

## Acceptability – System Satisfaction

### HQCA - Satisfaction with Health Care Services: A Survey of Albertans, 2008

Gathering information on the patient experience through client surveys is an essential component of performance measurement in health systems that are truly focused on being responsive to the needs of their clients.

Satisfaction with Health Care Services: A survey of Albertans, 2008. Health Quality Council of Alberta. Most recent values are for the 2008 cycle of the survey. Overall, ratings of satisfaction with quality and access to health services are modest, and have remained stable over time with small improvements being reported in satisfaction with health care and satisfaction with emergency department services. Among those who have self-reported as having had a serious complaint in the past year, a small percentage (19%) report being satisfied with how the complaint was handled.

Measure	Zone/Provincial	Year			
		2003	2004	2006	2008
Access to Health Care (% easy and very easy)	North	39%	41%	39%	39%
	Edmonton	40%	47%	50%	47%
	Central	53%	49%	48%	50%
	Calgary	41%	45%	46%	45%
	South	46%	49%	40%	52%
	Provincial Average	44%	46%	46%	46%
Overall Quality of Health Care Received (% good and excellent rating)	North	na	na	66%	66%
	Edmonton	na	na	75%	75%
	Central	na	na	77%	77%
	Calgary	na	na	73%	71%
	South	na	na	75%	78%
	Provincial Average	na	na	73%	74%
Satisfaction with Health Care (% satisfied and very satisfied)	North	na	48%	50%	54%
	Edmonton	na	53%	59%	62%
	Central	na	55%	62%	64%
	Calgary	na	50%	57%	57%
	South	na	55%	59%	65%
	Provincial Average	na	52%	58%	60%
Access to ED Services (% easy and very easy)	North	42%	49%	50%	51%
	Edmonton	48%	48%	42%	48%
	Central	65%	59%	60%	65%
	Calgary	37%	44%	44%	46%
	South	45%	53%	53%	55%

Measure	Zone/Provincial	Year			
		2003	2004	2006	2008
Satisfaction with ED Services (% satisfied and very satisfied)	North	45%	53%	53%	54%
	Edmonton	53%	51%	45%	53%
	Central	65%	62%	58%	65%
	Calgary	46%	40%	51%	58%
	South	51%	53%	50%	61%
	Provincial Average	50%	50%	51%	58%
Unexpected Harm (% reporting having experienced (or family) unexpected harm while receiving healthcare in Alberta)	North	15%	14%	14%	8%
	Edmonton	15%	12%	12%	11%
	Central	12%	14%	10%	9%
	Calgary	14%	13%	14%	10%
	South	14%	13%	14%	10%
	Provincial Average	14%	13%	13%	10%
<b>Zone Level Reporting Unavailable for Below</b>					
Inpatient Quality of Care (% good and excellent rating)	Provincial Average	na	na	76%	80%
Inpatient Access to Care (% easy and very easy)	Provincial Average	na	na	76%	80%
Access to Health Link (% who called in past year)	Provincial Average	na	35%	39%	33%
Satisfaction with Health Link (% satisfied and very satisfied)	Provincial Average	na	77%	78%	73%
Access to Public MRI received (% easy and very easy)	Provincial Average	na	na	56%	59%
Satisfaction with MRI received (% satisfied and very satisfied)	Provincial Average	na	na	79%	89%
Serious Complaints (% indicating serious complaint in past year)	Provincial Average	15%	15%	14%	13%
Satisfaction With Handling of Complaint (% satisfied and very satisfied)	Provincial Average	21%	15%	24%	19%