

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

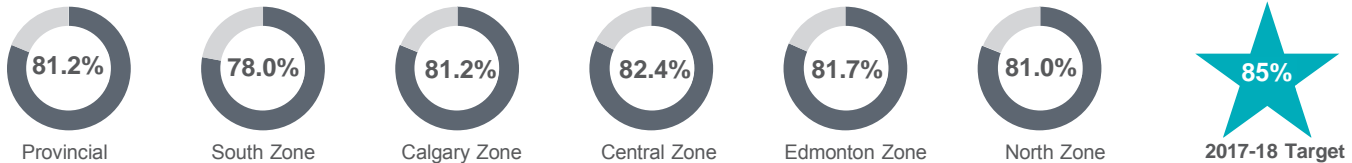
Improvement

Stable: ≤3% deterioration between compared quarters

Area requires additional focus



Patient Satisfaction with Hospital Experience, Q2 2017-18



Patient Satisfaction with Hospital Experience Trend

Zone Name	Site Name	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	Q2 2016-17	Q2 2017-18	Trend	Q2YTD 2017-18	2017-18 Target
Provincial	Provincial	81.5%	81.8%	81.8%	82.4%	82.3%	81.2%	▲	81.7%	85%
South Zone	South Zone	81.7%	81.8%	80.9%	82.2%	84.3%	78.0%	●	79.7%	85%
	Chinook Regional Hospital	80.5%	76.6%	78.2%	82.3%	86.1%	77.2%	●	79.3%	85%
	Medicine Hat Regional Hospital	80.7%	85.7%	81.3%	81.3%	81.5%	77.4%	●	78.1%	85%
	Other South Hospitals	83.5%	88.3%	87.2%	85.5%	87.8%	82.8%	●	84.8%	85%
Calgary Zone	Calgary Zone	80.1%	83.2%	82.0%	83.0%	84.1%	81.2%	●	81.9%	85%
	Foothills Medical Centre	76.6%	80.8%	80.8%	80.3%	81.7%	79.8%	▲	80.2%	85%
	Peter Lougheed Centre	80.9%	79.9%	77.2%	78.7%	80.3%	74.8%	●	75.6%	85%
	Rockyview General Hospital	82.9%	85.4%	81.7%	85.1%	85.0%	82.8%	▲	83.3%	85%
	South Health Campus	91.9%	89.7%	90.1%	90.9%	92.9%	89.4%	★	90.2%	85%
	Other Calgary Hospitals	79.3%	90.3%	92.9%	92.2%	94.0%	91.5%	★	93.0%	85%
Central Zone	Central Zone	83.5%	84.8%	83.4%	85.0%	85.4%	82.4%	●	84.1%	85%
	Red Deer Regional Hospital Centre	81.1%	83.0%	82.2%	82.7%	84.6%	82.0%	●	82.9%	85%
	Other Central Hospitals	84.5%	86.7%	84.8%	87.0%	86.9%	83.2%	●	85.5%	85%
Edmonton Zone	Edmonton Zone	81.5%	80.3%	81.6%	80.8%	79.2%	81.7%	■	81.2%	85%
	Grey Nun's Community Hospital	86.4%	87.2%	86.1%	86.4%	84.4%	86.2%	★	85.2%	85%
	Misericordia Community Hospital	78.5%	75.3%	77.2%	79.8%	77.7%	75.7%	▲	74.9%	85%
	Royal Alexandra Hospital	79.9%	76.5%	77.3%	76.6%	75.9%	78.6%	■	78.4%	85%
	Sturgeon Community Hospital	89.8%	87.6%	89.8%	88.0%	86.8%	92.9%	★	91.2%	85%
	University of Alberta Hospital	77.1%	80.2%	83.5%	80.4%	78.0%	82.0%	■	81.7%	85%
	Other Edmonton Hospitals	70.9%	85.3%	86.3%	85.7%	87.1%	84.4%	●	86.2%	85%
North Zone	North Zone	81.0%	80.6%	81.3%	83.2%	81.7%	81.0%	▲	81.7%	85%
	Northern Lights Regional Health	75.4%	74.7%	78.6%	82.2%	-*	79.1%	-	81.1%	85%
	Queen Elizabeth II Hospital	76.0%	77.2%	78.6%	80.3%	78.5%	76.8%	▲	77.3%	85%
	Other North Hospitals	83.4%	83.7%	83.5%	84.8%	81.4%	83.0%	■	83.5%	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 that 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
Q2 2016-17	4,861	20,426	7,356	21,806	6,371	60,820
Q2 2017-18	4,916	20,124	7,133	21,570	6,418	60,161

Q2 2017-18	Number of Completed Surveys	522	2,040	792	2,209	737	6,300
	Margin of Error (±)	3.56%	1.70%	2.65%	1.61%	2.83%	0.96%

Source: AHS Canadian Hospital Consumer Assessment of Healthcare Providers and Systems (CH-CAHPS) Survey, as of February 5, 2018

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.

