



Alberta Health Services Performance Report

June 2010

**Compiled by
Data Integration, Measurement and Reporting**

Table of Contents

Table of Contents.....	2
Introduction	3
How to Read this Report.....	4
System Descriptions	5
Hospital Care Context and Activity Snapshot	7
Emergency and Urgent Care Context and Activity Snapshot	11
Performance Measures.....	15
Waiting Times – Acute Care Procedures	15
Length of Stay - Emergency and Urgent Care.....	20
Acute Care	37
Continuing Care.....	43
Primary Care.....	44
Population Health	50
Acceptability – System Satisfaction.....	71
Alberta-Canada Comparison.....	73

Introduction

Reporting our Performance: June

Consistent with our values of accountability and transparency, this June 2010 report is our fourth release of detailed measures demonstrating the performance of Alberta Health Services in managing our provincial health system.

The health of every Albertan is at the centre of our patient-focused system. Providing good quality care and good preventive services to the people of Alberta and to do so in a manner that is financially sustainable is the primary focus of Alberta Health Services.

Transforming our provincial health system is an enormous task, one that requires specific targets, and action plans to achieve our three primary goals of quality, accessibility, and sustainability. Our future success will be measured by the health and satisfaction levels of Albertans.

From the baseline set in our first report, which included data representative of the end of regionalization, our transition to a provincial health system and the inaugural months of Alberta Health Services, this fourth release builds on that data, and also details the significant gains realized through the concerted efforts of health care teams throughout the province. Still, we have much work to do.

The measures presented here track our current and projected performance in a broad range of indicators that span the continuum of care including primary care, continuing care, population and public health, and acute (hospital based) care. In addition, they touch upon various dimensions of quality and utilization such as timeliness, effectiveness, efficiency, satisfaction rates and others.

Our transition to a single provincial health service has provided significant challenges in collecting this data. Former health regions had used different definitions and different ways of collating data which meant that the data were not compatible and didn't allow accurate or fair comparisons. We've taken time to resolve many of these discrepancies to ensure the data we present today are comparable, accurate and representative of our performance across the province.

The release of this fourth report confirms our commitment to provide information to the public on a quarterly basis. Over time, as we continue our work on data integrity across the province, we will expand this information as additional indicators become available. Enhancements to the report's structure and format will also be considered as needs dictate.

Dr. Stephen Duckett
President & Chief Executive Officer

How to Read this Report

Alberta Health Services delivers care in five zones which reflect differences in population and geography.

Some measures contained in this report are broken down by zones to allow for comparison. In other cases metrics by facility will be presented based on peer groupings for like facilities. For instance, we will group all tertiary or teaching hospitals together for reporting purposes. This does not necessarily reflect exclusive complexity as many sites will perform complex care and tertiary facilities will also deliver care in routine cases.

Detailed activity and quality snapshots data on hospital, emergency and urgent care for the province have been presented with the most recent available quarterly data (third quarter of fiscal 2009/10, October-December, 2009). Wait time measures are available for selected procedures in the fourth quarter of fiscal year 2009/10 (January-March, 2010). Other population-based measures extend back as early as 2003/2004.

The development of a report like this is a learning process. At this early stage of integrating information from twelve former health organizations, it is important to note that variations in indicators across sites or zones can reflect both performance differences as well as differences in record keeping methods. As we work to develop reporting consistencies, retrospective changes in indicator results from one report to another may occur. These changes are anticipated as we enhance the integration of information, implement standard approaches to measurement and work towards more consistent record keeping across the province. Improvements on this front are ongoing, though much work remains to be done.

The data included in this report are derived within Alberta Health Services, Alberta Health and Wellness, the Health Quality Council of Alberta (HQCA), the Canadian Institute of Health Information (CIHI), and Stats Canada.

System Descriptions

Alberta Health Services Zones and Peer Hospitals

Alberta Health Services delivers care in geographic zones which reflect differences in population and geography. Some measures contained in this report are broken down by zones to allow for comparison.

In other cases metrics by facility will be presented based on peer groupings for like facilities. For instance, we will group all tertiary or teaching hospitals together for reporting purposes. This does not necessarily reflect exclusive complexity as many sites will perform complex care and tertiary facilities will also deliver care in routine cases.

Alberta Health Zones 2008 and 2009



Population by Age and Zone for Alberta in 2009

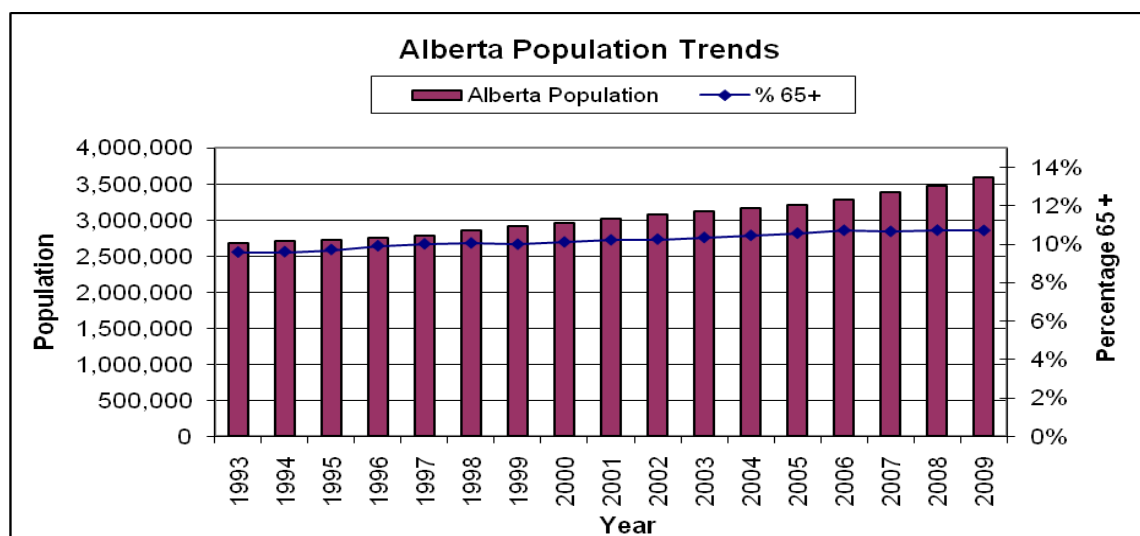
It is important to understand that the different geographical regions represent different population distributions and this will impact the services offered, demand for those services and the health issues within the local populations. To understand this context within the report, the population figures are provided here for 2009.

Planning for healthcare delivery to the growing population of older adults in Alberta will be a key challenge for the Alberta Health Services and the province.

A population's size and age composition impact the health status of a region and its need for health services. Population data also provide the "denominators" used to calculate rates for most health and social indicators.

The demographic characteristics vary across zones. The Calgary Zone is younger as compared to Edmonton, with 9.7% of the Calgary population being population over 65, and 11.2% of the Edmonton population being over 65 years of age. The Central and South Zones are the older with 13.0% and 13.4% of the population over 65 respectively. The North Zone is the youngest with 8.6% of the population over 65. Alberta has been growing steadily since 1992 with an absolute growth of over 930,000 individuals over the period. It has also aged over the period, with the population over 65 increasing from 9.3% in 1992 to 10.7% in 2009.

Age Group	Zone					Total
	South	Calgary	Central	Edmonton	North	
< 1	4,051	18,632	6,114	14,951	6,953	50,701
1 to 9	33,371	146,479	50,810	119,671	55,266	405,597
10 to 19	38,819	166,727	61,973	143,430	64,152	475,101
20 to 44	93,461	518,198	147,485	422,590	157,685	1,339,419
45 to 64	70,289	347,812	115,184	297,132	103,136	933,553
65+	37,201	128,203	56,951	125,684	36,551	384,590
% 65+	13.4%	9.7%	13.0%	11.2%	8.6%	10.7%
Total	277,192	1,326,051	438,517	1,123,458	423,743	3,588,961



Hospital Care Context and Activity Snapshot

Inpatient activity provides a context for hospital based reporting. Sites across the province serve different population sizes and have varying demands for services. The number of patients discharged by the facility in that quarter is a measure of activity. This can include patients with very short and very long stays.

The days of care delivered is measured by the total number of days the patients are in care. Patients admitted and discharged on the same day are counted as having received one day of care. All others in care for more than a day are calculated by the number of days from admission to discharge. These calculations assist in determining the average length of stay (LOS). The resulting average LOS becomes a measure of resource utilization for that facility.

There are many reasons why the average length of stay might vary. Complex procedures, subacute and psychiatric conditions will typically be associated with longer hospital stays, as will stays associated with care later in life. Women admitted to hospital to give birth will typically have short stays so hospitals reporting a high number of births may also see a relatively lower average length of stay.

The length of stay needs to be understood in the context of the patient mix and procedures performed at that facility. Within this context, the average length of stay provides an indication of complexity of patients served within a particular hospital. Complexity, as well as operational efficiency are two potential reasons why certain facilities may exhibit a lower average length of stay as compared to other sites in the same peer group.

Inpatient Activity Snapshot: Quarter 3 2009/10 (Oct 1 to Dec 31, 2009)

-Total Discharges, Total Patient Days, Average Length of Stay, and Number of Babies Born at Alberta Facilities

Peer Group	Hospital	Hospital Discharges (Separations)	Total Patient Days	Average Length of Stay	Babies Born
Teaching	Alberta Children's Hospital	1,720	9,151	5.3	0
	Foothills Medical Centre	10,071	89,713	8.9	1,306
	Stollery Children's Hospital	1,732	9,976	5.8	0
	University of Alberta Hospital	5,348	56,577	10.6	0
	Total	18,871	165,417	8.8	1,306
Large Urban	Grey Nuns Community Hospital	5,569	34,479	6.2	1,449
	Misericordia Community Hospital	4,207	27,641	6.6	687
	Peter Lougheed Centre	7,517	49,866	6.6	1,461
	Rockyview General Hospital	8,375	58,954	7.0	1,543
	Royal Alexandra Hospital	9,297	66,597	7.2	1,307
	Total	34,965	237,537	6.8	6,447
Non-Hospital Surgical Facility	Health Resources Centre	273	764	2.8	0
	Total	273	764	2.8	0
Psychiatric	Alberta Hospital Edmonton	275	35,947	130.7	0
	Claresholm Centre for Mental Health and Addictions	46	7,333	159.4	0
	Southern Alberta Forensic Psychiatric Centre	67	2,422	36.1	0
	The Centennial Centre for Mental Health and Brain Injury	390	18,544	47.5	0
	Total	778	64,246	82.6	0
Regional	Chinook Regional Hospital	3,581	21,814	6.1	565
	Medicine Hat Regional Hospital	2,598	17,707	6.8	322
	Northern Lights Regional Health Centre	1,497	9,131	6.1	254
	Queen Elizabeth II Hospital	2,445	13,036	5.3	420
	Red Deer Regional Hospital Centre	4,644	32,976	7.1	580
	Total	14,765	94,664	6.4	2,141
Specialty	Cross Cancer Institute	319	4,219	13.2	0
	Glenrose Rehabilitation Hospital	434	21,309	49.1	0
	Total	753	25,528	33.9	0
Subacute	Bashaw Care Centre	10	104	10.4	0
	Capital Care Grandview	223	2,697	12.1	0
	Capital Care Norwood	276	12,008	43.5	0
	Carewest Dr. Vernon Fanning Centre	131	10,576	80.7	0
	Carewest Glenmore Park	289	13,521	46.8	0
	Carewest Sarcee	47	3,823	81.3	0
	Edmonton General Continuing Care Centre	127	3,411	26.9	0
	Good Samaritan Dr. Gerald Zetter Care Centre	15	1,107	73.8	0
	St. Joseph's Auxiliary Hospital	32	1,149	35.9	0
	St. Michael's Health Care Centre	61	2,392	39.2	0
	St. Michael's Long Term Care Centre	14	664	47.4	0
	Youville Auxiliary Hospital (Grey Nuns) of St. Albert	3	112	37.3	0
	Total	1,228	51,564	42.0	0

