590,676
	Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)	4,595	4,381	4,218	1,099	1,069	1,084	1,076	1,061	4,218 4,290
	Mental Health Discharges (acute care hospitals only)	2,302	2,042	1,863	483	466	462	493	419	1,863 1,840

Notes:

- Regarding the Continuing Care Living Options, there are data outages for zones that resulted in the provincial total not being calculated. The specific outages include: 2023-24 Q1 - Missing CeZ; 2023-24 Q2 - Missing CeZ; 2023-24 Q3 - Missing SZ / CeZ / NZ
- Home Care data gaps exist across all zones due to the transition to Connect Care. The Central Zone data gap began on November 5, 2023 (Q3 2023/24), followed by the Calgary Zone on May 4, 2024 (Q1 2024/25). Data gaps for the South, Edmonton, and North Zones began on November 2, 2024 (Q3 2024/25).
- The variability associated with the Health Link measures over the past year is driven by two key factors: the growing complexity of calls related to new and expanded clinical processes (e.g., Virtual MD, EMS/811 shared response line, Mobile Integrated Health) and staffing challenges due to vacancies. Additionally, substantial quarter-to-quarter variations in measurement methodology have made direct comparisons unreliable, leading to the decision not to report year-to-date comparisons.

Please continue to use caution when comparing results from the quarters affected by the pandemic to the years under normal operation.

Zone 4 Edmonton										
		Fiscal Year			Fiscal Quarter				Year to Date	
		2021-22 FY	2022-23 FY	2023-24 FY	2023-24 FQ4	2024-25 FQ1	2024-25 FQ2	2024-25 FQ3	2024-25 FQ4	2023-24 FQ4YTD 2024-25 FQ4YTD
Primary Care/Population Health	Ambulatory Visits	1,561,678	1,755,709	2,029,246	521,276	545,786	506,147	539,338	559,824	2,029,246 2,151,095
	Food Safety Inspections	7,943	13,643	15,781	3,835	4,357	4,179	3,987	4,042	15,781 16,565
	Health Link Calls Received - Clinical	407,372	251,096	231,775	58,688	54,427	54,224	56,339	58,328	NA NA
	Health Link Calls Received - Non-Clinical	476,163	266,279	176,860	43,167	38,360	37,531	43,011	40,290	NA NA
Continuing Care	Number of Clients Placed from Acute / Subacute Hospital	1,802	2,084	2,085	490	462	454	479	494	2,085 1,889
	Number of Clients Placed from Community (home)	971	864	961	303	296	212	269	284	961 1,061
	Number of Unique Home Care Clients	36,861	40,576	44,430	29,361	29,804	29,786	NA	NA	44,430 NA
Acute Care	Emergency Department Visits (all sites)	501,774	526,273	539,930	132,833	140,354	140,838	140,220	138,491	539,930 559,903
	Urgent Care Visits	13,935	16,258	15,501	3,776	4,085	4,196	4,120	3,551	15,501 15,952
	Hospital Discharges	136,001	137,415	142,135	35,912	37,246	35,696	35,892	35,402	142,135 144,236
	Births	17,776	17,227	17,784	4,439	4,665	5,020	4,610	4,514	17,784 18,809
	Total Hospital Days	941,512	1,022,412	1,087,614	276,590	277,132	261,351	278,623	282,981	1,087,614 1,100,087
	Average Length of Stay (in days)	6.9	7.4	7.7	7.7	7.4	7.3	7.8	8.0	7.7 7.6
	Alternate Level of Care Total Discharges	6,574	7,735	8,883	2,333	2,365	2,321	2,505	2,583	8,883 9,774
	Ambulatory Care Sensitive Condition Hospital Discharges	3,181	3,882	3,948	1,058	1,049	933	1,083	1,018	3,948 4,083
Diagnostic/Specific Procedures	Hip Replacements (scheduled and emergency)	2,326	2,602	2,943	753	790	539	788	814	2,943 2,931
	Knee Replacements (scheduled and emergency)	1,599	2,134	3,187	918	835	392	604	771	3,187 2,602
	Cataract Surgery	20,114	15,923	18,638	4,778	5,133	4,507	4,425	4,404	18,638 18,469
	Total Surgical Volumes (Main OR and CSF)	108,067	112,048	117,588	30,309	32,199	28,879	29,949	30,472	117,588 121,499
	MRI Exams	92,056	91,146	101,098	26,388	26,494	25,602	26,186	25,681	101,098 103,963
	CT Exams	190,446	197,717	225,006	58,182	60,261	60,054	59,545	59,449	225,006 239,309
	X-Ray	541,038	538,774	554,693	139,164	143,176	141,397	141,462	140,737	554,693 566,772
	Lab Tests	30,815,429	33,551,855	37,758,515	9,839,950	10,346,371	9,881,195	10,151,304	10,686,660	37,758,515 41,065,530
Addiction & Mental Health	Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)	9,342	8,813	9,007	2,289	3,166	3,080	3,147	3,046	9,007 12,439
	Mental Health Discharges (acute care hospitals only)	6,918	6,555	6,911	1,736	1,822	1,743	1,709	1,566	6,911 6,840

