

PATIENT FEEDBACK

Presented by:

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Survey & Evaluation Unit

Quality Safety & Health Information

Calgary Health Region, Alberta, Canada

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The Great White North



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Calgary Health Region

- Established in 1995 during Regionalization
 - Central Administration for the Region
 - Single Board & Executive Team
- Expanded to include rural areas in 2003

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The Calgary Health Region

- Annual Budget: 2.3 billion
- Population Served: 1.1 million
- Covers area of 15,160 sq. miles
- Hospitals
 - 4 urban (3 adult; 1 children's)
 - 8 rural
 - 7,836 beds in total
- Approximately 24,000 employees
- Approximately 2,200 physicians

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Implementation

2004

- Calgary Health Region part of the final testing of the CAHPS Hospital Survey
 - (included medicine, surgery, labour & delivery).

2005

- The H-CAHPS Survey further tested in Medicine & Surgery

August 2005

- Support from Directors to move forward into an ongoing performance indicator.

November 2005

- Approved by the Executive Team to spread regionally.

2006

- Implementation in all appropriate acute areas

Transition

- We have full support through dedicated resources.
 - Increased dedicated interviewing staff
 - Labour & Delivery first area of expansion
 - Planning to automate reporting to accommodate volume of reporting
 - 10 Departments
- Challenges
 - Health Records Data Lag
 - Linkages

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A Culture of Caring

From the Corporate Balanced Scorecard:

Goal: A culture that focuses on the patients in all aspects of care delivery

Outcome: Improved satisfaction

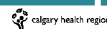
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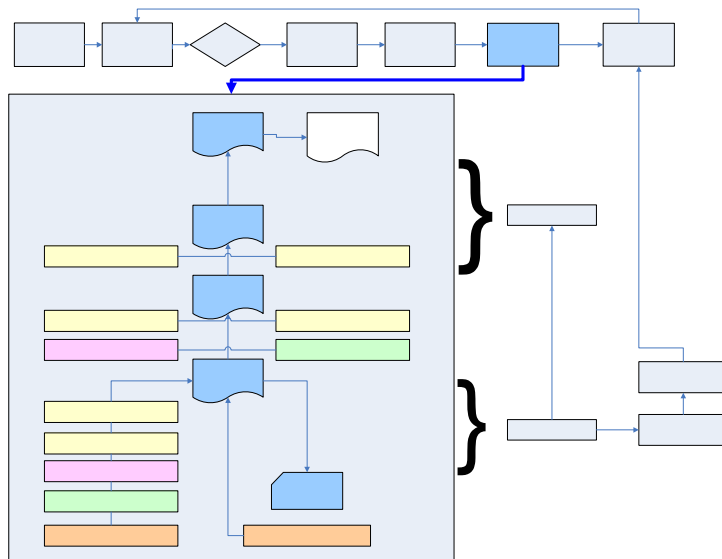
Using H-CAHPS

- Performance Reporting
 - From Unit Managers to Public
- Quality Improvement
 - Ongoing Monitoring
 - Information for QI processes

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Reporting



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Medicine & Surgery Pilot

METHOD: telephone survey using CATI system

SAMPLE: 10% random sample extracted weekly from the discharge record.

COMPLETION RATE: survey were completed on average 22 days after discharge.

RAW RESPONSE RATE: 43% (% out of all random numbers, includes language barrier, moved, re-admits, etc.).

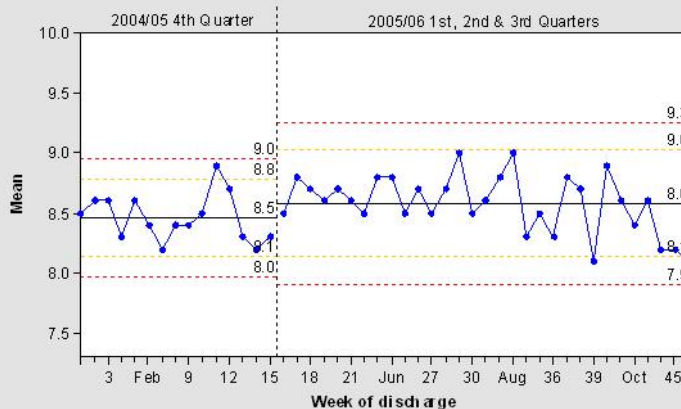
FINAL RESPONSE RATE: 85%-95% (% out of eligible numbers).