Peer Group	Hospital	Hospital Discharges (Separations)	Total Patient Days	Average Length of Stay	Babies Born
Suburban / Rural	Athabasca Healthcare Centre	169	1,530	9.1	2
	Barrhead Healthcare Centre	417	2,223	5.3	36
	Bassano Health Centre	42	174	4.1	0
	Beaverlodge Municipal Hospital	152	893	5.9	6
	Big Country Hospital	47	247	5.3	3
	Bonnyville Healthcare Centre	439	2,679	6.1	74
	Bow Island Health Centre	70	476	6.8	0
	Boyle Health Care Centre	100	728	7.3	0
	Brooks Health Centre	393	2,373	6.0	11
	Canmore General Hospital	340	1,563	4.6	55
	Cardston Health Centre	277	1,423	5.1	2
	Central Peace Health Complex	73	1,103	15.1	0
	Claresholm General Hospital	127	1,364	10.7	0
	Cold Lake Healthcare Centre	403	1,588	3.9	87
	Consort Hospital and Care Centre	40	186	4.7	0
	Coronation Hospital and Care Centre	64	384	6.0	0
	Crowsnest Pass Health Centre	153	1,394	9.1	11
	Daysland Health Centre	285	1,867	6.6	32
	Devon General Hospital	82	1,150	14.0	0
	Didsbury District Health Services	94	720	7.7	0
	Drayton Valley Hospital and Care Centre	180	2,031	11.3	14
	Drumheller Health Centre	370	2,324	6.3	41
	Edson Healthcare Centre	255	1,915	7.5	33
	Elk Point Healthcare Centre	96	638	6.6	0
	Fairview Health Complex	194	1,901	9.8	6
	Fort Saskatchewan Health Centre	397	3,103	7.8	43
	Fox Creek Healthcare Centre	25	124	5.0	0
	George McDougall-Smoky Lake Healthcare Centre	125	757	6.1	0
	Grande Cache Community Health Complex	104	1,133	10.9	0
	Hanna Health Centre	106	849	8.0	0
	Hardisty Health Centre	24	129	5.4	0
	High Prairie Health Complex	138	1,188	8.6	2
	High River General Hospital	440	2,560	5.8	120
	Hinton Healthcare Centre	319	1,278	4.0	67
	Innisfail Health Centre	170	2,471	14.5	1
	Killam Health Care Centre	49	350	7.1	0
	Lacombe Hospital and Care Centre	384	2,149	5.6	39
	Lamont Health Care Centre	106	808	7.6	0
	Leduc Community Hospital	418	6,071	14.5	0
	Manning Community Health Centre	62	866	14.0	0
Mayerthorpe Healthcare Centre	147	1,305	8.9	0	

Peer Group	Hospital	Hospital Discharges (Separations)	Total Patient Days	Average Length of Stay	Babies Born
Suburban /Rural (continued)	Mineral Springs Hospital	459	897	2.0	19
	Northwest Health Centre	401	1,194	3.0	94
	Oilfields General Hospital	122	1,057	8.7	0
	Olds Hospital and Care Centre	348	2,426	7.0	52
	Our Lady of the Rosary Hospital	36	294	8.2	0
	Peace River Community Health Centre	539	3,081	5.7	117
	Pincher Creek Health Centre	214	1,074	5.0	24
	Ponoka Hospital and Care Centre	325	2,093	6.4	22
	Provost Health Centre	234	1,256	5.4	38
	Raymond Health Centre	100	796	8.0	10
	Redwater Health Centre	122	1,202	9.9	1
	Rimbey Hospital and Care Centre	178	1,850	10.4	12
	Rocky Mountain House Health Centre	294	3,106	10.6	43
	Sacred Heart Community Health Centre	209	957	4.6	2
	Seton - Jasper Healthcare Centre	75	570	7.6	0
	Slave Lake Healthcare Centre	244	1,187	4.9	14
	St. Joseph's General Hospital	148	1,748	11.8	0
	St. Mary's Hospital	762	5,525	7.3	56
	St. Theresa General Hospital	248	981	4.0	25
	St. Therese - St. Paul Healthcare Centre	402	2,417	6.0	46
	Stettler Hospital and Care Centre	241	1,649	6.8	27
	Strathmore District Health Services	178	2,199	12.4	0
	Sturgeon Community Hospital	2,777	12,268	4.4	658
	Sundre Hospital and Care Centre	134	1,018	7.6	5
	Swan Hills Healthcare Centre	21	36	1.7	0
	Taber Health Centre	234	1,281	5.5	26
	Three Hills Health Centre	173	1,555	9.0	21
	Tofield Health Centre	127	1,300	10.2	0
	Two Hills Health Centre	79	1,335	16.9	0
	Valleyview Health Centre	129	1,035	8.0	6
	Vermilion Health Centre	150	2,002	13.3	2
	Viking Health Centre	262	1,105	4.2	28
	Vulcan Community Health Centre	98	691	7.1	0
	Wabasca/Desmarais Healthcare Centre	87	307	3.5	0
	Wainwright Health Centre	237	1,373	5.8	36
	Westlock Healthcare Centre	463	3,243	7.0	35
	WestView Health Centre - Stony Plain	299	2,066	6.9	54
	Wetaskiwin Hospital and Care Centre	904	6,211	6.9	100
	Whitecourt Healthcare Centre	238	1,084	4.6	37
	William J. Cadzow - Lac La Biche Healthcare Centre	319	1,519	4.8	41
	Total		20,486	135,003	6.6
Grand Total		92,119	774,723	8.4	12,230

*Raymond Care Centre (Psychiatric) and Grimshaw/Berwyn and District Community Health Centre are not included in this table as inpatient data abstracts are not submitted for these facilities.

Emergency and Urgent Care Context and Activity Snapshot

The Canadian Triage and Acuity Scale (CTAS) is a tool used to assess patients triaged at Emergency Departments and Urgent Care facilities. The scale is based on an acuity level between 1 and 5.

Patients requiring immediate intervention and possibly resuscitation are assessed as CTAS level 1.

CTAS 2 (emergent) and 3 (urgent) categories represent patients needing more timely attention than those categorized as CTAS 4 (less urgent) and 5 (non-urgent).

When a CTAS level is not recorded a value of 9 (unknown) is subsequently assigned to the patient. Given this occurrence, the sum of percentages of patients seen at that site with CTAS levels 1 through 5 may not total to 100%.

It's important to note that due to differences in data collection, record keeping and reporting processes across the twelve former health regions, the assignment of CTAS levels can vary significantly. As a result, CTAS data cannot be compared reliably across sites.

This data collection issue has been recognized by AHS and plans are underway to standardize CTAS allocation in the future as a means of improving data reliability and comparability. Potential approaches include common teaching/educational standards, use of common computerized decision support tools, and/or implementation of standardized presenting complaint lists for Emergency Department data collection.

This table presents the total number of emergency department visits and the percentage of patients in triaged groups of CTAS 1, CTAS 2 and 3 and CTAS 4 and 5.

Higher acuity patients form a greater proportion of the visits to emergency departments in urban centers as seen by the high proportion of lower CTAS scores and percent admitted.

This chart details percentages of patients who left without a completed care visit, including those who Left Without Being Seen (LWBS) by a care provider and those who Left Against Medical Advice (LAMA). Urban centres report both a longer typical length of stay and a correspondingly higher proportion of LWBS and LAMA.

Urgent Care Centres are medical facilities for people who have unexpected but not life-threatening health concerns requiring same-day treatment. The Urgent Care team is comprised of nurses, doctors, and other health care providers. Urgent Care Centres operate separately from hospitals.

Community Ambulatory Care Centres provide diagnosis and treatment for illnesses and injuries for unscheduled patients who require immediate medical attention for non-life-threatening conditions. Community Ambulatory Care Centres operate separately from hospitals.

Emergency Department, Urgent Care, and Ambulatory Care Centre Snapshot: Quarter 3 2009/10 (Oct 1 to Dec 31, 2009)

- Total Visits, Percentage of patients in groups of CTAS 1, CTAS 2 and 3 and CTAS 4 and 5, Percent Admissions and Rate of Left Without Being Seen and Left Against Medical Advice (LWBS and LAMA).

Peer Group	Site	Visits	Percent CTAS 1	Percent CTAS 2 and 3	Percent CTAS 4 and 5	Percent Admits	Percent LWBS and LAMA
Teaching	Alberta Children's Hospital	15,084	0.4%	54.7%	45.0%	5.8%	5.0%
	Foothills Medical Centre	16,992	1.3%	81.6%	17.1%	24.1%	5.3%
	Stollery Children's Hospital	6,727	0.5%	74.3%	25.2%	12.8%	4.2%
	University of Alberta Hospital	13,602	1.2%	67.7%	31.1%	22.9%	6.3%
	Peer Group Aggregate	52,405	0.9%	69.3%	29.8%	17.1%	5.3%
Large Urban	Grey Nuns Community Hospital	14,484	0.5%	73.3%	26.2%	10.7%	6.7%
	Misericordia Community Hospital	12,389	0.3%	70.5%	29.2%	11.1%	4.7%
	Peter Lougheed Centre	17,897	0.8%	79.0%	20.2%	14.8%	7.0%
	Rockyview General Hospital	17,118	0.5%	84.4%	15.0%	18.7%	2.8%
	Royal Alexandra Hospital	15,826	1.1%	76.3%	22.6%	20.7%	9.1%
	Peer Group Aggregate	77,714	0.7%	77.2%	22.1%	15.5%	6.1%
Large Urban Ambulatory	Northeast Community Health Centre	12,444	0.0%	44.5%	55.5%	na	10.0%
	Peer Group Aggregate	12,444	0.0%	44.5%	55.5%	na	10.0%
Urgent Care Centre	Health First Strathcona	4,191	na	na	na	na	na
	Sheldon M Chumir Centre	12,165	na	34.1%	65.9%	na	7.3%
	South Calgary Health Centre	11,913	0.0%	34.2%	65.7%	na	3.9%
	Peer Group Aggregate	28,269	na	na	na	na	na
Regional	Chinook Regional Hospital	11,566	0.3%	26.8%	68.1%	12.7%	4.5%
	Medicine Hat Regional Hospital	9,525	0.2%	33.8%	65.5%	11.5%	2.9%
	Northern Lights Regional Health Centre	17,558	0.0%	37.4%	62.4%	3.9%	3.4%
	Queen Elizabeth II Hospital	12,505	0.3%	33.9%	58.3%	6.7%	6.6%
	Red Deer Regional Hospital Centre	15,015	0.4%	50.5%	48.7%	13.3%	4.6%
	Peer Group Aggregate	66,169	0.2%	37.3%	60.0%	9.2%	4.4%
Community Ambulatory Care Centre	Airdrie Regional Health Centre	7,621	0.0%	21.8%	74.9%	0.0%	6.2%
	Breton Health Centre	na	na	na	na	na	na
	Coaldale Health Centre (classification pending)	238	na	na	na	na	0.4%
	Okotoks Health and Wellness Centre	7,348	na	28.9%	69.9%	0.0%	2.2%
	Piyami Community Health Centre	406	na	na	na	na	0.2%
	Rainbow Lake Health Centre	433	0.2%	3.5%	58.0%	na	na
	St.Mary's Health Care Centre	na	na	na	na	na	na
	Peer Group Aggregate	16,046	na	na	na	na	na
Suburban/Rural	Athabasca Healthcare Centre	2,681	0.0%	11.9%	65.7%	5.0%	0.8%
	Barrhead Healthcare Centre	5,229	0.1%	14.3%	71.1%	4.3%	1.4%
	Bassano Health Centre	681	0.3%	15.7%	77.7%	4.7%	1.5%
	Beaverlodge Municipal Hospital	4,793	na	3.9%	48.7%	2.4%	1.4%
	Big Country Hospital	1,072	na	6.3%	89.2%	2.9%	0.3%
	Bonnyville Healthcare Centre	6,887	0.2%	29.5%	65.2%	3.6%	1.7%

