

Satisfaction with Health Care Services:

*A Survey of Albertans
2006*

EXECUTIVE SUMMARY



September 2006

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The Health Quality Council of Alberta (HQCA) is an organization engaged in gathering knowledge and translating it into practical actions that can improve the quality, safety and performance of Alberta's health system. Our goal is to encourage knowledge sharing among stakeholders to facilitate improvement within the health system of Alberta.

Vision: Partnering to achieve world-class excellence in all dimensions of quality and safety across Alberta's health system.

Mission: Listening and responding to Albertans to continuously improve the quality and safety of Alberta's health system.

The HQCA does this by:

- Measuring, monitoring and assessing patient safety and health service quality;
- Identifying effective practices and making recommendations for the improvement of patient safety and health service quality;
- Assisting in the implementation and evaluation of strategies designed to improve patient safety and health service quality; and
- Surveying Albertans on their experience and satisfaction with patient safety and health service quality.

In 2003, 2004, and 2006 the HQCA commissioned Ipsos-Reid to conduct a survey among Albertans to determine their perception of and actual experiences with the overall quality of health care services and satisfaction levels with health care services they actually received in the province. This information is vital in identifying what Albertans believe are priority issues affecting the quality, safety and performance of the publicly funded health care system. It will also inform the stakeholders (regional health authorities, health care professionals and policy makers) responsible for health care service delivery on the critical issues most important to the users of the system.

A total of 4,780 telephone interviews were conducted among a random stratified sample of adult Albertans between January 3rd and March 7th, 2006. This executive summary addresses the key findings of the 2006 survey and provides a comparison to the 2004 results.

Provincial Overview

Interaction with the Health Care System

The vast majority of adult Albertans interact with the health care system – 88% say they have had contact with the system in the past year, and fully one-half (50%) report contact in the last two months.

Interaction with family doctors (72%), pharmacists (71%) and lab testing services (68%) is the greatest, while contact with community walk-in clinics (39%), diagnostic testing (39%) and specialists (36%) fall into the second tier.

One-in-five or more Albertans have received emergency care for themselves (24%), overnight hospital care for a family member (21%) and chiropractic care (20%). Less frequent is contact with the system to receive physical therapy services (12%), mental health services (10%), overnight hospital care for oneself (9%) and MRIs (8%).

Quality of Health Care Services

Ratings of the overall quality of Alberta’s health care system are good, however, there is a gap between ratings based on general perceptions versus actual experience.

Currently, 65% of Albertans give the province’s health care system an excellent or good rating – this is based on their general perceptions of the system. The system, however, receives higher marks for the quality of services actually received – 72% excellent or good. Thus, there is a seven percent gap between general perceptions and actual experience.

Satisfaction with Health Care Services Received

Overall satisfaction with health care services received has increased significantly from 2004 levels.

Close to six-in-ten Albertans who received health care services in the past year (57%) are satisfied with the services received – up 6% from 2004 (51%). Satisfaction with specific health care services received ranks as follows:

Satisfaction with Health Care Services Received: 2006 vs. 2004

Health Care Service Area	2006	2004	% Change
Pharmacist services	94%	n/a	n/a
Chiropractic care	90%	n/a	n/a
Diagnostic imaging	87%	83%	+4*
Lab tests	84%	85%	-1
Family doctors	84%	84%	0
Specialists	80%	73%	+7*
MRIs	79%	75%	+4
Health Link	78%	77%	+1
Hospital care personally received	74%	67%	+7
Physiotherapy	74%	n/a	n/a
Mental health services	71%	68%	+3
Hospital care provided to a family member	68%	57%	+11*
Community walk-in clinics	57%	59%	-2
Emergency department services	53%	51%	+2
Minor complaint handling	22%	n/a	n/a
Serious complaint handling	21%	13%	+8*

*Denotes statistically significant change

Note: One should note that the significant increase in satisfaction with hospital care provided to a family member may in part be due to a methodological change from 2004 (discussed in detail in the Hospital Care section of this report). The increase in satisfaction with **specialists** is reflective of the tremendous upsurge in satisfaction ratings from residents of the **Capital Health Region** (83% satisfied – up 16% from 67% in 2004).

Several factors are associated with Albertans’ overall satisfaction with the health care services they have received. **The most important factor by far is accessibility – the ease or difficulty of obtaining health care services.** Other key drivers include the:

- Coordination of efforts of health care professionals;
- Incidence of serious complaints;
- Ease or difficulty of finding a family doctor;
- Incidence of minor complaints; and,
- Ease or difficulty of accessing family doctor services.

Access to Health Care Services

The *perception* of how easy it is for Albertans to access health care services has improved since 2004, however, accessibility ratings based on actual experience remain unchanged. Ratings on both elements continue to be poor.

Twenty-six percent of Albertans *perceive* access to health care services to be easy (up 5% from 21% in 2004), however, more than one-third (36%) perceive access as difficult. Ratings based on *actual experiences* are considerably higher – 46% say accessing the health care services they needed was easy while 25% say access was difficult. There is a 20% gap between perceptions and actual experience with access.

