

This measure reflects patients' overall perceptions associated with the hospital where they received care. The higher the number, the better, as it demonstrates more patients are satisfied with their care in hospital.

**Trend Legend:**

Target achieved

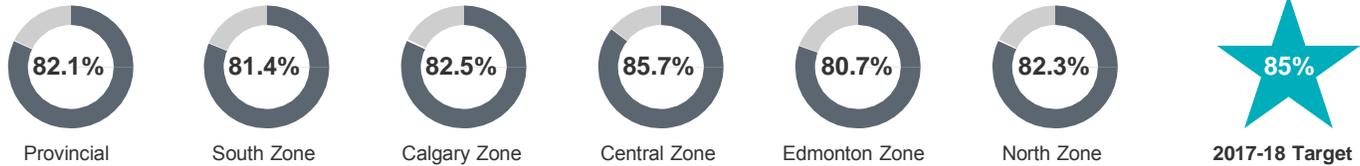
Improvement

Stable: ≤3% deterioration between compared quarters

Area requires additional focus



### Patient Satisfaction with Hospital Experience, Q1 2017-18



### Patient Satisfaction with Hospital Experience Trend - Busiest Site

| Zone Name                | Site Name                         | FY 2013-14 | FY 2014-15 | FY 2015-16 | FY 2016-17 | Q1 2016-17 | Q1 2017-18 | Trend | Q1YTD 2017-18 | 2017-18 Target |
|--------------------------|-----------------------------------|------------|------------|------------|------------|------------|------------|-------|---------------|----------------|
| Provincial               | Provincial                        | 81.5%      | 81.8%      | 81.8%      | 82.4%      | 83.0%      | 82.1%      | ▲     | 82.1%         | 85%            |
| South Zone               | South Zone                        | 81.7%      | 81.8%      | 80.9%      | 82.2%      | 82.2%      | 81.4%      | ▲     | 81.4%         | 85%            |
|                          | Chinook Regional Hospital         | 80.5%      | 76.6%      | 78.2%      | 82.3%      | 80.6%      | 81.5%      | ■     | 81.5%         | 85%            |
|                          | Medicine Hat Regional Hospital    | 80.7%      | 85.7%      | 81.3%      | 81.3%      | 82.4%      | 78.8%      | ●     | 78.8%         | 85%            |
|                          | Other South Hospitals             | 83.5%      | 88.3%      | 87.2%      | 85.5%      | 87.8%      | 86.6%      | ★     | 86.6%         | 85%            |
| Calgary Zone             | Calgary Zone                      | 80.1%      | 83.2%      | 82.0%      | 83.0%      | 83.2%      | 82.5%      | ▲     | 82.5%         | 85%            |
|                          | Foothills Medical Centre          | 76.6%      | 80.8%      | 80.8%      | 80.3%      | 81.4%      | 80.5%      | ▲     | 80.5%         | 85%            |
|                          | Peter Lougheed Centre             | 80.9%      | 79.9%      | 77.2%      | 78.7%      | 80.8%      | 76.3%      | ●     | 76.3%         | 85%            |
|                          | Rockyview General Hospital        | 82.9%      | 85.4%      | 81.7%      | 85.1%      | 83.1%      | 83.9%      | ■     | 83.9%         | 85%            |
|                          | South Health Campus               | 91.9%      | 89.7%      | 90.1%      | 90.9%      | 90.1%      | 91.0%      | ★     | 91.0%         | 85%            |
| Central Zone             | Other Calgary Hospitals           | 79.3%      | 90.3%      | 92.9%      | 92.2%      | 94.0%      | 94.2%      | ★     | 94.2%         | 85%            |
|                          | Central Zone                      | 83.5%      | 84.8%      | 83.4%      | 85.0%      | 87.1%      | 85.7%      | ★     | 85.7%         | 85%            |
|                          | Red Deer Regional Hospital Centre | 81.1%      | 83.0%      | 82.2%      | 82.7%      | 85.2%      | 83.9%      | ▲     | 83.9%         | 85%            |
| Edmonton Zone            | Other Central Hospitals           | 84.5%      | 86.7%      | 84.8%      | 87.0%      | 86.4%      | 87.6%      | ★     | 87.6%         | 85%            |
|                          | Edmonton Zone                     | 81.5%      | 80.3%      | 81.6%      | 80.8%      | 81.6%      | 80.7%      | ▲     | 80.7%         | 85%            |
|                          | Grey Nun's Community Hospital     | 86.4%      | 87.2%      | 86.1%      | 86.4%      | 87.8%      | 84.3%      | ●     | 84.3%         | 85%            |
|                          | Misericordia Community Hospital   | 78.5%      | 75.3%      | 77.2%      | 79.8%      | 81.4%      | 74.2%      | ●     | 74.2%         | 85%            |
|                          | Royal Alexandra Hospital          | 79.9%      | 76.5%      | 77.3%      | 76.6%      | 77.9%      | 78.2%      | ■     | 78.2%         | 85%            |
|                          | Sturgeon Community Hospital       | 89.8%      | 87.6%      | 89.8%      | 88.0%      | 86.9%      | 89.5%      | ★     | 89.5%         | 85%            |
|                          | University of Alberta Hospital    | 77.1%      | 80.2%      | 83.5%      | 80.4%      | 80.2%      | 81.4%      | ■     | 81.4%         | 85%            |
| Other Edmonton Hospitals | 70.9%                             | 85.3%      | 86.3%      | 85.7%      | 84.1%      | 87.8%      | ★          | 87.8% | 85%           |                |
| North Zone               | North Zone                        | 81.0%      | 80.6%      | 81.3%      | 83.2%      | 83.1%      | 82.3%      | ▲     | 82.3%         | 85%            |
|                          | Northern Lights Regional Health   | 75.4%      | 74.7%      | 78.6%      | 82.2%      | 90.9%      | 83.0%      | ●     | 83.0%         | 85%            |
|                          | Queen Elizabeth II Hospital       | 76.0%      | 77.2%      | 78.6%      | 80.3%      | 81.5%      | 77.7%      | ●     | 77.7%         | 85%            |
|                          | Other North Hospitals             | 83.4%      | 83.7%      | 83.5%      | 84.8%      | 82.3%      | 83.9%      | ■     | 83.9%         | 85%            |