Peer Group	Site	Visits	Percent CTAS 1	Percent CTAS 2 and 3	Percent CTAS 4 and 5	Percent Admits	Percent LWBS and LAMA
Suburban/ Rural (continued)	Bow Island Health Centre	1,790	0.1%	10.6%	74.8%	2.8%	0.7%
	Boyle Healthcare Centre	1,222	0.1%	16.0%	74.4%	7.4%	2.9%
	Brooks Health Centre	7,612	0.1%	24.6%	75.2%	4.0%	2.4%
	Canmore General Hospital	4,001	0.1%	22.0%	75.0%	4.0%	2.1%
	Cardston Health Centre	3,239	0.2%	14.2%	81.7%	6.1%	2.9%
	Central Peace Health Complex	1,595	0.2%	11.4%	61.4%	3.5%	0.4%
	Claresholm General Hospital	2,240	0.1%	18.6%	73.6%	4.1%	0.5%
	Cold Lake Healthcare Centre	7,841	0.1%	10.3%	78.1%	3.2%	2.0%
	Consort Hospital and Care Centre	507	0.2%	6.3%	85.8%	6.1%	0.2%
	Coronation Hospital and Care Centre	991	0.1%	5.8%	75.7%	5.2%	0.4%
	Crowsnest Pass Health Centre	1,667	0.3%	6.5%	65.2%	5.2%	1.0%
	Daysland Health Centre	1,737	0.1%	10.0%	85.7%	5.8%	0.6%
	Devon General Hospital	3,586	0.2%	13.5%	79.1%	1.5%	3.3%
	Didsbury District Health Services	3,375	0.2%	16.6%	75.4%	1.9%	2.9%
	Drayton Valley Hospital and Care Centre	4,674	0.1%	18.2%	76.6%	2.2%	1.0%
	Drumheller Health Centre	3,742	na	8.4%	81.1%	4.8%	0.1%
	Edson Healthcare Centre	4,225	0.1%	14.3%	74.4%	4.4%	2.2%
	Elk Point Healthcare Centre	1,421	0.2%	15.0%	80.9%	4.2%	0.4%
	Fairview Health Complex	4,938	na	1.0%	17.9%	3.1%	2.0%
	Fort Saskatchewan Health Centre	5,425	0.1%	20.8%	71.2%	4.4%	2.7%
	Fox Creek Healthcare Centre	1,646	0.2%	13.7%	65.4%	0.9%	0.3%
	George McDougall - Smoky Lake Healthcare Ctr	1,274	na	7.8%	81.7%	7.8%	0.8%
	Grande Cache Community Health Complex	1,936	0.1%	5.2%	19.9%	4.2%	0.5%
	Hanna Health Centre	889	0.1%	16.0%	72.8%	8.1%	0.3%
	Hardisty Health Centre	426	na	8.7%	90.1%	4.0%	1.6%
	High Prairie Health Complex	3,661	0.1%	16.2%	66.0%	2.4%	5.4%
	High River General Hospital	5,199	0.2%	30.9%	59.0%	2.4%	4.5%
	Hinton Healthcare Centre	3,010	0.1%	25.9%	69.6%	5.6%	1.7%
	Innisfail Health Centre	3,668	0.2%	12.5%	70.9%	3.3%	1.7%
	Killam Health Care Centre	1,096	0.1%	11.6%	83.8%	3.7%	4.9%
	Lacombe Hospital and Care Centre	6,070	0.1%	10.6%	76.7%	4.5%	2.5%
	Lamont Health Care Centre	1,394	0.1%	16.4%	81.1%	4.0%	0.6%
	Leduc Community Hospital	6,162	0.0%	41.4%	58.6%	4.2%	4.0%
	Manning Community Health Centre	2,136	na	6.7%	75.9%	2.1%	1.9%
	Mayerthorpe Healthcare Centre	3,156	na	19.7%	70.8%	3.6%	0.6%
	Mineral Springs Hospital	2,494	0.1%	22.0%	75.5%	3.3%	1.5%
	Northwest Health Centre	4,623	0.0%	5.0%	91.5%	5.1%	2.7%
	Oilfields General Hospital	2,990	0.1%	26.4%	68.4%	2.6%	1.8%
	Olds Hospital and Care Centre	3,750	0.2%	14.7%	74.6%	3.5%	1.5%
	Our Lady of the Rosary Hospital	989	0.1%	2.8%	71.3%	2.5%	0.9%
Peace River Community Health Centre	5,458	0.1%	8.9%	58.4%	3.6%	2.7%	
Pincher Creek Health Centre	1,814	0.4%	13.8%	44.9%	7.1%	2.2%	
Ponoka Hospital and Care Centre	3,972	0.2%	16.0%	60.5%	6.2%	4.0%	

Peer Group	Site	Visits	Percent CTAS 1	Percent CTAS 2 and 3	Percent CTAS 4 and 5	Percent Admits	Percent LWBS and LAMA
Suburban/ Rural (continued)	Provost Health Centre	1,427	na	14.5%	81.3%	8.4%	1.8%
	Raymond Health Centre	1,890	0.2%	8.3%	74.6%	3.0%	0.1%
	Redwater Health Centre	1,662	0.2%	24.6%	71.8%	5.2%	1.8%
	Rimbey Hospital and Care Centre	1,918	0.1%	14.7%	60.8%	7.4%	0.8%
	Rocky Mountain House Health Centre	6,049	0.0%	21.5%	67.1%	2.9%	4.1%
	Sacred Heart Community Health Centre	2,285	0.4%	6.0%	72.7%	7.1%	1.1%
	Seton - Jasper Healthcare Centre	1,380	0.1%	23.5%	69.3%	4.7%	0.9%
	Slave Lake Healthcare Centre	4,633	0.2%	7.1%	92.1%	3.7%	1.5%
	St.Joseph's General Hospital	2,696	0.3%	26.8%	69.0%	4.2%	1.6%
	St.Mary's Hospital	3,753	0.2%	38.7%	60.9%	10.0%	2.0%
	St.Theresa General Hospital	4,417	0.1%	12.6%	78.9%	4.5%	0.7%
	St.Therease - St. Paul Healthcare Centre	4,932	0.2%	18.8%	70.0%	5.8%	3.9%
	Stettler Hospital and Care Centre	3,275	0.1%	7.0%	73.2%	3.8%	1.1%
	Strathmore District Health Services	7,575	0.0%	27.7%	68.3%	1.8%	3.1%
	Sturgeon Community Hospital	10,596	0.3%	59.0%	40.7%	6.5%	7.4%
	Sundre Hospital and Care Centre	2,348	0.0%	12.1%	69.1%	4.2%	2.3%
	Swan Hills Healthcare Centre	934	na	5.7%	91.9%	1.7%	0.0%
	Taber Health Centre	2,027	0.1%	5.5%	88.8%	5.1%	1.3%
	Three Hills Health Centre	3,518	0.1%	10.7%	68.1%	2.9%	2.0%
	Tofield Health Centre	1,737	0.4%	16.2%	70.9%	5.2%	1.6%
	Two Hills Health Centre	1,300	0.2%	13.2%	86.5%	3.9%	0.8%
	Valleyview Health Centre	3,947	0.1%	6.2%	68.3%	2.8%	4.4%
	Vermilion Health Centre	2,378	0.1%	7.0%	85.8%	3.3%	0.2%
	Viking Health Centre	1,560	0.1%	10.5%	82.3%	8.5%	0.6%
	Vulcan Community Health Centre	1,035	0.5%	7.9%	66.4%	4.7%	0.3%
	Wabasca/Desmarais Healthcare Centre	2,313	0.1%	7.3%	85.4%	2.6%	2.0%
	Wainwright Health Centre	4,223	0.1%	6.5%	86.4%	3.2%	1.5%
	WestView Health Centre - Stony Plain	8,400	0.2%	42.3%	57.4%	1.9%	7.0%
	Westlock Healthcare Centre	4,141	0.2%	19.2%	69.8%	6.3%	0.4%
	Wetaskiwin Hospital and Care Centre	7,731	0.0%	17.7%	76.8%	6.2%	3.4%
Whitecourt Healthcare Centre	4,354	0.1%	15.2%	74.2%	3.4%	0.0%	
William J.Cadzow - Lac La Biche Healthcare Ctr	3,632	0.1%	15.9%	80.9%	6.2%	1.7%	
Peer Group Aggregate		269,050	na	18.5%	69.5%	4.2%	2.4%
Rural Ambulatory	Fort MacLeod Health Centre	806	0.7%	16.7%	68.4%	na	1.9%
	Grimshaw/Berwyn & Dist. Community Health Ctr	3,461	0.1%	8.4%	68.4%	na	0.5%
	Milk River Health Centre	587	0.5%	14.7%	64.4%	na	0.7%
	Peer Group Aggregate		4,854	0.2%	10.5%	67.9%	na
Total		526,951					

- na indicates not applicable for percent admits for Urgent Care and Ambulatory Care facilities as these facilities do not have inpatient beds. In all other cases, na indicates data not available.

Performance Measures

Waiting Times – Acute Care Procedures

Coronary Artery Bypass Graft (CABG) Wait times: Percentage meeting Target, Median Wait Time and 90th Percentile Wait Time

Wait times for surgical procedures are an indicator of access to the health care system and a reflection of efficient use of resources. The wait times listed here are for elective procedures.

Wait time is calculated from the date of cardiac catheterization to the date the Coronary Artery Bypass Graft (CABG) was completed. As urgency ratings for CABG procedures are not consistently applied across the two centres included in this table (Foothills Medical Centre and University of Alberta Hospital), results should be interpreted with caution. Of note, the previous 3 quarters data (Q1 through Q3) has been changed to make the information comparable between the two centres. Previously Calgary was including Emergency cases in the urgent category. These have now been removed.

AHS CABG* Wait Time Performance Quarter 4 (Jan 1 to Mar 31, 2010)

Urgent Target = 1 week, Semi-Urgent Target = 2 weeks, Non-Urgent Target = 6-10 weeks

*All Open Heart Surgeries which include CABG

Site	Urgency Rating	# of Patients Current Quarter (Q4 09/10)	% Meeting Target during Quarter (Q1 09/10)		% Meeting Target during Quarter (Q2 09/10)		% Meeting Target during Quarter (Q3 09/10)		% Meeting Target during Current Quarter (Q4 09/10)		No. of weeks by which 50% of patients had their surgery (Q4 09/10)	No. of weeks by which 90% of patients had their surgery (Q4 09/10)
			6 Week Target	10 Week Target	6 Week Target	10 Week Target	6 Week Target	10 Week Target	6 Week Target	10 Week Target		
Foothills Medical Centre	Urgent	45	78%		56%		63%		78%		0.8	1.8
University of Alberta Hospital	Urgent	108	39%		29%		36%		36%		1.4	2.6
Foothills Medical Centre	Semi-Urgent	29	75%		74%		77%		85%		1.2	2.3
University of Alberta Hospital	Semi-Urgent	27	0%		0%		18%		5%		4.9	8.9
			6 Week Target	10 Week Target	6 Week Target	10 Week Target	6 Week Target	10 Week Target	6 Week Target	10 Week Target		
Foothills Medical Centre	Non-Urgent	66	40%	51%	44%	49%	55%	61%	32%	46%	14.0	34.4
University of Alberta Hospital	Non-Urgent	77	13%	57%	12%	32%	19%	41%	26%	51%	9.9	23.4
CABG Performance Overall												
Foothills Medical Centre	All ¹	140	64%		56%		64%		61%		-	-
University of Alberta	All ¹	212	47%		30%		37%		39%		-	-
Alberta		352	54%		42%		47%		48%			

¹ Percentage Meeting Target for "All" reflects the percent meeting 1, 2, and 10 week targets. That is, Non-Urgent category is evaluated against a 10 week target only within this grouping.