The extent to which it is *easy* to access various health care services ranges widely, with a few significant gains:

Access to Health Care Services: 2006 vs. 2004

Health Care Service Area	2006	2004	% Change
Chiropractic services	95%	n/a	n/a
Pharmacist services	95%	n/a	n/a
Lab tests	84%	85%	-1
Diagnostic imaging	80%	70%	+10*
Hospital care personally received	76%	n/a	n/a
Physiotherapy	75%	n/a	n/a
Mental health services	74%	65%	+9*
Family doctor services	74%	n/a	n/a
Finding a family doctor	70%	72%	-2
Hospital care provided to a family member	63%	n/a	n/a
Community walk-in clinics	60%	60%	0
MRIs	56%	49%	+7
Specialists	55%	47%	+8*
Emergency department services	52%	49%	+3

*Denotes statistically significant change

Accessibility is the key factor associated with Albertans' satisfaction with health care services. Therefore, identifying the factors most important to the ease or difficulty in accessing services is, in turn, critical in order to improve satisfaction with the health care system.

The most important driver of ratings of overall accessibility is the **coordination of efforts of health care professionals**. Other key factors include **access to family doctor services**, the incidence of **serious complaints** and the incidence of **minor complaints**.

Personal Family Doctors

For the first time in 2006, an emerging sub-segment of Albertans were included in this survey – those who had **not had an appointment with their personal family doctor in the past year, but did have an appointment with another doctor at their personal family doctor's office**.

In 2006, this segment accounts for 3% of Albertans who have a personal family doctor. There are some interesting distinctions between Albertans who have visited their personal family doctor and those who have seen another doctor at their family doctor's office:

- Access is significantly more difficult for Albertans who had an appointment with another doctor at their personal family doctor's office (27% difficult vs. 10% difficult among those who saw their own doctor);
- Overall satisfaction with family doctors is also significantly lower among this segment (65% satisfied vs. 84% satisfied among those who saw their own doctor); and,
- Satisfaction with eight of thirteen specific family doctor attributes is significantly lower among Albertans who had an appointment with another doctor at their personal family doctor's office. The largest gap being for *the amount of time you waited at your doctor's office before getting in to see him or her* (30% satisfied vs. 62% satisfied for those who saw their personal family doctor).

Emergency Department Services: Self Only vs. Family Member Only

As an additional layer of analysis, emergency department experiences were analyzed for those who had **only visited an emergency department to receive care for themselves versus those who had only visited an emergency department seeking care for a close family member**. This comparison provides unique insight into how different the emergency department service experience may be for patients versus family.

Key differences between these two segments include:

- Access to emergency department services is rated significantly easier among those who accessed services within the past year for *themselves only* (56% easy) vs. for a *family member only* (43% easy);
- Overall satisfaction with emergency department services is significantly higher among those who accessed ED services for *themselves only* (59% satisfied) vs. for a *family member only* (48% easy satisfied); and,
- Satisfaction with eight of the thirteen ED service attributes evaluated is significantly higher among respondents who received ED care for *themselves only* than those who received services assisting a *family member only*. The biggest gap is seen for *the amount of*

time it took to see a doctor after having been assessed by a nurse: 43% satisfied and 38% dissatisfied for self only vs. 27% satisfied and 51% dissatisfied for a family member only.

Patient Safety

The incidence of *unexpected harm* remains consistent with 2004 levels (12% in 2006 vs. 13% in 2004).

Albertans' concern that *unexpected* harm could occur in the course of their care and treatment as a patient is down from 2004 (20% in 2006 vs. 33% in 2004) – this is likely due to the change in terminology from *medical mistakes* (2004).

Among those who experienced unexpected harm, 61% indicate it caused pain and suffering, 54% say it affected health, 53% say they required additional treatment, 47% say that it affected their quality of life and 39% say that it required prolonged treatment.

Six-in-ten cases of unexpected harm occurred in a hospital setting – 36% hospital inpatient, 16% emergency department and 8% hospital outpatient.

Complaints

Fourteen percent of Albertans report having a *serious complaint* about health care services received in the past year, while three-in-ten (28%) report having a *minor complaint or concern*.

In 2006, 33% of those who had a serious complaint and 46% of those who had a minor complaint about health care services received, did not report their complaint to anyone.

Three frequent reasons for not reporting both serious and minor complaints are:

- It wouldn't have done any good (28% serious, 26% minor);
- I didn't know who to contact to make the complaint (18% serious, 15% minor); and,
- It doesn't help to complain about waiting times (13% serious, 10% minor).

Twenty percent of Albertans who did not report their minor complaint say they felt the severity of the issue was not enough to report.

For those who did report a complaint, either in person, by phone or through written communication, *satisfaction* with the handling of the complaint was very **low**: Serious complaint – 57% dissatisfied, 21% satisfied; and, Minor complaint or concern – 44% dissatisfied, 22% satisfied. Still, the 21% satisfaction with the handling of serious complaints represents a significant increase from 2004 (13% satisfied).

