

# PATIENT FEEDBACK

Presented by:

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## The Great White North

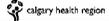


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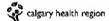
## Calgary Health Region

- 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

## 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

## Using H-CAHPS

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

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## Reporting

The diagram illustrates the reporting process for H-CAHPS. It starts with a sequence of steps: a grey box, a grey box, a diamond-shaped decision box, a grey box, a grey box, a blue box, and a grey box. A blue arrow loops back from the blue box to the diamond. Below this sequence is a large grey box containing a detailed flowchart. This sub-process includes several blue boxes connected by arrows, with yellow, pink, green, and orange boxes branching off. To the right of the large grey box, there are more grey boxes connected by arrows, with a bracket grouping some of them. A blue arrow connects the top of the large grey box to the top of the right-side grey boxes.

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## Medicine & Surgery Pilot

**METHOD:** telephone survey using CATI system

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

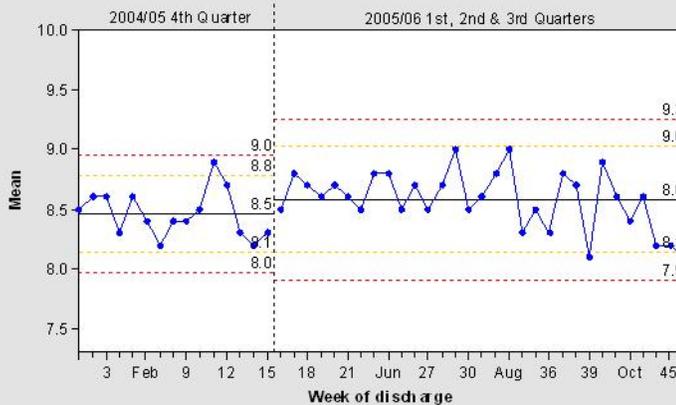
**COMPLETION RATE:** survey were completed on average 22 days after discharge.

