

# AHS Quick Facts

## 2021-22 FY

*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.*

**Most of the reported results continue to be impacted by COVID-19.**

Please use caution when comparing results from the current quarters during the pandemic with data from the previous years under normal operation.

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*Prepared by Data & Analytics*

*The Quick Facts report is also available as an interactive dashboard:  
[AHS Quick Facts: Welcome - AHS Tableau Server \(albertahealthservices.ca\)](#)*









Most of the reported case volumes were impacted by COVID-19. Please use caution when comparing results from current quarters, during the pandemic, with the data from previous years under normal operation.

Zone 4 Edmonton		2017-18 FY	2018-19 FY	2019-20 FY	2020-21 FY	2021-22 FY
Primary Care/Population Health	Ambulatory Visits	2,561,790	2,555,649	2,044,111	1,680,525	1,847,718
	Food Safety Inspections	20,484	16,673	13,140	4,920	7,943
	Health Link Calls - Retired Measure (as of 2021-22 Q3)	267,218	263,928	301,610	450,111	NA
	Health Link Calls Received - Clinical	NA	NA	NA	NA	407,372
	Health Link Calls Received - Non-Clinical	NA	NA	NA	NA	476,163
	Seasonal Influenza Immunizations	406,229	443,574	473,086	548,309	419,030
Continuing Care	Number of Clients Placed from Acute / Subacute Hospital	1,795	1,600	1,685	1,546	1,802
	Number of Clients Placed from Community (home)	593	925	1,000	685	971
	Number of Unique Home Care Clients	35,848	37,292	38,894	35,108	36,611
Cancer Care	Cancer Patient Visits (patients may have multiple visits)	343,539	363,466	380,991	388,054	421,225
	Unique Cancer Patients	27,150	27,726	28,810	28,013	29,298
Acute Care	Emergency Department Visits (all sites)	552,858	552,341	553,259	417,548	501,787
	Urgent Care Visits	12,390	11,951	13,149	9,861	13,935
	Hospital Discharges	140,224	143,163	142,911	125,791	136,004
	Births	18,758	18,949	18,693	17,247	17,770
	Total Hospital Days	1,007,038	998,979	1,003,776	892,479	941,522
	Average Length of Stay (in days)	7.2	7.0	7.0	7.1	6.9
Diagnostic/Specific Procedures	Hip Replacements (scheduled and emergency)	2,345	2,337	2,604	1,984	2,331
	Knee Replacements (scheduled and emergency)	2,242	2,199	1,940	1,285	1,541
	Cataract Surgery	16,014	16,642	18,572	16,682	20,227
	Main Operating Room Activity	108,765	112,356	111,803	99,503	108,067
	MRI Exams	79,087	85,649	81,244	81,166	92,056
	CT Exams	159,512	168,599	158,734	170,929	190,446
	X-Ray	609,941	601,553	594,029	479,779	541,038
	Lab Tests	28,672,978	29,879,909	29,928,105	26,177,090	31,748,784
Addiction & Mental Health	Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)	8,248	8,745	9,168	9,979	10,727
	Mental Health Discharges (acute care hospitals only)	6,568	7,067	7,238	7,629	8,303
Workforce	AHS Physicians	2,919	2,852	2,839	2,970	2,975
	AHS Staff	33,969	34,050	34,292	36,328	37,632
	AHS Volunteers	2,781	2,688	2,904	2,143	1,415

Notes:

1. Ambulatory figures are updated using Connect Care for facilities on EPIC, and NACRS for facilities not on EPIC. EPIC figures are subject to further validation and potential change.
2. The measure "Health Link Calls" is no longer being reported because Health Link has expanded their services and this measure no longer represents the Health Link business. This measure was changed as of 2021-22 FQ1 to four separate measures: 1) "Health Link Calls Received - Clinical", 2) "Health Link Calls Received - Non-Clinical", 3) "Health Link Outbound Calls - Clinical", and 4) "Health Link Outbound Calls - Non-Clinical". Clinical calls include: Nurse, Addiction & Mental Health, COVID Clinical, Rehabilitation Advice Line, Dementia Advice Line, Non-Clinical calls include: I&R, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, Immunization Booking, 844 Coordinated Early Identification and Response Line, COVID-19 Results Team. Zone call volumes do not add up to Provincial call volumes.
3. Source: Alberta Health Influenza Immunization Report 2021-22.
4. UCC data available at a Provincial level as well as for Calgary and Edmonton Zones.

Data as of June 27, 2022

Most of the reported case volumes were impacted by COVID-19. Please use caution when comparing results from current quarters, during the pandemic, with the data from previous years under normal operation.