Given that the incidence of both serious complaints as well as minor complaints or concerns are key drivers of overall dissatisfaction with health care services and perceptions of difficult access to health care services, addressing problems that cause people to have complaints is a key area for improvement. Improving the process by which complaints are received and managed may also improve overall levels of dissatisfaction with health care services.

Coordination of Care

Forty-five percent of Albertans who have interacted with the health care system in the past year describe how well health care professionals coordinate their efforts to serve patients as excellent (18%) or very good (27%).

This is consistent with 2004 ratings. Considering that coordination is a key factor relating to overall satisfaction and accessibility, improving coordination of care is a key area for improvement.

Health Link

Awareness of Health Link three years following its implementation stands at 66% among adult Albertans – this represents a statistically significant 2% increase from 2004.

Correspondingly, usage of Health Link has also increased, from 23% in 2004 to 26% in 2006. Satisfaction remains stable at 78% (77% in 2004), with one-half of users (49%) indicating they are *very satisfied* with their experience with Health Link. Further, the vast majority of Albertans who called Health Link in the past year did *exactly as recommended* by the Health Link nurse (87%).

Summary of Significant Changes

Albertans' ratings of health care services received shows significant improvements in many areas since 2004.

Ratings of **specialist** services shows marked gains across the board – i.e., ratings for ease of access, overall satisfaction and satisfaction with all 12 service attributes tracked.

Measure	2006	2004	% Change
Satisfaction	<i>% Satisfied (4 and 5 out of 5)</i>		
• Overall satisfaction	57%	51%	+6
• Specialists	80%	73%	+7
• Hospital care provided to a family member	68%	57%	+11
• Diagnostic imaging	87%	83%	+4
• Serious complaint handling	21%	13%	+8
Access	<i>% Easy (4 and 5 out of 5)</i>		
• Perceptions of access	26%	21%	+5
• Specialists	55%	47%	+8
• Diagnostic imaging	80%	70%	+10
• Mental health services	74%	65%	+9
	<i>% Difficult (1 and 2 out of 5)</i>		
• MRI	24%	33%	-9
Family Doctors	<i>% Dissatisfied (1 and 2 out of 5)</i>		
• Overall Satisfaction	3%	5%	-2
	<i>% Satisfied (4 and 5 out of 5)</i>		
• Your doctor's knowledge and competence	93%	90%	+3
• Help from other staff that assists your doctor	88%	78%	+10
• Being involved as much as you wanted in decisions about your health care	87%	82%	+5
• Receiving the care, tests or treatment you or your doctor believed necessary	86%	80%	+6
• The thoroughness of examinations the doctor conducts	85%	82%	+3
• Ultimate impact your doctor's care has had upon your health and life	83%	78%	+5
Community Walk-in Clinics	<i>% Satisfied (4 and 5 out of 5)</i>		
• Help from staff assisting the doctors at the clinic	71%	58%	+13
Health Link	<i>% Yes</i>		
• Awareness	66%	64%	+2
• Usage	26%	23%	+3

Measure	2006	2004	% Change
Specialist Services	<i>% Satisfied (4 and 5 out of 5)</i>		
• The knowledge and competence of the specialist	91%	86%	+5
• The specialist treating you with courtesy and respect	91%	85%	+6
• The specialist explaining things to you in a way you could understand	86%	81%	+5
• The specialist being aware of the latest leading-edge treatments for your health problem	84%	78%	+6
• The thoroughness of examinations the specialist conducts	84%	76%	+8
• The specialist listening carefully to your health care concerns	83%	75%	+8
• Help from other staff that assists the specialist	82%	77%	+5
• Being involved as much as you wanted in the decisions about your health care	81%	72%	+9
• The specialist spending enough time with you during the appointment	78%	70%	+8
• The ultimate impact the specialist's care has had upon your health and life	77%	70%	+7
• The amount of time you had to wait for the specialist to review any required test results	72%	61%	+11
• The amount of time you waited at the specialist's office before getting into see him or her	69%	59%	+10
Emergency Department Services	<i>% Satisfied (4 and 5 out of 5)</i>		
• The thoroughness of examinations the ER doctor conducted	71%	64%	+7
• The amount of time the ER doctor spent with you once you got in to see him or her	60%	53%	+7
Hospital Services – Close Family Member	<i>% Satisfied (4 and 5 out of 5)</i>		
• Knowledge and skill of the hospital staff	80%	72%	+8
• Hospital staff treating your family member with courtesy and respect	80%	69%	+11
• The cleanliness of the hospital	79%	71%	+8
• The ultimate impact the hospital care has had upon your family member's health and life	73%	66%	+7
• Providing you and your family member with information about what to expect and what to do after leaving the hospital	69%	63%	+6
• Making sure that any follow-up care needed after discharge from the hospital was provided	69%	59%	+10
• Making sure that contacts were made with other services or agencies that your family member may have needed after leaving the hospital	65%	55%	+10

Regional Overview

Differences Among Regions

Satisfaction and accessibility scores often differ significantly according to the health region in which Albertans live. The following tables provide a brief overview of satisfaction and accessibility scores for various health care service delivery areas evaluated.