Notes:

- Home Care data gaps exist across all zones due to the transition to Connect Care. The Central Zone data gap began on November 5, 2023 (Q3 2023/24), followed by the Calgary Zone on May 4, 2024 (Q1 2024/25). Data gaps for the South, Edmonton, and North Zones began on November 2, 2024 (Q3 2024/25).
- The variability associated with the Health Link measures over the past year is driven by two key factors: the growing complexity of calls related to new and expanded clinical processes (e.g., Virtual MD, EMS/811 shared response line, Mobile Integrated Health) and staffing challenges due to vacancies. Additionally, substantial quarter-to-quarter variations in measurement methodology have made direct comparisons unreliable, leading to the decision not to report year-to-date comparisons.

Please continue to use caution when comparing results from the quarters affected by the pandemic to the years under normal operation.

Zone 5 North										
		Fiscal Year			Fiscal Quarter				Year to Date	
		2021-22 FY	2022-23 FY	2023-24 FY	2023-24 FQ4	2024-25 FQ1	2024-25 FQ2	2024-25 FQ3	2024-25 FQ4	2023-24 FQ4YTD 2024-25 FQ4YTD
Primary Care/Population Health	Ambulatory Visits	311,662	367,043	323,316	102,886	109,262	98,277	107,973	111,597	323,316 427,109
	Food Safety Inspections	4,764	7,912	9,045	2,225	2,102	1,788	1,944	2,158	9,045 7,992
	Health Link Calls Received - Clinical	95,948	55,307	52,558	13,775	12,445	12,256	12,697	13,794	NA NA
	Health Link Calls Received - Non-Clinical	73,321	17,861	7,160	1,361	1,259	1,269	1,373	1,263	NA NA
Continuing Care	Number of Clients Placed from Acute / Subacute Hospital	547	582	NA	NA	134	111	137	123	NA 505
	Number of Clients Placed from Community (home)	265	297	NA	NA	90	78	118	108	NA 394
	Number of Unique Home Care Clients	13,536	13,347	13,924	8,928	8,768	8,780	NA	NA	13,924 NA
Acute Care	Emergency Department Visits (all sites)	407,153	465,182	482,381	114,928	119,333	121,604	117,506	120,165	482,381 478,608
	Hospital Discharges	34,650	33,705	33,912	8,525	8,722	8,512	8,759	8,930	33,912 34,923
	Births	4,753	4,309	4,281	1,106	1,142	1,160	1,107	1,045	4,281 4,454
	Total Hospital Days	237,681	246,736	259,465	70,218	66,980	69,026	72,504	71,062	259,465 279,572
	Average Length of Stay (in days)	6.9	7.3	7.7	8.2	7.7	8.1	8.3	8.0	7.7 8.0
	Alternate Level of Care Total Discharges	991	1,062	994	267	264	262	298	291	994 1,115
	Ambulatory Care Sensitive Condition Hospital Discharges	1,561	1,787	1,762	410	499	418	452	508	1,762 1,877
Diagnostic/Specific Procedures	Hip Replacements (scheduled and emergency)	337	535	716	175	180	166	189	192	716 727
	Knee Replacements (scheduled and emergency)	298	532	880	252	267	202	254	276	880 999
	Cataract Surgery	1,479	1,574	1,878	599	731	820	747	811	1,878 3,109
	Total Surgical Volumes (Main OR and CSF)	21,391	22,499	23,589	6,037	6,357	6,107	6,062	6,486	23,589 25,012
	MRI Exams	14,112	15,163	15,878	4,070	4,364	4,088	3,926	4,027	15,878 16,405
	CT Exams	40,159	42,247	47,458	12,272	12,675	13,095	13,191	13,395	47,458 52,356
	X-Ray	256,416	270,973	276,539	67,827	70,942	67,575	69,261	72,779	276,539 280,557
Addiction & Mental Health	Lab Tests	4,736,179	4,556,563	4,342,018	1,133,397	1,165,319	1,119,599	1,152,651	1,229,319	4,342,018 4,666,888
	Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)	2,020	2,016	1,841	433	466	447	445	443	1,841 1,801
	Mental Health Discharges (acute care hospitals only)	2,020	2,016	1,841	433	466	447	445	443	1,841 1,801