Primary Elective Total Hip and Knee Replacement Wait Times: Percentage meeting Benchmark, Median Wait Time and 90th Percentile Wait Time

Wait times for surgical procedures are an indicator of access to the health care system and a reflection of efficient use of resources. The wait times listed below are for elective procedures.

A variety of factors can impact the wait times such as the demographics of the population, treatment patterns of physicians, the number of emergency surgeries, which have higher priorities in use of resources, nurse shortages, or job action (Statistics Canada). Knee and Hip replacement surgery has the potential to result in considerable improvement in functional status, pain relief, as well as other gains in health-related quality of life (CIHI).

Data for the Queen Elizabeth II (Grande Prairie), Chinook (Lethbridge) and Medicine Hat sites have been added since the March, 2010 report. The total lines have also been recalculated to include the three additional sites.

Primary Elective Hip Replacements Quarter 4(Jan 1 to Mar 31, 2010)

Benchmark = 26 weeks Target 26–30 weeks

Site	# Completed (Q4 09/10)	% Meeting Target Previous Quarter (Q3 09/10)		% Meeting Target Current Quarter (Q4 09/10)		Number of weeks by which 50% of patients had their surgery (Q4 09/10)	Number of weeks by which 90% of patients had their surgery (Q4 09/10)
		26 week target	30 week target	26 week target	30 week target		
Chinook Regional Hospital	67	80%	89%	78%	79%	10.3	44.7
Foothills Medical Centre	33	87%	87%	85%	94%	16.3	27.0
Health Resource Centre	133	96%	96%	98%	99%	8.7	17.5
Medicine Hat Regional Hospital	51	72%	75%	75%	80%	21.4	44.1
Misericordia Community Hospital	63	49%	61%	60%	67%	20.4	70.0
Peter Lougheed Centre	70	84%	92%	81%	86%	17.3	32.7
Queen Elizabeth II Hospital	43	89%	89%	88%	95%	10.6	27.1
Red Deer Regional Hospital	55	97%	97%	96%	96%	9.4	20.6
Rockyview General Hospital	73	78%	87%	89%	92%	11.6	28.1
Royal Alexandra Hospital	192	65%	71%	73%	77%	16.1	43.1
University of Alberta Hospital	47	97%	97%	77%	87%	14.1	42.1
Total	827	79%	84%	82%	86%	13.9	36.9

Primary Elective Knee Replacements Quarter 4 (Jan 1 to Mar 31, 2010)

Benchmark = 26 weeks Target 26-45 weeks (includes Unicondylar Knee Replacements)

Site	# Completed (Q4 09/10)	% Meeting Target Previous Quarter (Q3 09/10)		% Meeting Target Current Quarter (Q4 09/10)		Number of weeks by which 50% of patients had their surgery (Q4 09/10)	Number of weeks by which 90% of patients had their surgery (Q4 09/10)
		26 week target	45 week target	26 week target	45 week target		
Chinook Regional Hospital	134	60%	83%	72%	86%	11.6	47.7
Foothills Medical Centre	27	83%	92%	82%	100%	15.4	35.1
Health Resource Centre	109	90%	97%	90%	95%	11.0	22.5
Medicine Hat Regional Hospital	70	49%	70%	43%	76%	28.6	60.2
Misericordia Community Hospital	114	31%	69%	30%	81%	33.4	70.8
Peter Lougheed Centre	133	74%	98%	84%	96%	14.4	30.0
Queen Elizabeth II Hospital	45	85%	94%	93%	98%	16.1	25.2
Red Deer Regional Hospital	111	74%	89%	84%	94%	10.4	32.1
Rockyview General Hospital	138	78%	95%	72%	93%	13.6	42.1
Royal Alexandra Hospital	213	54%	80%	66%	86%	19.3	50.9
University of Alberta Hospital	52	81%	88%	79%	100%	13.6	33.9
Total	1,146	65%	86%	70%	90%	16.4	45.3

Timeliness of Care in Tertiary Oncology Facilities: Percentage meeting Target, Median Wait Time and 90th Percentile Wait Time

Wait times are an important measure of how quickly people are getting access to cancer care. They indicate Alberta Health Services' ability to meet the needs of cancer patients.

Wait times are commonly used as indicators of the efficiency of the system. A variety of factors can impact wait times such as the demographics of the population, treatment patterns of physicians, the number of emergency surgeries, which have higher priorities in use of resources, timing of first treatment, tumour site, and decisions to postpone treatment for medical or personal reasons.

Time Period 1: Referral to First Consult Q4 (Jan 1 to Mar 31, 2010)

For patients with a confirmed cancer diagnosis, the number of days to first consult between the date that a referral was received from a physician outside a cancer facility (eg, family physician or surgeon) to the date that the first consult with an oncologist occurred. Target = 4 weeks

Facility	Type of First Consult	Number of patients who had their first consult (Q4 09/10)	% That Met Target Previous Quarter (Q3 09/10)	% That Met Target Current Quarter (Q4 09/10)	Number of weeks by which 50% of patients had their first consult (Q4 09/10)	Number of weeks by which 90% of patients had their first consult (Q4 09/10)
Cross Cancer Institute	Medical Oncologist ²	789	61%	62%	3.1	6.9
Cross Cancer Institute	Radiation Oncologist	733	62%	66%	2.4	7.4
Tom Baker Cancer Centre ³	Medical Oncologist ²	831	75%	79%	2.1	5.6
Tom Baker Cancer Centre ³	Radiation Oncologist	425	86%	82%	2.0	5.3
Total	<i>Medical Oncologist²</i>	1,620	68%	71%	2.6	6.3
Total	<i>Radiation Oncologist</i>	1,158	71%	72%	2.1	6.9

Time Period 2: Ready-to-Treat to First Radiation Therapy Q4 (Jan 1 to Mar 31, 2010)

The number of days from the date the patient is physically ready to commence treatment to the date the patient receives his/her first radiation therapy. Target = 4 weeks

Facility	Type of First Treatment	Number patients who started radiation therapy (Q4 09/10)	% Meeting Provincial Territorial Benchmark (within 4 wks) Previous Quarter (Q3 09/10)	% Meeting Provincial Territorial Benchmark (within 4 wks) Current Quarter (Q4 09/10)	Number of weeks by which 50% of patients had their first treatment (Q4 09/10)	Number of weeks by which 90% of patients had their first treatment (Q4 09/10)
Cross Cancer Institute	Radiation Therapy	1,015	69%	76%	1.6	5.9
Tom Baker Cancer Centre ³	Radiation Therapy	721	83%	90%	1.4	4.0
Total	<i>Radiation Therapy</i>	1,736	75%	81%	1.6	5.3

² Medical Oncologist – includes Medical Oncologists and Surgical/Gyne Oncologists

³ TBCC includes the Holy Cross Site

2009/10 Children's Mental Health Access Standards

These results only include a portion of cases seen throughout the addiction and mental health continuum. The reported cases are especially limited for the Edmonton and Calgary Zones. Quarterly fluctuations such as those in this report are expected. It is anticipated that implementing the Children's Mental Health Plan will improve access to children's mental health services.

Children seen within 30 Days at Community Mental Health Clinics

Overall (any level of urgency)	Quarter 1 09/10	Quarter 2 09/10	Quarter 3 09/10	Quarter 4 09/10
Number of children enrolled in the quarter	1,825	1,382	1,797	1,892
Number of children seen within 30 days	1,361	1,002	1,454	1,424
% seen within 30 days	75%	73%	81%	75%

*Q1-Q3 data updated May 26, 2010. Q1, Q2 and Q3 numbers have changed from those previously reported in the March, 2010 report.

Health Zone Quarterly Results

Health Zone (Service Provision)	Quarter 1 09/10		Quarter 2 09/10		Quarter 3 09/10		Quarter 4 09/10	
	Enrolled	% seen within 30 days	Enrolled	% seen within 30 days	Enrolled	% seen within 30 days	Enrolled	% seen within 30 days
South*	167	74%	94	94%	181	86%	195	84%
Calgary	323	74%	363	71%	369	81%	413	77%
Central	449	87%	283	84%	399	91%	444	88%
Edmonton	394	61%	261	52%	378	69%	404	57%
North	492	75%	381	74%	470	80%	436	74%

*Excludes data from Lethbridge area of the South Zone.

Notes:

- Data are limited to children enrolled in programs at community mental health clinics across Alberta, excluding those clinics from the Lethbridge area of the South Zone.
- Data includes all scheduled, urgent and emergent cases.
- As a proportion of the population in Edmonton and Calgary the numbers enrolled within these zones may appear lower than expected. This partially reflects the availability and access to other services for children in the Edmonton and Calgary zones, data for which is not included in these figures.
- Factors contributing to variability across quarters include data cutoff times and seasonal variations when kids are in school.

Performance Measures

Length of Stay - Emergency and Urgent Care

Emergency Department and Urgent Care Length of Stay - Percent Discharged from ED/UCC with Length of Stay less than 4 hours

The Emergency Department (ED) length of stay (LOS) is the total time from when a patient first encounters care in an Emergency Department or Urgent Care Centre (UCC) to the time the patient is discharged (leave the ED/UCC). The length of stay in Emergency (ED LOS) can be significantly different for patients treated and discharged from emergency than for those subsequently admitted. For those discharged from Emergency, a target of 90% of patients having an ED LOS of less than 4 hours has been set within AHS.

Wait times in the Emergency Department is an indicator of access to the health care system and a reflection of efficient use of resources. It is important to understand the extent to which patients are waiting in EDs, because waiting for care can result in delays to treatment for individual patients and reduced efficiency in the flow of patients that require admission from the ED onto an inpatient ward. There is some evidence to indicate that a relationship exists between patient flow through the ED and delays in care. For example, delays in some door-to-treatment times have been found in recent studies to be associated with ED overcrowding or longer ED wait times (Statistics Canada).