Where arrows point *upward* (↑), residents of that region express significantly *higher* scores than *at least three* other health regions, and where arrows point *downward* (↓), residents of that region express significantly *lower* scores than *at least three* other health regions (the exact number of regions is noted in parentheses).

Summary of Satisfaction and Access Scores – By Health Region –

		Overall Quality*	Overall Access	Overall Sat.	Family Doctors	Walk-In Clinics	ER Services	Specialist	Hospital Care (Family)
Alberta	% Easy Access		46%		74%	60%	52%	55%	63%
	% Satisfied	72%		57%	84%	57%	53%	80%	68%
Regional Overview									
1 Chinook	% Easy Access		50%↑(4)		74%↑(3)	57%	55%	56%	64%
	% Satisfied	75%↑(3)		60%	85%	72%↑(3)	51%	74%	74%
2 Palliser	% Easy Access		50%		76%↑(3)	59%	49%	54%	71%
	% Satisfied	74%		59%	86%	60%	46%↓(3)	81%	68%
3 Calgary	% Easy Access		44%		75%↑(3)	64%	49%	53%	55%↓(4)
	% Satisfied	72%		55%	83%	61%	55%	81%	68%
4 David Thompson	% Easy Access		52%↑(4)		74%↑(3)	64%	65%↑(4)	51%	75%
	% Satisfied	80%↑(5)		65%↑(5)	88%↑(4)	70%↑(3)	64%↑(3)	74%	81%
5 East Central	% Easy Access		49%		65%↓(5)	63%	61%↑(3)	63%	73%
	% Satisfied	75%↑(3)		62%↑(3)	83%	64%	58%	78%	64%
6 Capital	% Easy Access		48%		76%↑(3)	55%	47%	58%	66%
	% Satisfied	73%		57%	85%	49%↓(6)	44%↓(3)	83%↑(3)	63%
7 Aspen	% Easy Access		40%↓(5)		60%↓(6)	43%↓(4)	55%	51%	65%
	% Satisfied	68%↓(3)		55%	79%↓(4)	50%↓(3)	60%↑(3)	72%↓(3)	67%
8 Peace Country	% Easy Access		43%		72%	56%	56%	57%	72%
	% Satisfied	66%↓(5)		53%↓(3)	82%	68%	62%↑(3)	82%	74%
9 Northern Lights	% Easy Access		31%↓(8)		60%↓(6)	61%	41%↓(5)	51%	58%
	% Satisfied	61%↓(6)		38%↓(8)	74%↓(6)	53%	43%↓(4)	80%	69%

* Percentage total of good/excellent ratings

Summary of Satisfaction and Access Scores (cont'd)
– By Health Region –

		Lab Tests	Diagnostic Imaging	Physiotherapy*	Chiropractic	Pharmacist
Alberta	% Easy Access	84%	80%	75%	95%	95%
	% Satisfied	84%	87%	74%	90%	94%
Regional Overview						
1 Chinook	% Easy Access	83%	83%	77%↑(3)	94%	97%
	% Satisfied	84%	87%	73%	93%	96%
2 Palliser	% Easy Access	90%↑(6)	76%	87%↑(5)	95%	95%
	% Satisfied	92%↑(7)	90%	78%	88%	96%
3 Calgary	% Easy Access	85%	85%↑(6)	80%↑(4)	94%	95%
	% Satisfied	83%	88%	78%	87%	94%
4 David Thompson	% Easy Access	83%	81%	58%↓(3)	99%↑(4)	96%
	% Satisfied	84%	90%	65%	94%	95%
5 East Central	% Easy Access	86%	76%	57%↓(4)	91%	96%
	% Satisfied	88%	90%	71%	92%	98%↑(4)
6 Capital	% Easy Access	85%	77%	80%↑(4)	98%↑(4)	94%
	% Satisfied	85%	87%	71%	93%	94%
7 Aspen	% Easy Access	86%	76%	52%↓(4)	89%	94%
	% Satisfied	86%	87%	72%	81%↓(5)	93%
8 Peace Country	% Easy Access	81%	69%	51%↓(4)	87%↓(3)	96%
	% Satisfied	87%	87%	67%	94%	96%
9 Northern Lights	% Easy Access	76%↓(6)	51%↓(8)	68%	90%	88%↓(8)
	% Satisfied	75%↓(8)	73%↓(8)	82%	94%	87%↓(8)

* Satisfaction scores are based on a small sample size – regional results should be interpreted with caution

Differences between health regions are also seen for the incidence of serious complaints, perceptions of the coordination of care and awareness of Health Link. Although awareness of Health Link is significantly lower in the Chinook Health Region compared with most other regions, the current reading of 58% aware represents a significant 9% gain from 2004 (49%).