**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).

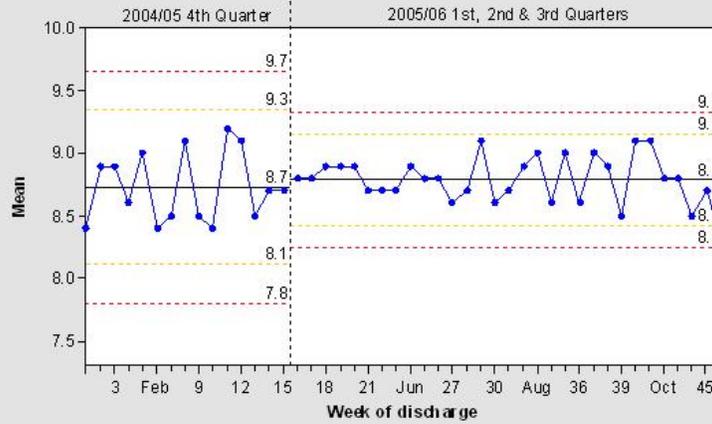
## Board level

### Overall Hospital Rating



## Administrative level

### Medicine: Overall rating of nursing care

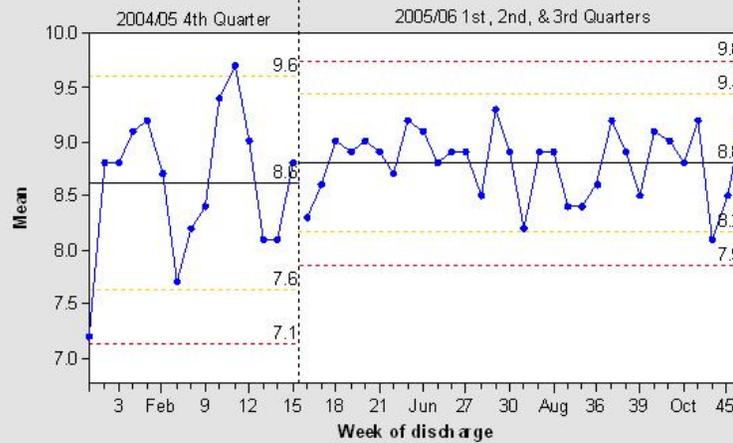


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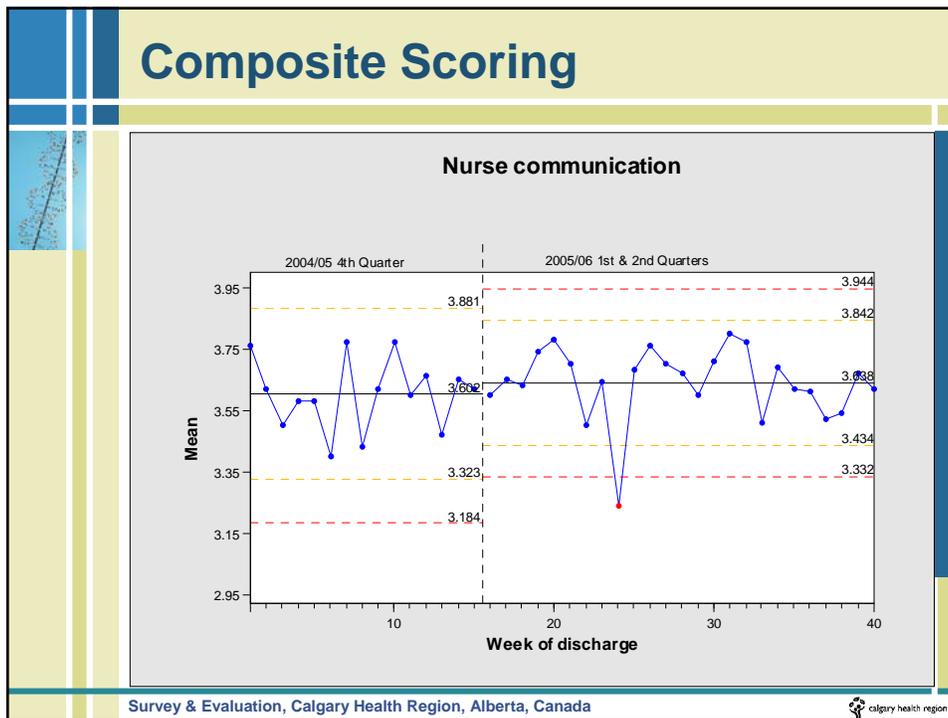
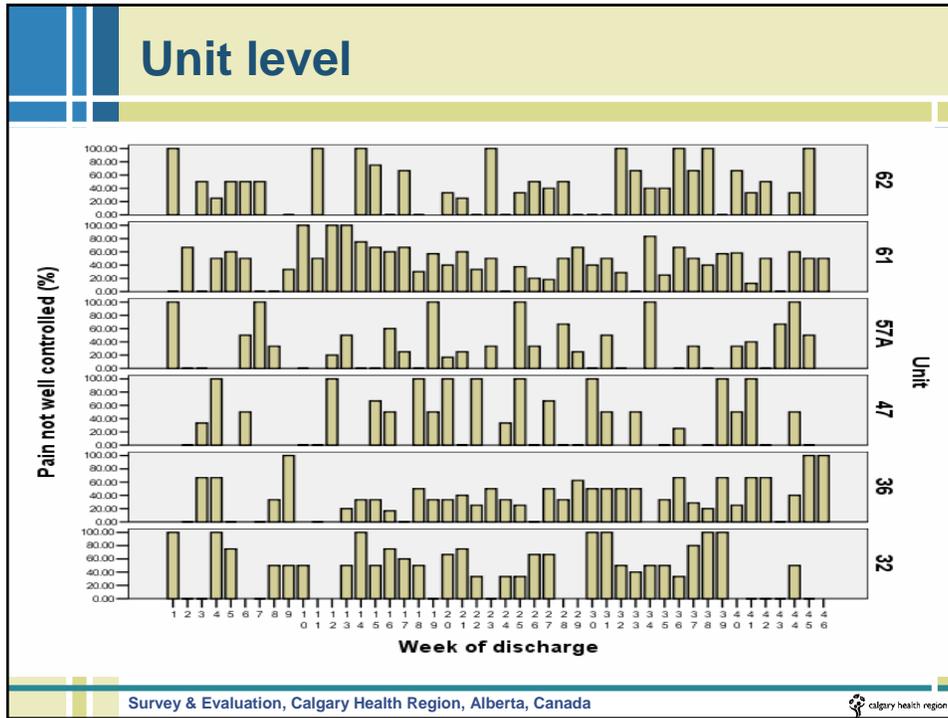
## Site level

### 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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