The average performance of the 15 high volume teaching, large urban and regional Emergency Department sites are compared with the average performance across all other sites provincially. The performance of the 15 sites is based on high volume combined with status as a regional emergency centre. The sites included in this group are:

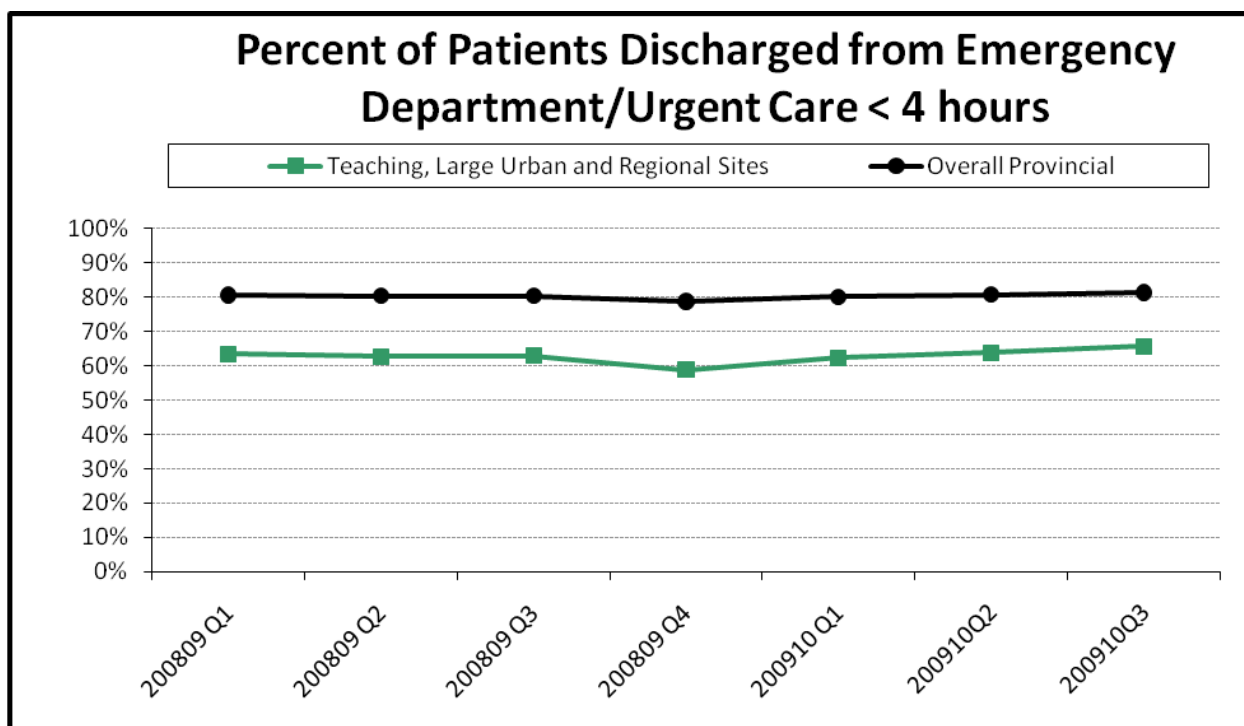
1. University of Alberta Hospitals (Edmonton)
2. Stollery Children's Hospital (Edmonton)
3. Misericordia Community Hospital (Edmonton)
4. Royal Alexandra Hospital (Edmonton)
5. Grey Nuns Community Hospital (Edmonton)
6. *Sturgeon Community Hospital (St. Albert)
7. Northeast Community Health Centre (Edmonton)
8. Foothills Medical Centre (Calgary)
9. Rockyview General Hospital (Calgary)
10. Peter Lougheed Centre (Calgary)
11. Alberta Children's Hospital (Calgary)
12. Northern Lights Regional Health Centre (Fort McMurray)
13. Red Deer Regional Hospital (Red Deer)
14. Queen Elizabeth II Hospital (Grande Prairie)
15. Chinook Regional Hospital (Lethbridge)
16. Medicine Hat Regional Hospital (Medicine Hat)

*Sturgeon Community Hospital is included in this group due to their high volume of visits.

The results for each site on an individual basis are presented in the table which follows. Volume of visits is also presented to provide context. Sites with higher visit volume commonly have lower percentage of patients discharged in under 4 hours.

Since the December 2009 report we have identified a number of opportunities to further validate and improve our data. Previously when a discharge time was not known, some sites have reported a default discharge time of 2359. As a result, we have had to adjust the parameters of the data to exclude the 2359 discharge times. For the majority of sites this is a very small proportion of cases, and will not affect their percentage calculations, however for sites frequently reporting a discharge time of 2359 their resulting calculations become potentially unreliable. As such, sites with a high proportion of reported 2359 hrs discharge times will have either: not been reported (when 2359 hrs is reported for more than 20% of cases); or a notation has been made (when 2359 hrs is reported for between 10-20% of cases. Data remediation efforts are underway and future reporting will reflect this correction as data become available. Please note: this was not an issue at the sites with the highest patient activity.

Discharged patients do not include patients who have left without being seen, against medical advice, prior to completion of treatment or who died in ambulatory care.



Source: Ambulatory Care Reporting System (Alberta Health Services)

Emergency Department Length of Stay for Discharged Patients – 90th Percentile Time (in hours) for Teaching, Large Urban, Regional and High Volume Suburban Peer Groups

The Emergency Department (ED) length of stay (LOS) is the total time from when a patient first encounters care in the Emergency Department or Urgent Care Centre to the time the patient is discharged (leave the ED). The length of stay in Emergency (ED LOS) can be significantly different for patients treated and discharged from emergency than for those subsequently admitted. For those discharged from Emergency, a target of 90% of patients having ED LOS of less than 4 hours has been set within AHS.

The 90th percentile refers to the number of hours under which 90% of discharged patients complete their ED stay. That is, patients experience an ED LOS equal to or shorter than this 90% of the time.

Peer Group	Site	Average Quarterly ED/UCC Discharges (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Overall	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Teaching	Alberta Children's Hospital	12,543	5.9	5.1	5.2	6.3	5.7	6.1	5.1	5.4	
	Foothills Medical Centre	11,462	11.3	11.2	11.1	11.7	11.3	10.7	10.5	9.9	
	Stollery Children's Hospital	4,969	6.3	6.1	6.2	6.6	6.3	6.4	6.0	6.1	
	University of Alberta Hospital	9,069	11.3	11.4	11.7	11.5	11.5	10.7	11.2	10.8	
Large Urban	Grey Nuns Community Hospital	11,757	9.3	9.7	9.9	10.0	9.8	9.4	9.6	9.5	
	Misericordia Community Hospital	10,181	7.1	7.2	7.3	7.6	7.3	7.4	7.4	7.0	
	Peter Lougheed Centre	13,519	9.6	9.5	10.0	10.3	9.8	9.0	8.5	8.3	
	Rockyview General Hospital	12,800	9.5	10.0	10.0	10.1	9.9	8.9	8.8	8.5	
	Royal Alexandra Hospital	10,317	12.4	12.4	12.5	13.1	12.6	12.0	12.4	11.5	
Large Urban Ambulatory	Northeast Community Health Centre	10,510	6.6	6.4	6.7	6.8	6.6	6.3	6.3	6.5	
Regional	Chinook Regional Hospital	9,548	5.0	5.1	4.8	5.2	5.0	5.0	4.6	4.8	
	Medicine Hat Regional Hospital	7,909	4.6	4.9	4.9	5.0	4.9	4.8	4.8	4.3	
	Northern Lights Regional Health Centre	13,558	5.2	5.2	4.7	4.7	5.0	4.3	4.0	4.1	
	Queen Elizabeth II Hospital	10,502	5.6	5.9	6.3	6.5	6.1	6.2	5.6	5.5	
	Red Deer Regional Hospital Centre	12,340	6.3	6.3	6.5	6.8	6.5	6.9	7.0	6.2	
Suburban/Rural	Sturgeon Community Hospital	9,535	7.3	7.4	7.3	7.4	7.4	7.1	7.3	7.7	
	Overall	170,519	8.1	8.3	8.3	8.6	8.3	8.0	7.9	7.6	

Emergency Department Length of Stay for Discharged Patients – Median Time (in hours) for Teaching, Large Urban, Regional and High Volume Suburban Peer Groups

The Emergency Department (ED) length of stay (LOS) is the total time from when a patient first encounters care in the Emergency Department or Urgent Care Centre to the time the patient is discharged (leave the ED). The length of stay in Emergency (ED LOS) can be significantly different for patients treated and discharged from emergency than for those subsequently admitted. For those discharged from Emergency, a target of 90% of patients having ED LOS of less than 4 hours has been set within AHS.

The median time is the number of hours under which half (50%) of discharged patients complete their ED stay. That is, patients experience an ED LOS equal to or shorter than 50% of the time.

Peer Group	Site	Average Quarterly ED/UCC Discharges (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Overall	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Teaching	Alberta Children's Hospital	12,543	3.0	2.5	2.7	3.4	2.9	3.3	2.5	2.7	
	Foothills Medical Centre	11,462	4.6	4.8	4.9	4.9	4.8	4.6	4.7	4.3	
	Stollery Children's Hospital	4,969	2.9	2.9	2.8	3.1	2.9	2.9	2.6	2.7	
	University of Alberta Hospital	9,069	4.4	4.7	4.8	5.0	4.7	4.6	4.9	4.6	
Large Urban	Grey Nuns Community Hospital	11,757	3.3	3.3	3.5	3.6	3.4	3.4	3.6	3.7	
	Misericordia Community Hospital	10,181	2.6	2.7	2.7	2.9	2.8	2.8	2.5	2.5	
	Peter Lougheed Centre	13,519	4.1	4.1	4.2	4.4	4.2	4.0	3.9	3.8	
	Rockyview General Hospital	12,800	3.8	3.9	4.0	4.0	3.9	3.6	3.7	3.4	
	Royal Alexandra Hospital	10,317	5.3	5.5	5.6	6.2	5.7	5.6	5.8	5.0	
Large Urban Ambulatory	Northeast Community Health Centre	10,510	3.1	3.2	3.2	3.2	3.2	3.0	3.0	3.0	
Regional	Chinook Regional Hospital	9,548	2.3	2.2	2.1	2.4	2.3	2.3	2.1	2.2	
	Medicine Hat Regional Hospital	7,909	2.2	2.5	2.3	2.5	2.3	2.3	2.3	1.9	
	Northern Lights Regional Health Centre	13,558	2.1	2.1	1.7	1.8	1.9	1.6	1.5	1.5	
	Queen Elizabeth II Hospital	10,502	2.2	2.3	2.4	2.6	2.4	2.4	2.1	2.1	
	Red Deer Regional Hospital Centre	12,340	2.4	2.4	2.5	2.8	2.5	2.7	2.8	2.5	
Suburban/Rural	Sturgeon Community Hospital	9,535	3.1	3.2	3.2	3.4	3.2	3.3	3.4	3.6	
	Overall	170,519	3.1	3.1	3.1	3.4	3.2	3.2	3.0	2.9	

AHS Site Reporting - % Discharged from Emergency Department/Urgent Care < 4 hours

Peer Group	Site	Average Quarterly ED/UCC Discharges (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Average	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Teaching	Alberta Children's Hospital	12,543	70%	80%	78%	62%	72%	64%	79%	76%	
	Foothills Medical Centre	11,462	42%	39%	39%	39%	40%	43%	40%	46%	
	Stollery Children's Hospital	4,969	70%	70%	71%	66%	69%	69%	74%	73%	
	University of Alberta Hospital	9,069	46%	41%	40%	38%	41%	42%	39%	42%	
	Peer Group Aggregate	38,043	56%	56%	56%	51%	55%	53%	56%	59%	
Large Urban	Grey Nuns Community Hospital	11,757	59%	58%	56%	54%	57%	57%	55%	55%	
	Misericordia Community Hospital	10,181	69%	68%	68%	65%	68%	67%	70%	71%	
	Peter Lougheed Centre	13,519	49%	49%	47%	44%	47%	50%	52%	53%	
	Rockyview General Hospital	12,800	53%	51%	51%	50%	51%	55%	55%	59%	
	Royal Alexandra Hospital	10,317	34%	32%	33%	28%	32%	31%	30%	38%	
	Peer Group Aggregate	58,573	53%	51%	51%	49%	51%	52%	52%	55%	
Large Urban Ambulatory	Northeast Community Health Centre	10,510	66%	66%	65%	63%	65%	68%	68%	68%	
	Peer Group Aggregate	10,510	66%	66%	65%	63%	65%	68%	68%	68%	
Urgent Care Centre	Health First Strathcona**	4,232	na	na	na	na	na	na	na	na	
	Sheldon M Chumir Centre	11,065	77%	76%	78%	69%	75%	73%	74%	74%	
	South Calgary Health Centre	10,096	78%	85%	80%	72%	78%	79%	87%	87%	
	Peer Group Aggregate	25,393	77%	80%	79%	70%	77%	76%	80%	81%	
Regional	Chinook Regional Hospital	9,548	81%	81%	83%	80%	81%	81%	86%	83%	
	Medicine Hat Regional Hospital	7,909	84%	79%	82%	79%	81%	82%	83%	87%	
	Northern Lights Regional Health Centre	13,558	81%	81%	86%	85%	83%	88%	90%	89%	
	Queen Elizabeth II Hospital	10,502	79%	77%	75%	72%	76%	75%	80%	79%	
	Red Deer Regional Hospital Centre	12,340	74%	75%	74%	70%	73%	70%	68%	74%	
	Peer Group Aggregate	53,856	80%	79%	80%	77%	79%	80%	82%	83%	
Community Ambulatory Care Centre	Airdrie Regional Health Centre	6,741	97%	98%	96%	95%	96%	96%	97%	93%	
	Breton Health Centre	6	100%	100%	100%	100%	100%	100%	100%	na	
	Coaldale Health Centre (classification pending)	378	98%	99%	98%	99%	98%	100%	99%	98%	