Where arrows point *upward* (↑), residents of that region express significantly *higher* scores than *at least three* other health regions, and where arrows point *downward* (↓), residents of that region express significantly *lower* scores than *at least three* other health regions (the exact number of regions is noted in parentheses).

Summary of Ratings Across Health Regions: Unexpected Harm, Complaints, Coordination and Health Link

	Unexpected Harm (% Concerned)	Serious Complaint (% Yes)	Minor Complaint (% Yes)	Coordination of Care (% Excellent/ Very Good)	Health Link (% Aware)
ALBERTA	20%	14%	28%	45%	66%
1 Chinook	24%	14%	27%	47%	58%↓(7)
2 Palliser	25%	17%↑(3)	28%	46%	69%
3 Calgary	19%	15%	27%	45%	63%
4 David Thompson	18%	10%	23%	50%↑(3)	66%
5 East Central	22%	14%	25%	46%	66%
6 Capital	21%	12%	29%	46%	71%
7 Aspen	22%	15%	29%	41%	66%
8 Peace Country	23%	11%	31%	41%	66%
9 Northern Lights	24%	18%↑(3)	31%	31%↓(8)	66%

Significant Changes within Health Regions

Albertans' views of and satisfaction with health care services have changed significantly in each of the nine health regions since 2004. The tables that follow summarize significant increases and decreases for each health region.

Improvements in ratings for *hospital* services provided to family members are particularly notable in health regions 2-Palliser and 4-David Thompson, while increased satisfaction with *specialist* services is striking in the Capital Health Region. Marked changes in satisfaction with *emergency department* services are seen in the both region 3-Calgary and 4-David Thompson.

	Scale	2006	2004	% Change
RHA 1 – Chinook				
Overall Satisfaction	% Satisfied	60%	52%	+8
General Practitioners				
• Receiving the care, tests or treatment you or your doctor believed necessary	% Satisfied	87%	81%	+6
	% Dissatisfied	4%	8%	-4
• Help from other staff that assists your doctor	% Satisfied	93%	85%	+8
• The amount of time you waited at your doctor's office before getting in to see him or her	% Dissatisfied	12%	17%	-5
Community Walk-in Clinics				
• The amount of time it took to be assessed by a nurse upon arrival at the clinic	% Satisfied	60%	44%	+16
• The amount of time it took to see a doctor after having been first assessed by a nurse		54%	37%	+17
• Help from staff assisting the doctors at the clinic	% Satisfied	85%	65%	+20
	% Dissatisfied	3%	12%	-9
Specialists				
• Help from other staff that assists the specialist	% Satisfied	77%	90%	-13
• The amount of time you had to wait for the specialist to review any required test results	% Dissatisfied	8%	18%	-10
Emergency Department Services				
• Emergency room staff listening carefully to your health concerns	% Dissatisfied	20%	10%	+10
• Emergency room staff treating you with courtesy and respect		18%	7%	+11
Diagnostic Imaging				
• Access to diagnostic imaging	% Easy	83%	70%	+13
• Satisfaction with diagnostic imaging services	% Satisfied	87%	77%	+10
Unexpected Harm				
• Concerned about unexpected harm (2006)/medical mistakes (2004)	% Concerned	24%	31%	-7
Health Link				
• Aware of Health Link	% Yes	58%	49%	+9
• Called Health Link within the past year		18%	13%	+5

	Scale	2006	2004	% Change
RHA 2 – Palliser				
General Practitioners				
• Your doctor's knowledge and competence	% Satisfied	94%	88%	+6
• Help from other staff that assists your doctor		91%	85%	+6
• Ultimate impact your doctor's care has had upon your health and life		86%	74%	+12
Community Walk-in Clinics				
• Help from staff assisting the doctors at the clinic	% Satisfied	78%	59%	+19
• The ultimate impact the care received from the clinic has had upon your health and life		70%	56%	+14
• The amount of time it took to see a doctor after having been first assessed by a nurse		49%	36%	+13
Emergency Department Services				
• Emergency room staff treating you with courtesy and respect	% Satisfied	70%	83%	-13
	% Dissatisfied	19%	4%	+15
• Emergency room staff listening carefully to your health care concerns	% Satisfied	61%	78%	-17
	% Dissatisfied	20%	6%	+14
• The amount of time it took to be assessed by a nurse upon arrival in the emergency room	% Satisfied	48%	62%	-14
	% Dissatisfied	35%	20%	+15
• The amount of time it took to see a doctor after having been assessed by a nurse	% Dissatisfied	53%	37%	+16
• Emergency room staff explaining things to you in a way you could understand		21%	7%	+14
Hospital Services – Close Family Member				
• The knowledge and skill of the hospital staff	% Satisfied	88%	75%	+13
	% Dissatisfied	1%	12%	-11
• Making sure needed health services were provided within a reasonable timeframe	% Satisfied	82%	55%	+27
	% Dissatisfied	8%	21%	-13
• Making sure that contacts were made with other services or agencies that your family member may have needed after leaving the hospital	% Satisfied	82%	55%	+27
• Providing you and your family member with information about what to expect and what to do after leaving the hospital	% Satisfied	81%	53%	+28
	% Dissatisfied	9%	25%	-16
• Making sure that any follow-up care needed after discharge from the hospital was provided	% Satisfied	81%	57%	+24
• Providing you with adequate information about your family member's condition and care	% Satisfied	78%	52%	+26
	% Dissatisfied	8%	31%	-23
• Providing your family member with adequate information regarding his or her medical condition, treatment or medications	% Dissatisfied	8%	28%	-20
Health Link				
• Aware of Health Link	% Yes	69%	61%	+8
• Called Health Link within the past year		22%	17%	+5
Personal Health Assessment	%Excellent/ Very good/ Good	81%	89%	-8