### Understanding Our Results:

Provincially, patient satisfaction with their hospital experience is stable across the reporting period but not at target levels to date.

There are a number of contributing factors can led to the deterioration in performance such as experiencing higher unit occupancies overall and greater ALC patients leading to an increase in transfer numbers, off-service patients and co-ed patients. There were also higher numbers of staff vacancies in a number of areas. Historically these issues resulted in patients and families being less satisfied with care.

AHS will keep monitoring their results and continue with team engagement and quality improvement. Deteriorations above 3% are noted at other selected facilities; however, these results appear to be within the consistent range over a longer time period.

### Total Eligible Discharges

|            | South Zone | Calgary Zone | Central Zone | Edmonton Zone | North Zone | Provincial |
|------------|------------|--------------|--------------|---------------|------------|------------|
| FY 2015-16 | 19,737     | 61,044       | 29,272       | 82,559        | 25,934     | 218,546    |
| FY 2016-17 | 19,840     | 83,208       | 29,531       | 89,005        | 25,333     | 246,917    |
| Q1 2016-17 | 5,124      | 21,708       | 7,544        | 23,113        | 6,164      | 63,653     |
| Q1 2017-18 | 4,894      | 21,392       | 7,582        | 22,533        | 6,670      | 63,071     |

| Q1 2017-18 | Number of Completed Surveys | 520   | 2,171 | 842   | 2,359 | 756   | 6,648 |
|------------|-----------------------------|-------|-------|-------|-------|-------|-------|
|            | Margin of Error (±)         | 3.35% | 1.60% | 2.37% | 1.59% | 2.72% | 0.92% |

Source: AHS Canadian Hospital Consumer Assessment of Healthcare Providers and Systems (CH-CAHPS) Survey, as of November 1, 2017

Notes:

- This quarter is a quarter later due to requirements to follow-up with patients after end of reporting quarter.

- Reported values are within the margin of error range 19 times out of 20.

**Objective 3: Respect, inform, and involve patients and families in their care while in hospital.**

**WHY THIS IS IMPORTANT**

AHS strives to make every patient’s experience positive and inclusive. Through the Patient First Strategy, we will strengthen AHS’ culture and practices to fully embrace patient- and family-centred care, where patients and their families are encouraged to participate in all aspects of the care journey.

**AHS PERFORMANCE MEASURE**

*Patient Satisfaction with Hospital Experience* is defined as the percentage of patients rating hospital care as 8, 9, or 10 on a scale from 0-10, where 10 is the best possible rating. The specific statement used for this measure is, "We want to know your overall rating of your stay at the hospital."

The survey is conducted by telephone on a sample of adults who have been discharged from acute care facilities within six weeks of discharge.

**UNDERSTANDING THE MEASURE**

Gathering perceptions and feedback from individuals using hospital services is a critical aspect of measuring progress and improving the health system. This measure reflects patients’ overall perceptions associated with the hospital where they received care.