** No times are available in data from Health First Strathcona

AHS Site Reporting - % Discharged from Emergency Department/Urgent Care < 4 hours

Peer Group	Site	Average Quarterly ED/UCC Discharges (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Average	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Community Ambulatory Care Centre (Con't)	Okotoks Health and Wellness Centre	6,095	98%	98%	98%	98%	98%	99%	99%	99%	
	Piyami Community Health Centre	500	99%	100%	100%	100%	100%	100%	99%	100%	
	Rainbow Lake Health Centre	1,002	100%	100%	100%	100%	100%	100%	100%	100%	
	St. Mary's Health Care Centre	42	100%	100%	100%	100%	100%	100%	100%	na	
	Peer Group Aggregate	14,385	97%	98%	97%	97%	97%	97%	98%	96%	
Suburban/Rural	Athabasca Healthcare Centre	2,322	94%	95%	94%	95%	94%	95%	94%	95%	
	Barrhead Healthcare Centre	5,044	97%	97%	97%	96%	97%	97%	97%	97%	
	Bassano Health Centre	683	91%	93%	90%	91%	91%	93%	93%	91%	
	Beaverlodge Municipal Hospital†	4,964	nr	nr	81%	77%	81%	74%	nr	78%	
	Big Country Hospital	1,132	94%	95%	94%	96%	95%	95%	94%	96%	
	Bonnyville Healthcare Centre	6,239	90%	98%	98%	99%	96%	99%	99%	98%	
	Bow Island Health Centre	1,765	98%	98%	98%	98%	98%	98%	98%	98%	
	Boyle Healthcare Centre	1,159	95%	94%	94%	93%	94%	95%	94%	95%	
	Brooks Health Centre	7,011	99%	99%	99%	98%	99%	99%	97%	97%	
	Canmore General Hospital	4,065	91%	90%	91%	90%	91%	89%	90%	87%	
	Cardston Health Centre	2,982	94%	94%	94%	94%	94%	95%	94%	95%	
	Central Peace Health Complex	1,629	95%	96%	96%	96%	96%	96%	96%	96%	
	Claresholm General Hospital†	2,367	95%	94%	96%	95%	95%	94%	94%	93%	
	Cold Lake Healthcare Centre	6,427	99%	99%	98%	99%	99%	99%	99%	99%	
	Consort Hospital and Care Centre	504	99%	97%	98%	98%	98%	98%	99%	98%	
	Coronation Hospital and Care Centre†	865	98%	97%	97%	96%	97%	97%	97%	97%	
	Crowsnest Pass Health Centre†	1,659	97%	96%	95%	95%	96%	96%	95%	96%	
	Daysland Health Centre	1,592	96%	97%	95%	93%	95%	97%	96%	95%	
	Devon General Hospital	3,113	92%	91%	91%	93%	92%	93%	94%	94%	
	Didsbury District Health Services	2,836	95%	95%	94%	93%	94%	94%	93%	95%	

* Sites identified as reporting a high proportion (over 20%) of visits with unknown discharge time. Due to reduced data from which to reliably determine length of stay the percentage of visits discharged in under 4 hours cannot be determined accurately. (nr – not reported)

† Sites identified as reporting a significant proportion (between 10 and 20%) of visits with unknown discharge time. The percentage of discharges with ED LOS under 4 hours may be subject to more significant error for these reporting sites.

AHS Site Reporting - % Discharged from Emergency Department/Urgent Care < 4 hours

Peer Group	Site	Average Quarterly ED/UCC Discharges (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Average	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Suburban/ Rural (Con't)	Drayton Valley Hospital and Care Centre	4,665	95%	96%	95%	95%	95%	95%	96%	95%	
	Drumheller Health Centre*	3,846	nr	nr	nr	nr	nr	nr	nr	nr	
	Edson Healthcare Centre	4,259	95%	94%	95%	94%	94%	95%	96%	94%	
	Elk Point Healthcare Centre	1,351	97%	97%	96%	95%	96%	98%	96%	97%	
	Fairview Health Complex*	4,404	nr	nr	nr	nr	nr	nr	nr	nr	
	Fort Saskatchewan Health Centre	4,834	90%	90%	88%	87%	89%	87%	88%	90%	
	Fox Creek Healthcare Centre*	1,791	nr	nr	nr	nr	nr	nr	nr	nr	
	George McDougall - Smoky Lake Healthcare Centre	921	96%	96%	95%	94%	95%	95%	96%	96%	
	Grande Cache Community Health Complex	1,968	94%	95%	95%	96%	95%	96%	96%	96%	
	Hanna Health Centre†	948	97%	94%	92%	92%	94%	92%	94%	94%	
	Hardisty Health Centre	619	97%	96%	96%	97%	97%	96%	96%	96%	
	High Prairie Health Complex	3,746	96%	94%	94%	93%	94%	93%	93%	93%	
	High River General Hospital†	5,009	86%	87%	87%	84%	86%	83%	81%	83%	
	Hinton Healthcare Centre	2,808	94%	91%	94%	91%	92%	92%	93%	92%	
	Innisfail Health Centre	3,507	93%	95%	93%	94%	94%	95%	95%	93%	
	Killam Health Care Centre†	1,073	91%	90%	90%	90%	90%	93%	90%	91%	
	Lacombe Hospital and Care Centre	5,738	96%	94%	94%	94%	95%	94%	94%	93%	
	Lamont Health Care Centre	1,342	94%	92%	94%	94%	93%	93%	94%	95%	
	Leduc Community Hospital	5,646	95%	95%	94%	94%	94%	94%	93%	94%	
	Manning Community Health Centre	2,038	97%	94%	96%	96%	95%	96%	95%	95%	
Mayerthorpe Healthcare Centre	3,496	85%	83%	85%	91%	86%	91%	90%	91%		
Mineral Springs Hospital	2,559	90%	91%	90%	89%	90%	91%	93%	91%		
Northwest Health Centre	3,791	84%	71%	83%	78%	79%	84%	89%	90%		
Oilfields General Hospital	2,986	95%	96%	96%	95%	95%	94%	94%	93%		

* Sites identified as reporting a high proportion (over 20%) of visits with unknown discharge time. Due to reduced data from which to reliably determine length of stay the percentage of visits discharged in under 4 hours cannot be determined accurately. (nr – not reported)

† Sites identified as reporting a significant proportion (between 10 and 20%) of visits with unknown discharge time. The percentage of discharges with ED LOS under 4 hours may be subject to more significant error for these reporting sites.

AHS Site Reporting - % Discharged from Emergency Department/Urgent Care < 4 hours

Peer Group	Site	Average Quarterly ED/UCC Discharges (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Average	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Suburban/ Rural (Con't)	Olds Hospital and Care Centre	3,496	97%	98%	97%	96%	97%	97%	96%	97%	
	Our Lady of the Rosary Hospital†	819	94%	92%	91%	93%	93%	94%	94%	95%	
	Peace River Community Health Centre*	5,135	nr	nr	nr	nr	nr	nr	nr	nr	
	Pincher Creek Health Centre†	1,761	90%	93%	92%	92%	92%	93%	90%	91%	
	Ponoka Hospital and Care Centre	3,596	96%	96%	95%	95%	95%	94%	95%	95%	
	Provost Health Centre	1,318	94%	93%	95%	93%	94%	95%	95%	94%	
	Raymond Health Centre	1,971	97%	96%	96%	97%	97%	98%	97%	97%	
	Redwater Health Centre	1,547	95%	95%	94%	94%	94%	94%	93%	94%	
	Rimbey Hospital and Care Centre	1,634	93%	93%	91%	92%	92%	93%	92%	96%	
	Rocky Mountain House Health Centre	6,287	92%	91%	90%	92%	91%	92%	91%	92%	
	Sacred Heart Community Health Centre	1,821	99%	99%	98%	98%	99%	98%	98%	98%	
	Seton - Jasper Healthcare Centre	1,650	94%	94%	95%	94%	94%	94%	94%	93%	95%
	Slave Lake Healthcare Centre	3,903	93%	92%	92%	92%	92%	92%	93%	93%	93%
	St. Joseph's General Hospital	2,770	93%	94%	95%	94%	94%	94%	94%	96%	95%
	St. Mary's Hospital	3,690	91%	89%	91%	92%	91%	92%	92%	91%	90%
	St. Theresa General Hospital	4,079	95%	96%	97%	96%	96%	96%	97%	96%	98%
	St. Therese - St. Paul Healthcare Centre	4,185	95%	95%	94%	95%	95%	95%	95%	95%	95%
	Stettler Hospital and Care Centre	3,472	96%	96%	96%	96%	96%	96%	96%	96%	96%
	Strathmore District Health Services*	7,146	nr	nr	nr	nr	nr	nr	nr	nr	nr
	Sturgeon Community Hospital	9,535	64%	63%	64%	60%	63%	61%	61%	58%	
Sundre Hospital and Care Centre	2,327	93%	93%	94%	93%	93%	94%	93%	94%		
Swan Hills Healthcare Centre	1,014	98%	98%	98%	98%	98%	98%	98%	99%	97%	
Taber Health Centre	1,932	98%	97%	98%	97%	97%	97%	97%	98%	97%	
Three Hills Health Centre*	3,549	nr	nr	nr	nr	nr	nr	nr	nr	nr	

* Sites identified as reporting a high proportion (over 20%) of visits with unknown discharge time. Due to reduced data from which to reliably determine length of stay the percentage of visits discharged in under 4 hours cannot be determined accurately.

† Sites identified as reporting a significant proportion (between 10 and 20%) of visits with unknown discharge time. The percentage of discharges with ED LOS under 4 hours may be subject to more significant error for these reporting sites.

AHS Site Reporting - % Discharged from Emergency Department/Urgent Care < 4 hours

Peer Group	Site	Average Quarterly ED/UCC Discharges (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Average	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Suburban / Rural (continued)	Tofield Health Centre	1,529	93%	94%	94%	94%	94%	94%	93%	94%	
	Two Hills Health Centre	1,249	95%	93%	91%	93%	93%	92%	93%	94%	
	Valleyview Health Centre*	3,810	nr	nr	nr	nr	nr	nr	nr	nr	
	Vermilion Health Centre	2,102	96%	95%	95%	95%	95%	94%	94%	95%	
	Viking Health Centre	1,444	98%	98%	98%	97%	98%	98%	98%	97%	
	Vulcan Community Health Centre	1,088	95%	92%	93%	94%	93%	94%	94%	94%	
	Wabasca/Desmarais Healthcare Centre	2,425	94%	96%	96%	96%	95%	96%	95%	96%	
	Wainwright Health Centre	3,754	97%	98%	98%	98%	98%	97%	98%	97%	
	WestView Health Centre - Stony Plain	3,719	70%	68%	69%	66%	68%	65%	70%	67%	
	Westlock Healthcare Centre	7,527	92%	92%	93%	93%	92%	93%	93%	94%	
	Wetaskiwin Hospital and Care Centre	7,355	91%	91%	91%	91%	91%	90%	89%	92%	
	Whitcourt Healthcare Centre*	4,155	nr	nr	nr	nr	nr	nr	nr	nr	
	William J.Cadzow - Lac La Biche Healthcare Centre	3,446	98%	97%	98%	97%	97%	98%	96%	97%	
	Peer Group Aggregate		253,931	92%	91%	92%	91%	92%	92%	92%	92%
Rural Ambulatory	Fort MacLeod Health Centre	870	92%	93%	92%	93%	92%	92%	93%	94%	
	Grimshaw/Berwyn & District Community Health Ctr*	3,538	nr	nr	nr	nr	nr	nr	nr	nr	
	Milk River Health Centre	542	89%	88%	84%	85%	86%	87%	88%	86%	
	Peer Group Aggregate		4,950	94%	94%	94%	94%	94%	95%	95%	95%
All Sites Aggregate		460,019	81%	80%	80%	79%	80%	80%	81%	81%	

* Sites identified as reporting a high proportion (over 20%) of visits with unknown discharge time. Due to reduced data from which to reliably determine length of stay the percentage of visits discharged in under 4 hours cannot be determined accurately. (nr – not reported)

† Sites identified as reporting a significant proportion (between 10 and 20%) of visits with unknown discharge time. The percentage of discharges with ED LOS under 4 hours may be subject to more significant error for these reporting sites.