	Scale	2006	2004	% Change
RHA 3 – Calgary				
Overall Satisfaction	% Satisfied	55%	49%	+6
General Practitioners				
• Overall satisfaction with family doctors	% Dissatisfied	3%	6%	-3
• Help from other staff that assists your doctor	% Satisfied	87%	75%	+12
	% Dissatisfied	4%	8%	-4
• Receiving the care, tests or treatment you or your doctor believed necessary	% Satisfied	86%	78%	+8
	% Dissatisfied	4%	7%	-3
• Being involved as much as you wanted in decisions about your health care	% Satisfied	86%	80%	+6
	% Dissatisfied	3%	6%	-3
• The ultimate impact your doctor's care has had upon your health and life	% Satisfied	81%	75%	+6
Community Walk-in Clinics				
• Help from staff assisting the doctors at the clinic	% Satisfied	74%	55%	+19
• The thoroughness of examinations the clinic doctor conducted		67%	58%	+9
Specialists				
• Access to specialists	% Easy	53%	42%	+11
• The specialist treating you with courtesy and respect		92%	85%	+7
• The thoroughness of examinations the specialist conducts	% Satisfied	89%	77%	+12
• Being involved as much as you wanted in the decisions about your health care		82%	74%	+8
• The amount of time you had to wait for the specialist to review any required test results	% Dissatisfied	11%	18%	-7
• The knowledge and competence of the specialist		1%	5%	-4
Emergency Department Services				
• Ease of access	% Difficult	28%	40%	-12
• Overall satisfaction		55%	40%	+15
• Emergency room staff treating you with courtesy and respect		77%	65%	+12
• Emergency room staff explaining things to you in a way you could understand	% Satisfied	74%	59%	+15
• The thoroughness of examinations the emergency room doctor conducts		72%	57%	+15
• The amount of time the emergency room doctor spent with you once you got in to see him or her		60%	48%	+12
Hospital Services – Close Family Member				
• The hospital staff treating your family member with courtesy and respect	% Satisfied	79%	63%	+16
Diagnostic Imaging				
• Access to diagnostic imaging	% Easy	85%	70%	+15
• Satisfaction with diagnostic imaging services	% Satisfied	88%	81%	+7
Unexpected Harm				
• Concerned about unexpected harm (2006)/ medical mistakes (2004)	% Concerned	19%	34%	-15
Serious Complaint Handling				
	% Satisfied	27%	12%	+15
Health Link				
• Called Health Link within the past year	% Yes	26%	22%	+4

	Scale	2006	2004	% Change
RHA 4 – David Thompson				
Overall Satisfaction	% Satisfied	65%	54%	+11
Access				
• Perceptions of access	% Difficult	28%	36%	-8
General Practitioners				
• Help from other staff that assists your doctor	% Satisfied % Dissatisfied	92% 3%	85% 7%	+7 -4
• Being involved as much as you wanted in decisions about your health care		89%	82%	+7
• The ultimate impact your doctor's care has had upon your health and life	% Satisfied	87%	79%	+8
• Receiving the care, tests or treatment you or your doctor believed necessary		87%	81%	+6
Community Walk-in Clinics				
• Help from staff assisting the doctors at the clinic	% Satisfied	82%	69%	+13
Specialists				
• Being involved as much as you wanted in the decisions about your health care	% Dissatisfied	6%	12%	-9
Emergency Department Services				
• Emergency room staff treating you with courtesy and respect	% Satisfied % Dissatisfied	86% 4%	73% 15%	+13 -11
• The thoroughness of the examinations the emergency room doctor conducted		82%	62%	+20
• The ultimate impact the emergency room care has had upon your health and life	% Satisfied	78%	61%	+17
• The amount of time the emergency room doctor spent with you once you got in to see him or her		75%	54%	+21
• The amount of time it took to be assessed by a nurse upon arrival in the emergency room		70%	53%	+17
Hospital Services – Close Family Member				
• Overall satisfaction		81%	60%	+21
• The knowledge and skill of the hospital staff		85%	67%	+18
• Making sure that contacts were made with other services or agencies that your family member may have needed after leaving the hospital	% Satisfied	78%	58%	+20
• Understanding which health care provider was responsible for the services your family member needed while in the hospital	% Satisfied % Dissatisfied	77% 7%	52% 21%	+25 -14
• Providing you with adequate information about your family member's condition and care	% Satisfied	73%	54%	+19
• Providing your family member with adequate information regarding his or her medical condition, treatment or medications		7%	21%	-14
• The ultimate impact the hospital care has had upon your family member's health and life	% Dissatisfied	5%	20%	-15
• Providing you and your family member with information about what to expect and what to do after leaving the hospital		3%	14%	-11
Diagnostic Imaging				
• Access to diagnostic imaging	% Easy	81%	69%	+12
Unexpected Harm				
• Concerned about unexpected harm ('06)/medical mistakes ('04)	% Concerned	18%	31%	-13