Zone 5 North		2017-18 FY	2018-19 FY	2019-20 FY	2020-21 FY	2021-22 FY
Primary Care/Population Health	Ambulatory Visits	403,375	404,226	388,687	322,985	316,226
	Food Safety Inspections	15,424	12,762	8,948	3,586	4,764
	Health Link Calls - Retired Measure (as of 2021-22 Q3)	57,313	54,674	60,829	103,464	NA
	Health Link Calls Received - Clinical	NA	NA	NA	NA	95,948
	Health Link Calls Received - Non-Clinical	NA	NA	NA	NA	73,321
	Seasonal Influenza Immunizations	92,449	100,382	107,352	143,319	82,511
Continuing Care	Number of Clients Placed from Acute / Subacute Hospital	508	444	491	499	547
	Number of Clients Placed from Community (home)	258	241	250	195	265
	Number of Unique Home Care Clients	13,575	14,193	14,828	13,788	13,493
Cancer Care	Cancer Patient Visits (patients may have multiple visits)	16,451	16,954	18,440	23,525	25,232
	Unique Cancer Patients	2,297	2,314	2,199	2,477	2,524
Acute Care	Emergency Department Visits (all sites)	532,069	509,903	500,437	353,667	407,159
	Hospital Discharges	42,444	40,669	39,990	35,574	34,655
	Births	5,753	5,593	5,463	5,087	4,755
	Total Hospital Days	282,105	263,225	273,508	235,538	237,676
	Average Length of Stay (in days)	6.6	6.5	6.8	6.6	6.9
Diagnostic/Specific Procedures	Hip Replacements (scheduled and emergency)	355	384	407	429	335
	Knee Replacements (scheduled and emergency)	563	484	463	393	283
	Cataract Surgery	2,020	2,161	1,494	1,429	1,482
	Main Operating Room Activity	28,397	25,590	24,201	23,407	20,489
	MRI Exams	12,769	13,262	11,771	11,125	14,112
	CT Exams	36,145	36,556	36,179	36,498	40,159
	X-Ray	288,022	283,474	284,328	246,012	256,416
	Lab Tests	4,819,741	4,893,157	4,991,265	4,475,438	4,763,345
Addiction & Mental Health	Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)	3,146	2,939	2,808	2,720	2,330
	Mental Health Discharges (acute care hospitals only)	3,146	2,939	2,808	2,720	2,330
Workforce	AHS Physicians	624	645	628	670	661
	AHS Staff	10,852	10,918	10,911	11,133	11,482
	AHS Volunteers	1,648	1,612	1,847	1,532	1,233

Notes:

1. Ambulatory figures are updated using Connect Care for facilities on EPIC, and NACRS for facilities not on EPIC. EPIC figures are subject to further validation and potential change.
2. The measure "Health Link Calls" is no longer being reported because Health Link has expanded their services and this measure no longer represents the Health Link business. This measure was changed as of 2021-22 FQ1 to four separate measures: 1) "Health Link Calls Received - Clinical", 2) "Health Link Calls Received - Non-Clinical", 3) "Health Link Outbound Calls - Clinical", and 4) "Health Link Outbound Calls - Non-Clinical". Clinical calls include: Nurse, Addiction & Mental Health, COVID Clinical, Rehabilitation Advice Line, Dementia Advice Line, Non-Clinical calls include: I&R, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, Immunization Booking, 844 Coordinated Early Identification and Response Line, COVID-19 Results Team. Zone call volumes do not add up to Provincial call volumes.
3. Source: Alberta Health Influenza Immunization Report 2021-22.

Date as of June 27, 2022

Quick Fact	Definition
<b>PRIMARY CARE / POPULATION HEALTH</b>	
<b>Ambulatory Visits</b>	Ambulatory visits 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.
<b>EMS Events</b>	Number of Emergency Medical Services (EMS) emergency calls and events, including inter-facility transfers and other event types.
<b>Food Safety Inspections</b>	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. Through unannounced inspections, follow-up of public complaints, and construction/renovation consultations, AHS helps protect Albertans and make our communities healthier.
<b>Health Link Calls Received - Clinical</b>	Reflects the call volume received by Health Link for clinical services. Clinical calls include: Nurse, Addiction & Mental Health, COVID Clinical, and Rehabilitation Advice Line. Zone call volumes do not add up to Provincial call volumes because Zone information is not available for some services.
<b>Health Link Calls Received - Non-Clinical</b>	Reflects the call volume received by Health Link for non-clinical services. Non-Clinical calls include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, and Immunization Booking. Zone call volumes do not add up to Provincial call volumes because Zone information is not available for some services.
<b>Health Link Outbound Calls - Clinical</b>	Reflects the outgoing call volumes from Health Link. Clinical calls include: Nurse, Addiction & Mental Health, COVID Clinical, Rehabilitation Advice Line, and Dementia Advice Line. This measure is reported at the Province level only.
<b>Health Link Outbound Calls - Non-Clinical</b>	Reflects the outgoing call volumes from Health Link. Non-Clinical calls include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, Immunization Booking, 844 Coordinated Early Identification and Response Line, and COVID-19 Results Team. This measure is reported at the Province level only.
<b>Medication and Herbal Advice (PADIS)</b>	Number of calls to the Medication & Herbal Advice Line offering information to the public related to prescription, over the counter, and herbal medicines. This is a 24/7 service available to the public and health professionals in Alberta only. <b>Available for annual reporting only.</b>
<b>Poison Information (PADIS)</b>	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. <b>Available for annual reporting only.</b>
<b>Seasonal Influenza Immunizations</b>	Number of seasonal influenza immunizations delivered during the influenza season, which is typically October to April each year though may extend beyond this timeframe. The number of immunizations by zone may not add up to the provincial total due to immunizations delivered by pharmacists or Covenant that are not assigned to any zones but are counted in the provincial total.