Notes:

- From April 1, 2023 to November 4, 2023, Ambulatory Visit data is no longer collected in National Ambulatory Care Reporting System (NACRS) for South Zone and part of the North Zone prior to the Epic implementation on Nov 5, 2023 (Wave 7). As such, only Chartered Surgical Facilities (CSF) and Day Surgery are available for reporting. This will impact the volumes for these zones as well as the provincial totals.
- Regarding the Continuing Care Living Options, there are data outages for zones that resulted in the provincial total not being calculated. The specific outages include: 2023-24 Q1 - Missing CeZ; 2023-24 Q2 - Missing CeZ; 2023-24 Q3 - Missing SZ / CeZ / NZ.
- Home Care data gaps exist across all zones due to the transition to Connect Care. The Central Zone data gap began on November 5, 2023 (Q3 2023/24), followed by the Calgary Zone on May 4, 2024 (Q1 2024/25). Data gaps for the South, Edmonton, and North Zones began on November 2, 2024 (Q3 2024/25).
- The variability associated with the Health Link measures over the past year is driven by two key factors: the growing complexity of calls related to new and expanded clinical processes (e.g., Virtual MD, EMS/811 shared response line, Mobile Integrated Health) and staffing challenges due to vacancies. Additionally, substantial quarter-to-quarter variations in measurement methodology have made direct comparisons unreliable, leading to the decision not to report year-to-date comparisons.

Quick Facts	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.

Quick Facts	Definition
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	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). 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.
Hospital Discharges	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. 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.
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>

Quick Facts	Definition
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)	Number of hip replacements including emergency, total, partial and revision joint replacement procedures. Bilateral replacements are counted as two procedures. 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.
Knee Replacements (scheduled and emergency)	Number of hip replacements including emergency, total, partial and revision joint replacement procedures. Bilateral replacements are counted as two procedures. 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.
Cataract Surgery	Number of lens extractions for any reason. Bilateral cataract lens extractions are counted as one procedure. 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.
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	Number of Magnetic Resonance Imaging (MRI) exams, including out-sourced exams. 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.
CT Exams	Number of Computerized Tomography (CT) scans. 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.

Quick Facts	Definition
	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	
Consults: Total Patient Visits	Total volume of consult visits scheduled with a physician or nurse practitioner within Cancer Care Alberta (CCA) including all types of consult visits (such as virtual visits) scheduled as ambulatory appointments in the Connect Care clinical information system and completed in a Cancer Care Alberta facility.
Follow-ups: Total Patient Visits	The total volume of follow-up visits scheduled with a physician or nurse practitioner within Cancer Care Alberta (CCA), including all types of follow-up visits (such as virtual visits) scheduled as ambulatory appointments in the Connect Care clinical information system and completed in a Cancer Care Alberta facility.
Systemic Treatment: Total Patient Visits	The total volume of systemic treatment appointments scheduled within Cancer Care Alberta (CCA), encompassing all visits for chemotherapy, immunotherapy, and hormone therapy administered in a Cancer Care Alberta facility.
Radiation Therapy Treatment: Total Patient Visits	The total volume of radiation therapy treatment appointments scheduled and completed in Cancer Care Alberta (CCA) facilities, including all visit types scheduled as ambulatory appointments in the Connect Care clinical information system.

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.
Addiction Residential Treatment and Detoxification Admissions	Number of admissions to an Addiction Residential Treatment & Detoxification centre. 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.