	Scale	2006	2004	% Change
RHA 5 – East Central				
Overall Satisfaction	% Satisfied	62%	53%	+9
Access				
• Perceptions of access	% Easy	30%	21%	+9
General Practitioners				
• Help from other staff that assists your doctor	% Satisfied % Dissatisfied	91% 1%	76% 7%	+15 -6
• Your doctor spending enough time with you during the appointment	% Satisfied	86%	79%	+7
• The amount of time you waited at your doctor's office before getting in to see him or her		62%	51%	+11
• Your doctor treating you with courtesy and respect	% Dissatisfied	0%	3%	-3
Community Walk-In Clinics				
• The thoroughness of examinations the clinic doctor conducted	% Dissatisfied	21%	7%	+14
Specialists				
• The specialist being aware of the latest leading-edge treatments for your health problem	% Satisfied	87%	75%	+12
• The specialist listening carefully to your health care concerns		82%	71%	+11
• The amount of time you had to wait for the specialist to review any required test results		76%	61%	+15
• The amount of time you waited at the specialists office before getting in to see him or her	% Dissatisfied	10%	20%	-10
Emergency Department Services				
• The amount of time the emergency room doctor spent with you once you got in to see him or her	% Satisfied	68%	54%	+14
Diagnostic Imaging				
• Satisfaction with diagnostic imaging services	% Satisfied	90%	81%	+9
Unexpected Harm				
• Concerned about unexpected harm (2006)/medical mistakes (2004)	% Concerned	22%	36%	-14
• Incidence of unexpected harm	% Yes	11%	17%	-6
Incidence of Serious Complaints	% Yes	14%	21%	-7

	Scale	2006	2004	% Change
RHA 6 – Capital				
Overall Satisfaction	% Satisfied	57%	52%	+5
Access				
• Perceptions of access	% Easy	29%	21%	+8
General Practitioners				
• Being involved as much as you wanted in decisions about your health care	% Satisfied	88%	83%	+5
• Help from other staff that assists your doctor		85%	80%	+5
Community Walk-In Clinics				
• Overall satisfaction with walk-in clinics		22%	14%	+8
• The amount of time it took to see a doctor after having been first assessed by a nurse	% Dissatisfied	41%	32%	+9
• Clinic staff treating you with courtesy and respect		11%	6%	+5
Specialists				
• Access to specialists	% Easy	58%	47%	+11
• Overall satisfaction	% Satisfied	83%	67%	+16
• The knowledge and competence of the specialist	% Satisfied	93%	83%	+10
• The specialist treating you with courtesy and respect	% Satisfied % Dissatisfied	91% 4%	81% 12%	+10 -8
• The specialist explaining things to you in a way you could understand	% Satisfied % Dissatisfied	86% 5%	77% 12%	+9 -7
• The specialist being aware of the latest leading-edge treatments for your health problem	% Satisfied % Dissatisfied	86% 6%	72% 14%	+14 -8
• The specialist listening carefully to your health care concerns	% Satisfied % Dissatisfied	85% 7%	69% 20%	+16 -13
• Being involved as much as you wanted in the decisions about your health care	% Satisfied % Dissatisfied	83% 5%	67% 15%	+16 -10
• The thoroughness of examinations the specialist conducts	% Satisfied % Dissatisfied	83% 4%	70% 16%	+13 -12
• Help from other staff that assists the specialist	% Satisfied	82%	73%	+9
• The ultimate impact the specialist's care has had upon your health and life	% Satisfied % Dissatisfied	79% 10%	64% 18%	+15 -8
• The specialist spending enough time with you during the appointment	% Satisfied % Dissatisfied	77% 12%	64% 22%	+13 -10
• The amount of time you had to wait for the specialist to review any required test results	% Satisfied % Dissatisfied	72% 10%	58% 20%	+14 -10
• The amount of time you waited at the specialist's office before getting in to see him or her	% Satisfied	70%	51%	+19
Emergency Department Services				
• The amount of time it took to see a doctor after having been assessed by a nurse	% Dissatisfied	54%	39%	+15
Hospital Services – Close Family Member				
• The cleanliness of the hospital		78%	66%	+12
• Making sure needed health services were provided within a reasonable timeframe	% Satisfied	66%	54%	+12
Unexpected Harm				
• Concerned about unexpected harm ('06)/medical mistakes('04)	% Concerned	21%	34%	-13