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Board level

Overall Hospital Rating

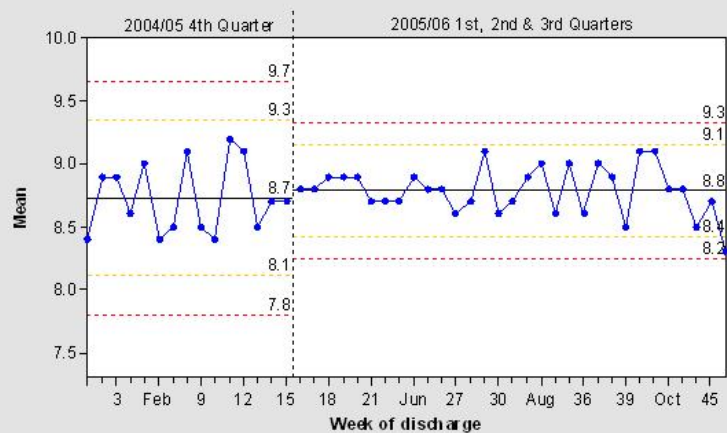


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Administrative level

Medicine: Overall rating of nursing care

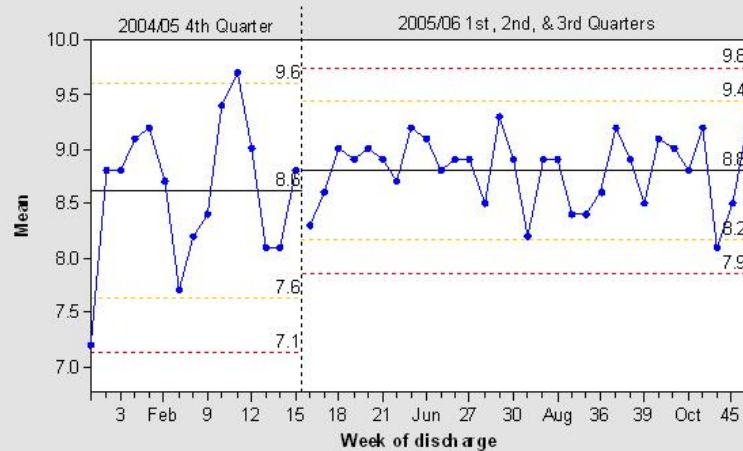


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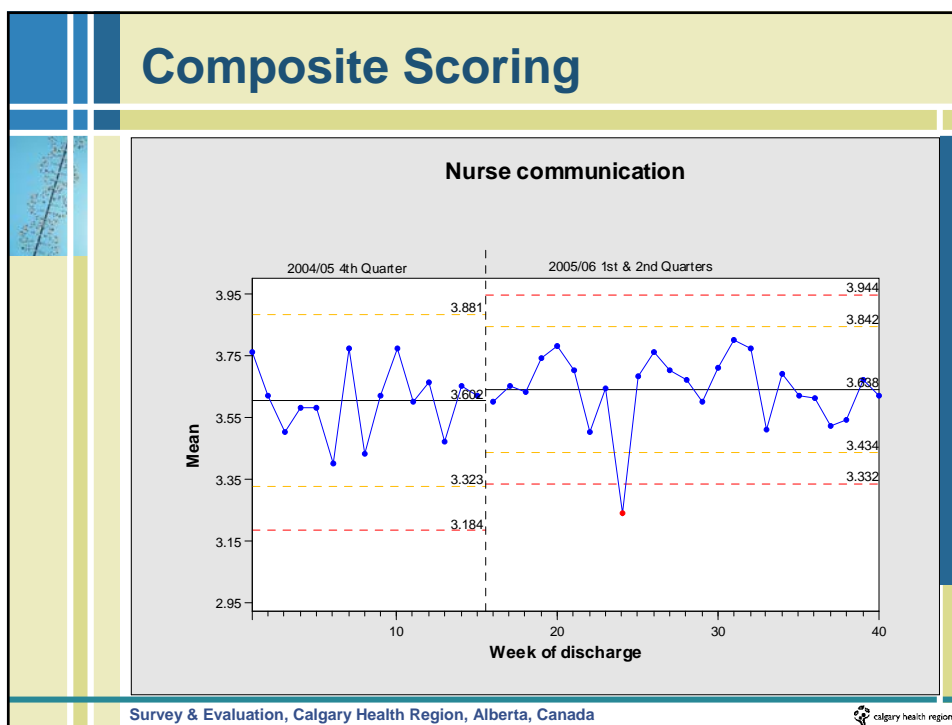
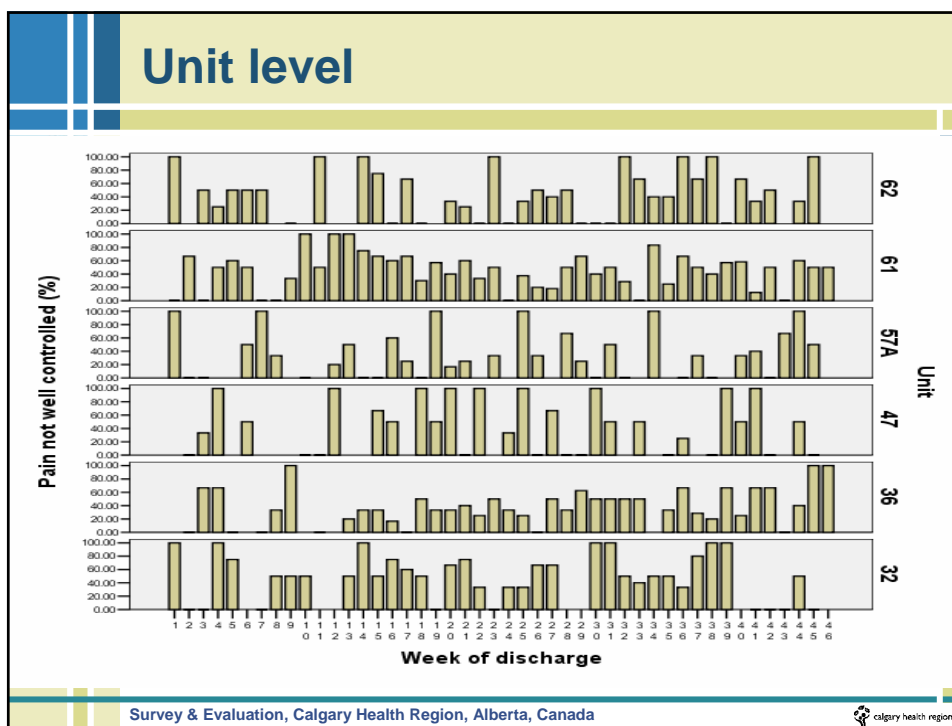
Site level

Medicine: FMC Overall rating of physician care



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Next Steps

- Labour & Delivery, March 2006
- Participate in 'dry run'
- Full spread in 2006 to all units
- Future potential for benchmarking with user group
- Implement other CAHPS instruments as validated (e.g. Child Health, Long Term Care, Clinician-Group, etc.)

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Questions & Contact Information

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