By acting on the survey results, we can improve care and services, better understand healthcare needs of Albertans, and develop future programs and policies in response to what Albertans say.

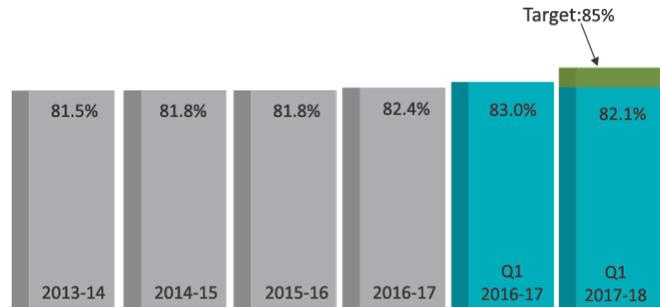
The higher the number the better, as it demonstrates more patients are satisfied with their care in hospital.

**HOW WE ARE DOING**

Provincially, AHS has shown deterioration from the same period last year. The percentage of adults rating their overall hospital stay as 8, 9 or 10 is 82.1% for Q1 2017-18 compared to 83.0% in Q1 2016-17.

This measure is reported a quarter later due to requirements to follow-up with patients after the reporting quarter.

**Patient Satisfaction with Hospital Experience**  
 Quarterly Comparison: ▲ Stable: ≤3% deterioration



Source: Canadian Hospital Assessment of Healthcare Providers and Systems Survey (CHCAHPS) responses

**WHAT WE ARE DOING**

AHS continues to apply the Patient First Strategy by empowering and supporting Albertans to be the centre of their healthcare teams.

New surveys for children, youth and their families were designed to help healthcare staff better understand their emergency room experiences and provide better patient- and family-centred care. These surveys were created by the Addiction and Mental Health and Emergency Strategic Clinical Networks.

*What Matters to You Day* is an international event aimed at encouraging patients, families and clinicians to have conversations about what matters most to them when it comes to their healthcare. In June 2017, AHS hosted a live and interactive *What Matters to You* blog, featuring nine guest bloggers from across AHS, including patients and families. The blog has had over 2,800 views to date. In addition, there has been increased social media activity with over 800 page visits and nearly 1,000 views to the AHS Insite webpage.

The updated Visitation Policy was approved and is being implemented throughout the organization. Zones continue to implement family presence guidelines in inpatient units. Families are essential members of the care team as they provide pertinent information to the patient’s care plan.

To support patient- and family- centred care for Albertans whose first language is not English, AHS provides interpretation and translation services province-wide. Usage of telephone interpretation services in Q1 and Q2 has increased by 10% compared to last year. In addition, 38 entities signed up for access to telephone interpretation services for their patients in the North Zone.

The *Leader Rounding Campaign* (which involves management attending rounds to understand how staff are serving patients) has been completed (Be Bold & Try it). Over 85 AHS leaders participated in the challenge in October and over 100 participants attended a dedicated coaching session to prepare for Leader Rounding.

The AHS Quality and Safety Summit was awarded the *Patients Included* designation based on demonstrated commitment to incorporating the experiences of patients/families, and co-designing the summit together with patients and family advisors.

A *Digital Storytelling Workshop* was hosted in September; ten patient advisors crafted digital stories to be shared and distributed to promote patient- and family- centred care and quality improvement across AHS.

In addition to participating in many of the provincial initiatives noted above, zones continue to implement patient- and family-centred care initiatives to increase the patient voice and participation in care delivery. Other examples of zone activities include:

- Roll out of Family Presence Policy which welcomes patients and families as partners in care and essential members of the care team.
- Creation of Orientation/Accreditation Placemats, a patient friendly document that details hospital information.
- Edmonton Zone continues the *15-5 Rule* initiative where staff acknowledge patients or family when within 15 feet and greet them within 5 feet.

- Ongoing implementation of CoACT, including inclusion of patient and family in rounds and developing the plan of care. Currently, half of all patients admitted to AHS hospitals experience a more collaborative form of care through CoACT. Overall, 160 units in AHS are in the process of implementing different phases of this work.

The **CoACT** program promotes patient centered, team-based care that helps patients, families and care providers communicate and work together to achieve high quality care.

CoACT is an innovative model of care in which care providers collaborate with patients.

Elements of CoACT include integrated plans of care, transition rounds, patient scheduling, standard transition process, right bed first time, home team, home unit and partnerships with support services.

AHS uses Patient Reported Outcomes (PRO) to enhance cancer patient experiences. Site presentations on the PRO dashboard were made to cancer centres across the province and to senior leadership.