Emergency Department Length of Stay – Percent Admitted From Emergency with Length of Stay of less than 8 hours

The Emergency Department (ED) length of stay (LOS) for admitted patients is the time from when a patient first encounters care in the Emergency Department to the time the patient enters the hospital as an inpatient (leaves the ED). The length of stay in Emergency (ED LOS) can be significantly different for patients treated and discharged from emergency than for those subsequently admitted. For those patients being admitted, a target of 90% of patients having ED LOS of under 8 hours has been set within AHS.

Wait times in the Emergency Department is an indicator of access to the health care system and a reflection of efficient use of resources. It is important to understand the extent to which patients are waiting in EDs, because waiting for care can result in delays to treatment for individual patients and reduced efficiency in the flow of patients that require admission from the ED onto an inpatient ward. There is some evidence to indicate that a relationship exists between patient flow through the ED and delays in care. For example, delays in some door-to-treatment times have been found in recent studies to be associated with ED overcrowding or longer ED wait times (Statistics Canada).

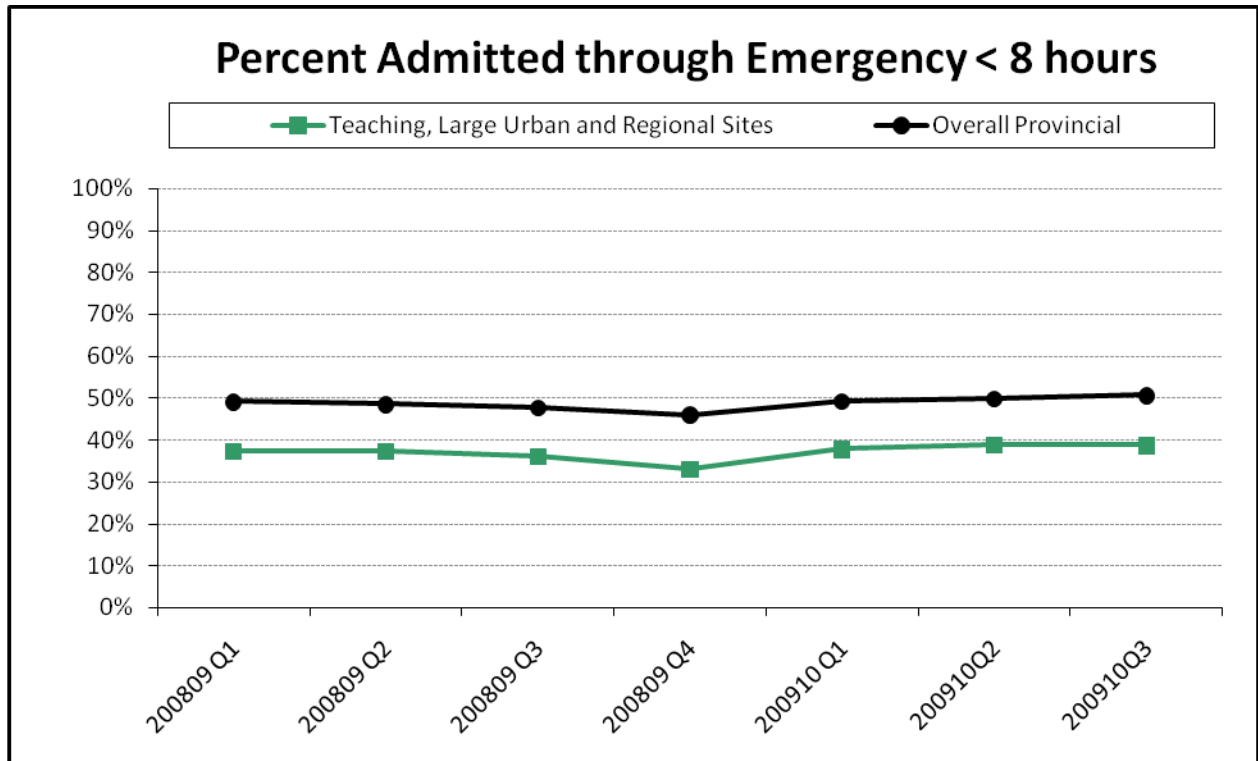
The average performance of the 15 high volume teaching, large urban and regional Emergency Department sites are compared with the average performance across all other sites provincially. The performance of the 15 sites is based on high volume combined with status as a regional emergency centre. The sites included in this group are:

1. University of Alberta Hospitals (Edmonton)
2. Stollery Children's Hospital (Edmonton)
3. Misericordia Community Hospital (Edmonton)
4. Royal Alexandra Hospital (Edmonton)
5. Grey Nuns Community Hospital (Edmonton)
6. *Sturgeon Community Hospital (St. Albert)
7. Foothills Medical Centre (Calgary)
8. Rockyview General Hospital (Calgary)
9. Peter Lougheed Centre (Calgary)
10. Alberta Children's Hospital (Calgary)
11. Northern Lights Regional Health Centre (Fort McMurray)
12. Red Deer Regional Hospital (Red Deer)
13. Queen Elizabeth II Hospital (Grande Prairie)
14. Chinook Regional Hospital (Lethbridge)
15. Medicine Hat Regional Hospital (Medicine Hat)

*Sturgeon Community Hospital is included in this group due to their high volume of visits.

The results for each site on an individual basis are presented in the table which follows. Only sites with admitting capabilities are reported here. Urgent and Ambulatory Care Centres do not admit patients directly. Volume of visits is also presented to provide context. Sites with higher visit volume may have lower percentage of patients admitted under 8 hours.

The time an admitted patient leaves the Emergency Department is recorded on their Inpatient record. The calculation of their time in Emergency is determined by matching the Emergency visit record with the Inpatient record. Consequently, when a patient remains in hospital for an extended period of time, there is a delay in reporting as the inpatient record is not available for comparison until the patient is discharged. As additional data becomes available results for previous quarters will be updated.



Source: Ambulatory Care Reporting System and Discharge Abstract Database (Alberta Health Services)

Emergency Department Length of Stay for Admitted Patients – 90th Percentile Time (in hours) for Teaching, Large Urban, Regional and High Volume Suburban Peer Groups

The Emergency Department (ED) length of stay (LOS) for admitted patients is the time from when a patient first encounters care in the Emergency Department to the time the patient enters the hospital as an inpatient (leave the ED). The length of stay in Emergency (ED LOS) can be significantly different for patients treated and discharged from emergency than for those subsequently admitted. For those patients being admitted, a target of 90% of patients having ED LOS of under 8 hours has been set within AHS.

The 90th percentile refers to the number of hours under which 90% of admitted patients complete their ED stay. That is, patients experience an ED LOS equal to or shorter than this 90% of the time.

Peer Group	Site	Average Quarterly ED Admits (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Overall	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Teaching	Alberta Children's Hospital	900	11.7	10.5	11.0	14.0	11.8	11.5	11.0	12.1	
	Foothills Medical Centre	3,914	27.5	26.8	29.1	36.2	29.3	26.4	24.2	25.3	
	Stollery Children's Hospital	889	24.3	18.4	20.2	25.0	22.4	20.9	15.2	16.9	
	University of Alberta Hospital	2,968	53.7	49.8	46.3	44.2	48.7	33.3	36.6	33.1	
Large Urban	Grey Nuns Community Hospital	1,519	51.9	50.0	53.4	55.4	52.6	47.3	48.6	50.1	
	Misericordia Community Hospital	1,372	72.9	71.5	67.0	70.3	70.9	53.1	47.4	50.6	
	Peter Lougheed Centre	2,657	23.1	22.0	29.2	34.8	27.9	31.0	23.9	27.1	
	Rockyview General Hospital	3,096	25.4	30.1	30.6	44.8	31.3	29.3	30.8	31.0	
	Royal Alexandra Hospital	3,026	47.2	40.7	51.0	52.2	48.7	35.7	43.1	36.7	
Regional	Chinook Regional Hospital	1,468	11.4	9.2	9.0	9.8	9.9	8.7	9.0	8.4	
	Medicine Hat Regional Hospital	1,287	7.9	9.3	10.6	11.9	9.7	8.8	8.3	8.2	
	Northern Lights Regional Health Centre	605	10.0	10.2	7.0	7.1	9.6	10.0	8.3	8.8	
	Queen Elizabeth II Hospital	908	18.9	19.6	24.7	24.1	21.4	20.5	25.0	20.7	
	Red Deer Regional Hospital Centre	1,950	35.7	42.0	36.3	41.2	38.5	39.2	30.8	29.5	
Suburban/Rural	Sturgeon Community Hospital	714	65.5	73.8	75.8	89.2	75.1	69.0	64.4	64.3	
	Overall	27,273	34.6	34.3	38.1	43.9	37.9	31.7	31.3	30.3	

Emergency Department Length of Stay for Admitted Patients – Median Time (in hours) for Teaching, Large Urban, Regional and High Volume Suburban Peer Groups

The Emergency Department (ED) length of stay (LOS) for admitted patients is the time from when a patient first encounters care in the Emergency Department to the time the patient enters the hospital as an inpatient (leave the ED). The length of stay in Emergency (ED LOS) can be significantly different for patients treated and discharged from emergency than for those subsequently admitted. For those patients being admitted, a target of 90% of patients having ED LOS of under 8 hours has been set within AHS.

The median refers to the number of hours under which half (50%) of admitted patients complete their ED stay. That is, patients experience an ED LOS equal to or shorter than this 50% of the time.