Quick Fact	Definition
<b>CONTINUING CARE</b>	
<b>Number of People Placed from Acute / Subacute Hospital</b>	Total 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.
<b>Number of People Placed from Community (home)</b>	Total number of people placed in a continuing care facility (long-term care or designated supportive living) in the reporting period from the community (home).
<b>Number of Unique Home Care Clients</b>	Total 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.

<b>ACUTE CARE</b>	
<b>Emergency Department Visits (all sites)</b>	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. Emergency Departments are for those who are seriously ill or injured, with potentially life-threatening conditions.
<b>Urgent Care Visits</b>	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.
<b>Hospital Discharges</b>	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.
<b>Live Births</b>	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.
<b>Total Hospital Days</b>	Total 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.
<b>Average Length of Stay (in days)</b>	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 Fact	Definition
<b>DIAGNOSTIC / SPECIFIC PROCEDURES</b>	
<b>Hip Replacements (scheduled and emergency)</b>	<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>
<b>Knee Replacements (scheduled and emergency)</b>	<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>
<b>Cataract Surgery</b>	<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>
<b>Main Operating Room Activity</b>	<p>Number of cases done in the main operating rooms/theatres (emergent, urgent, elective, scheduled, etc.) including inpatient, day surgery, cesarean section, and scopes if done in the Main OR. Excludes procedures performed in the minor surgery room, endoscopy suites, emergency department, patient rooms, labor &amp; delivery, intensive care etc.</p>
<b>MRI Exams</b>	<p>Number of Magnetic Resonance Imaging (MRI) exams. Includes 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>
<b>CT Exams</b>	<p>Number of Computerized Tomography (CT) scans.</p> <p>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.</p>
<b>X-rays</b>	<p>Number of general radiology x-rays. Volumes include bone densitometry and mammography. Medical x-rays use high-energy electromagnetic radiation to produce images of tissues and structures inside the body.</p>
<b>Lab Tests</b>	<p>Number of laboratory test, including provincial and COVID test numbers. Volumes include testing performed at Alberta Precision Laboratories (AHS, CLS, Covenant Health, Lamont and Provincial Laboratory for Public Health (PLPH)) and DLDx (DynaLife Diagnostic). Volumes exclude procurements and ECGs.</p>

Quick Fact	Definition
<b>CANCER CARE</b>	
<b>Cancer Patient Visits (patients may have multiple visits)</b>	Number of visits to an ambulatory clinic in a cancer centre. These volumes represents all visits to all facilities by all patients. Individuals may present at these facilities for multiple visits.
<b>Unique Cancer Patients</b>	Number of unique individual cancer patients who attended a Cancer Care or Cancer Control visit during the time period. A patient may attend appointments across multiple zones during the reporting period, but would only be counted once for the provincial volumes.
<b>ADDICTION &amp; MENTAL HEALTH</b>	
<b>Mental Health Discharges (acute care hospitals and standalone psychiatric facilities)</b>	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).
<b>Mental Health Discharges (acute care hospitals only)</b>	Number of mental health discharges from an acute care hospital.
<b>Community Treatment Orders (CTO) Issued</b>	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. <b>Available for annual reporting only.</b>
<b>Addiction Residential Treatment &amp; Detoxification Admissions</b>	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.
<b>WORKFORCE</b>	
<b>AHS Volunteers</b>	AHS Volunteers represent the 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. <b>Available for annual reporting only.</b>
<b>AHS Physicians</b>	AHS Medical Staff Practitioners represent the 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. <b>Available for annual reporting only.</b>
<b>AHS Staff</b>	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 volumes. As such, zone values do not add up to provincial totals. <b>Available for annual reporting only.</b>