- * Northern Lights Regional Health Centre last year's data not comparable due to impact of temporary closure of the hospital and displacement of the population due to the wildfires in Q1.

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 within six weeks of discharge from acute care facilities.

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.

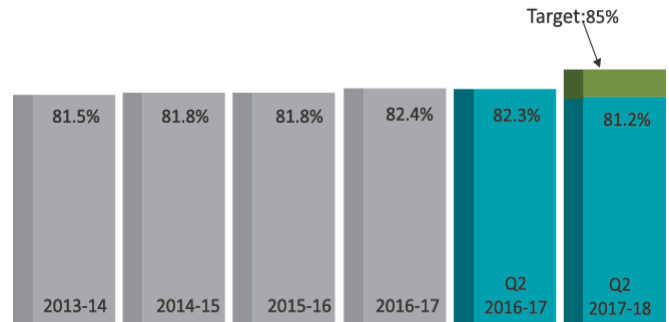
HOW WE ARE DOING

Provincially, AHS has remained stable from the same period last year. The percentage of adults rating their overall hospital stay as 8, 9 or 10 is 81.2% for Q2 2017-18 compared to 82.3% in Q2 2016-17.

This measure is reported a quarter later due 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. Below are just a few examples of initiatives and actions to support patient- and family-centered care across AHS.

AHS began collecting satisfaction with hospital experience for children using the Hospital Assessment of Healthcare Providers and Systems Survey tool in 2015-16 and continues to monitor results quarterly. The child hospital survey assesses the experiences of pediatric patients (17 and younger) and their families with inpatient care. For Q2 2017-18, the **AHS Provincial Child Satisfaction** with hospital experience was 86.5% compared to 85.4% for the same period last year.

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

A pilot project was completed with Alberta Children’s Hospital in the Calgary Zone related to on-demand **Video Remote Interpretation** which allows the patient, clinician and the interpreter to see each other during virtual meetings. Results from further testing will be used to inform how best to make this technology available to patients and care teams in other locations across Alberta.

Leader Rounding involves management attending clinical rounds to understand how staff are serving patients.

The **Leader Rounding Campaign** (Be Bold & Try it) was completed with over 85 AHS leaders participating in the challenge in October and over 100 participants attending a dedicated coaching session to prepare for effective leader rounding.

The AHS Quality and Safety Summit has a **Patients Included** designation based on a demonstrated commitment to incorporating the experiences of patients and families and co-designing health services with patients and family advisors. There were 36 patient advisors that participated in the 3rd Annual Quality & Safety Summit in October 2017.

The **Patient First Proclamation** (graphic below) was finalized. It illustrates AHS' commitment to patient experience, reminding everyone that we all have a role to play in it.

The annual Patient and Family Centred Care (PFCC) week was held in November. This year's theme was *Navigating Health Care with Compassion* and included four webinars, 16 digital storytelling venues, four Insite blogs, and two interchange articles.

In addition to provincial initiatives, zones continue to implement patient- and family-centred care activities to increase the patient voice and participation in care delivery. Examples include:

- Roll-out of **Visitation Policy and Family Presence Policy** which welcomes patients and families as partners in care.
- Development and implementation of orientation placemats on inpatient units which is a patient-friendly document that details hospital information.
- Edmonton Zone continues to implement the **15-5 Rule** initiative where staff acknowledge patients or family when they are within 15 feet and greet them within 5 feet.
- **Collaborative Care** is a healthcare approach in which inter-professional teams work together, in partnership with patients and families, to achieve optimal health outcomes. Collaborative Care continues to be implemented, supported by the CoACT program, on over 160 surgery, medicine and mental health units across the province. CoACT is now a permanent AHS program. All 160 units are actively implementing. Work is underway to sustain and spread this effort.

The graphic is titled "PATIENT FIRST" and "Our Proclamation". It states the goal is to provide the best possible healthcare experiences by making sure that what matters to patients and families drives everything we do. It lists beliefs such as "Healthcare is built on relationships and humanity" and "Humanity is what truly unites the system". It also lists commitments like "Making sure patients and families have stronger voices" and "Partnering with patients, families and communities". At the bottom, it lists key actions: "promote respect // enhance communications // support a team based approach // improve care transitions".