	Scale	2006	2004	% Change
RHA 7 – Aspen				
General Practitioners				
• Ease of finding present family doctor	% Easy	66%	76%	-10
• Help from other staff that assists your doctor	% Satisfied	85%	75%	+10
• The amount of time from booking the appointment to actually seeing your doctor	% Satisfied	49%	59%	-10
	% Dissatisfied	29%	19%	+10
Community Walk-In Clinics				
• Access to walk-in clinics	% Difficult	30%	10%	+20
• The amount of time it took to be assessed by a nurse upon arrival at the clinic	% Dissatisfied	44%	20%	+24
• Help from other staff assisting the doctors at the clinic		13%	2%	+11
• Clinic staff treating you with courtesy and respect		12%	1%	+11
Specialists				
• The amount of time you waited at the specialist's office before getting in to see him or her	% Dissatisfied	16%	26%	-10
• The amount of time you had to wait for the specialist to review any required test results		10%	20%	-10
Emergency Department Services				
• Emergency room staff explaining the reasons behind your placement in the wait to be treated	% Satisfied	51%	68%	-17
	% Dissatisfied	29%	15%	+14
• The amount of time it took to see a doctor after having been assessed by a nurse	% Satisfied	34%	52%	-18
• The amount of time it took to be assessed by a nurse upon arrival in the emergency room	% Dissatisfied	30%	14%	+16
Hospital Services – Close Family Member				
• Understanding which health care provider was responsible for the services your family member needed while in the hospital	% Dissatisfied	10%	25%	-15
Unexpected Harm				
• Concerned about unexpected harm (2006)/medical mistakes (2004)	% Concerned	22%	29%	-7

	Scale	2006	2004	% Change
RHA 8 – Peace Country				
Access				
• Perceptions of access	% Easy	25%	19%	+6
General Practitioners				
• Have a personal family doctor	% Yes	80%	88%	-8
• Help from other staff that assists your doctor		90%	81%	+9
• Receiving the care, tests or treatment you or your doctor believed necessary	% Satisfied	85%	78%	+7
• Being involved as much as you wanted in decisions about your health care	% Dissatisfied	3%	7%	-4
• Your doctor explaining things to you in a way you could understand		2%	6%	-4
Specialists				
• Help from other staff that assists the specialist	% Satisfied	87%	76%	+11
• The specialist being aware of the latest leading-edge treatments for your health problem	% Satisfied	87%	80%	+7
	% Dissatisfied	2%	10%	-8
• The amount of time you had to wait for the specialist to review any required test results	% Satisfied	79%	57%	+22
	% Dissatisfied	7%	10%	-13
• The amount of time you waited at the specialist's office before getting in to see him or her	% Satisfied	76%	59%	+17
Hospital Services – Close Family Member				
• Overall satisfaction	% Satisfied	74%	55%	+19
• The hospital staff treating your family member with courtesy and respect	% Satisfied	88%	61%	+17
	% Dissatisfied	3%	21%	-18
• The ultimate impact the hospital care has had upon your family member's health and life	% Dissatisfied	5%	17%	-12
• The cleanliness of the hospital		2%	12%	-10
• The knowledge and skill of the hospital staff		2%	11%	-9
Unexpected Harm				
• Concerned about unexpected harm (2006)/medical mistakes (2004)	% Concerned	23%	34%	-11

	Scale	2006	2004	% Change
RHA 9 – Northern Lights				
General Practitioners				
• Have a personal family doctor	% Yes	71%	79%	-8
• Help from other staff that assists your doctor	% Satisfied	82%	70%	+12
	% Dissatisfied	2%	9%	-7
Community Walk-In Clinics				
• Access to walk-in clinics	% Difficult	15%	35%	-20
• The knowledge and competence of the clinic doctor	% Dissatisfied	20%	6%	+14
Specialists				
• Access to specialists	% Easy	51%	34%	+17
• The specialist explaining things to you in a way you could understand	% Satisfied	86%	74%	+12
• The specialist spending enough time with you during the appointment		76%	59%	+17
• The amount of time you waited at the specialist's office before getting in to see him or her	% Dissatisfied	15%	28%	-13
• The amount of time you had to wait for the specialist to review any required test results		11%	23%	-12
Hospital Services – Close Family Member				
• The cleanliness of the hospital	% Satisfied	83%	57%	+26
• The knowledge and skill of the hospital staff		77%	56%	+21
• Making sure needed health services were provided within a reasonable timeframe	% Dissatisfied	9%	24%	-15
Lab Tests				
• Access to lab tests	% Easy	76%	88%	-12
• Satisfaction with lab tests	% Satisfied	75%	86%	-11
Unexpected Harm				
• Concerned about unexpected harm (2006)/medical mistakes (2004)	% Concerned	24%	34%	-10