Peer Group	Site	Average Quarterly ED Admits (all categories) 2009/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Overall	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Teaching	Alberta Children's Hospital	900	6.2	5.8	6.1	6.9	6.3	6.5	5.8	6.2	
	Foothills Medical Centre	3,914	12.9	12.1	12.9	15.9	13.3	11.0	10.1	10.1	
	Stollery Children's Hospital	889	9.5	7.8	9.0	11.2	9.2	9.1	7.3	8.1	
	University of Alberta Hospital	2,968	17.8	19.2	16.2	16.3	17.3	13.9	14.1	14.0	
Large Urban	Grey Nuns Community Hospital	1,519	22.3	21.6	22.6	23.1	22.3	18.8	20.8	19.9	
	Misericordia Community Hospital	1,372	19.4	18.2	17.2	17.4	17.9	16.5	15.1	14.7	
	Peter Lougheed Centre	2,657	11.0	10.4	12.6	16.0	11.9	12.5	10.9	11.7	
	Rockyview General Hospital	3,096	10.8	11.1	12.7	16.4	12.3	11.6	13.3	13.6	
	Royal Alexandra Hospital	3,026	18.2	16.8	18.8	18.8	18.0	15.1	16.4	16.3	
Regional	Chinook Regional Hospital	1,468	5.0	4.7	4.8	4.7	4.8	4.5	4.5	4.6	
	Medicine Hat Regional Hospital	1,287	4.1	4.8	4.8	5.0	4.7	4.7	4.6	4.4	
	Northern Lights Regional Health Centre	605	4.7	5.3	4.3	4.1	4.7	5.1	4.5	4.0	
	Queen Elizabeth II Hospital	908	6.5	6.5	7.3	7.2	6.7	6.8	7.0	7.3	
	Red Deer Regional Hospital Centre	1,950	9.8	11.5	9.7	11.8	10.6	11.1	10.7	9.1	
Suburban/Rural	Sturgeon Community Hospital	714	13.9	14.7	18.5	23.0	16.7	17.7	16.1	19.7	
	Overall	27,273	11.0	10.8	11.4	13.1	11.4	10.6	10.4	10.4	

AHS Site Reporting – Percent Admitted with total ED LOS less than 8 hours

Peer Group	Site	Average Quarterly ED Admits (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Average	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Teaching	Alberta Children's Hospital	900	70%	75%	74%	65%	71%	69%	74%	71%	
	Foothills Medical Centre	3,914	31%	30%	28%	25%	28%	33%	37%	37%	
	Stollery Children's Hospital	889	41%	52%	43%	32%	42%	43%	57%	49%	
	University of Alberta Hospital	2,968	23%	22%	23%	24%	23%	27%	27%	27%	
	Peer Group Aggregate	8,670	33%	34%	32%	30%	32%	36%	39%	38%	
Large Urban	Grey Nuns Community Hospital	1,519	22%	21%	22%	22%	22%	25%	23%	23%	
	Misericordia Community Hospital	1,372	29%	32%	32%	30%	31%	30%	34%	32%	
	Peter Lougheed Centre	2,657	30%	32%	25%	21%	27%	26%	31%	29%	
	Rockyview General Hospital	3,096	35%	32%	28%	23%	30%	31%	29%	27%	
	Royal Alexandra Hospital	3,026	22%	21%	21%	21%	21%	23%	19%	22%	
	Peer Group Aggregate	11,669	28%	27%	25%	23%	26%	27%	27%	26%	
Regional	Chinook Regional Hospital	1,468	79%	85%	85%	83%	83%	87%	87%	88%	
	Medicine Hat Regional Hospital	1,287	90%	84%	83%	80%	84%	86%	89%	90%	
	Northern Lights Regional Health Centre	605	78%	72%	96%	88%	83%	80%	88%	87%	
	Queen Elizabeth II Hospital	908	60%	61%	53%	55%	58%	58%	56%	56%	
	Red Deer Regional Hospital Centre	1,950	42%	38%	43%	36%	40%	40%	40%	44%	
	Peer Group Aggregate	6,217	65%	65%	65%	63%	64%	66%	66%	67%	
Suburban/ Rural	Athabasca Healthcare Centre	131	83%	89%	94%	88%	89%	85%	83%	83%	
	Barrhead Healthcare Centre	198	98%	97%	98%	97%	97%	98%	97%	99%	
	Bassano Health Centre	28	46%	55%	57%	48%	52%	56%	84%	48%	
	Beaverlodge Municipal Hospital	125	90%	88%	94%	93%	91%	93%	94%	95%	
	Big Country Hospital	33	66%	71%	74%	81%	72%	86%	84%	67%	
	Bonnyville Healthcare Centre	232	97%	91%	96%	99%	96%	99%	96%	98%	
	Bow Island Health Centre	53	89%	93%	94%	93%	92%	89%	91%	94%	
	Boyle Healthcare Centre	107	91%	98%	94%	93%	94%	89%	94%	88%	

AHS Site Reporting – Percent Admitted with total ED LOS less than 8 hours

Peer Group	Site	Average Quarterly ED Admits (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Average	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	09/10 – Q4
Suburban/ Rural (Con't)	Brooks Health Centre	300	98%	100%	95%	100%	98%	98%	98%	100%	
	Canmore General Hospital	155	75%	71%	74%	74%	73%	77%	70%	68%	
	Cardston Health Centre	168	89%	90%	93%	89%	90%	91%	93%	92%	
	Central Peace Health Complex	57	85%	80%	85%	85%	84%	88%	98%	83%	
	Claresholm General Hospital	80	70%	72%	75%	67%	71%	69%	60%	71%	
	Cold Lake Healthcare Centre	253	100%	100%	96%	100%	99%	100%	100%	100%	
	Consort Hospital and Care Centre	24	96%	100%	100%	100%	99%	94%	100%	100%	
	Coronation Hospital and Care Centre	42	95%	92%	94%	98%	95%	93%	97%	94%	
	Crowsnest Pass Health Centre	102	86%	92%	88%	87%	89%	86%	91%	91%	
	Daysland Health Centre	121	85%	89%	94%	86%	88%	93%	92%	93%	
	Devon General Hospital	53	44%	46%	35%	46%	42%	22%	38%	38%	
	Didsbury District Health Services	75	92%	87%	93%	84%	89%	89%	83%	92%	
	Drayton Valley Hospital and Care Centre	144	89%	75%	84%	62%	77%	62%	76%	78%	
	Drumheller Health Centre	151	96%	95%	95%	93%	94%	96%	96%	95%	
	Edson Healthcare Centre	134	88%	91%	85%	76%	85%	92%	87%	90%	
	Elk Point Healthcare Centre	79	97%	97%	99%	96%	97%	98%	93%	100%	
	Fairview Health Complex	182	93%	89%	96%	89%	92%	95%	93%	91%	
	Fort Saskatchewan Health Centre	196	63%	61%	59%	51%	58%	45%	54%	70%	
	Fox Creek Healthcare Centre	14	65%	62%	67%	64%	64%	60%	76%	90%	
	George McDougall - Smoky Lake Healthcare Centre	92	99%	99%	96%	99%	98%	99%	99%	99%	
	Grande Cache Community Health Complex	74	73%	86%	91%	90%	86%	90%	94%	92%	
	Han Health Centre	96	95%	96%	88%	90%	92%	90%	95%	87%	
	Hardisty Health Centre	25	86%	96%	96%	88%	91%	89%	81%	86%	
	High Prairie Health Complex	164	100%	100%	67%	60%	78%	80%	50%	100%	
High River General Hospital	99	41%	51%	44%	29%	41%	39%	55%	64%		
Hinton Healthcare Centre	164	93%	81%	86%	87%	88%	87%	87%	92%		

AHS Site Reporting – Percent Admitted with total ED LOS less than 8 hours

Peer Group	Site	Average Quarterly ED Admits (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Average	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Suburban/ Rural (Con't)	Innisfail Health Centre	120	97%	96%	95%	90%	95%	100%	92%	92%	
	Killam Health Care Centre	41	64%	47%	50%	63%	56%	55%	41%	56%	
	Lacombe Hospital and Care Centre	271	96%	96%	94%	92%	94%	93%	95%	93%	
	Lamont Health Care Centre	53	100%	63%	67%	67%	75%	44%	89%	100%	
	Leduc Community Hospital	278	68%	76%	64%	65%	68%	59%	58%	61%	
	Manning Community Health Centre	103	89%	87%	97%	88%	90%	86%	91%	83%	
	Mayerthorpe Healthcare Centre	123	100%	100%	100%	97%	99%	100%	99%	96%	
	Mineral Springs Hospital	85	88%	85%	87%	90%	87%	85%	78%	100%	
	Northwest Health Centre	194	96%	95%	97%	95%	96%	98%	94%	96%	
	Oilfields General Hospital	57	63%	91%	100%	100%	86%	82%	100%	91%	
	Olds Hospital and Care Centre	174	100%	69%	96%	95%	93%	98%	100%	95%	
	Our Lady of the Rosary Hospital	22	78%	47%	64%	80%	70%	61%	65%	67%	
	Peace River Community Health Centre	190	93%	93%	91%	90%	91%	96%	91%	96%	
	Pincher Creek Health Centre	132	78%	77%	79%	79%	78%	75%	79%	89%	
	Ponoka Hospital and Care Centre	274	95%	95%	95%	95%	95%	96%	92%	95%	
	Provost Health Centre	113	95%	98%	92%	90%	94%	96%	96%	95%	
	Raymond Health Centre	85	92%	91%	92%	93%	92%	96%	89%	94%	
	Redwater Health Centre	62	78%	59%	45%	56%	60%	76%	61%	71%	
	Rimbey Hospital and Care Centre	82	73%	84%	65%	82%	75%	71%	85%	92%	
	Rocky Mountain House Health Centre	182	81%	77%	74%	79%	78%	78%	77%	83%	
	Sacred Heart Community Health Centre	155	100%	100%	99%	100%	100%	98%	100%	99%	
	Seton - Jasper Healthcare Centre	64	91%	99%	96%	96%	96%	94%	97%	97%	
	Slave Lake Healthcare Centre	134	85%	84%	85%	84%	85%	85%	91%	88%	
	St. Joseph's General Hospital	106	90%	97%	97%	96%	95%	97%	96%	99%	
St. Mary's Hospital	345	85%	81%	82%	83%	83%	83%	82%	83%		
St. Theresa General Hospital	207	95%	98%	97%	95%	96%	97%	93%	95%		

AHS Site Reporting – Percent Admitted with total ED LOS less than 8 hours

Peer Group	Site	Average Quarterly ED Admits (all categories) 2008/09	2008/09 – Q1	2008/09 – Q2	2008/09 – Q3	2008/09 – Q4	2008/09 Average	2009/10 – Q1	2009/10 – Q2	2009/10 – Q3	2009/10 – Q4
Suburban/ Rural (Con't)	St. Therese - St. Paul Healthcare Centre	319	96%	97%	94%	96%	96%	96%	97%	94%	
	Stettler Hospital and Care Centre	118	88%	81%	96%	96%	88%	88%	94%	95%	
	Strathmore District Health Services	110	76%	69%	66%	70%	71%	82%	79%	76%	
	Sturgeon Community Hospital	714	35%	34%	31%	28%	32%	30%	33%	30%	
	Sundre Hospital and Care Centre	124	96%	98%	96%	96%	96%	96%	96%	96%	
	Swan Hills Healthcare Centre*	13	100%	100%		100%	100%	100%			
	Taber Health Centre	131	98%	95%	100%	97%	98%	97%	98%	97%	
	Three Hills Health Centre	86	81%	83%	83%	84%	83%	84%	90%	87%	
	Tofield Health Centre	71	77%	74%	92%	70%	78%	79%	74%	74%	
	Two Hills Health Centre	65	89%	90%	92%	86%	89%	91%	90%	87%	
	Valleyview Health Centre	100	95%	91%	92%	87%	91%	96%	93%	94%	
	Vermilion Health Centre	90	96%	90%	93%	91%	93%	92%	71%	82%	
	Viking Health Centre	136	93%	100%	98%	97%	97%	97%	83%	96%	
	Vulcan Community Health Centre	56	89%	94%	94%	96%	93%	90%	93%	97%	
	Wabasca/Desmarais Healthcare Centre	71	77%	71%	87%	94%	85%	96%	89%	91%	
	Wainwright Health Centre	157	95%	96%	93%	95%	95%	96%	95%	98%	
	WestView Health Centre - Stony Plain	210	5%	3%	7%	6%	5%	6%	9%	9%	
	Westlock Healthcare Centre	187	79%	81%	74%	67%	75%	79%	72%	81%	
	Wetaskiwin Hospital and Care Centre	452	90%	88%	90%	87%	89%	87%	85%	89%	
	Whitcourt Healthcare Centre	164	100%	100%	100%	96%	97%	95%	100%	98%	
William J. Cadzow - Lac La Biche Healthcare Centre	252	97%	100%	97%	100%	98%	100%	100%	100%		
Peer Group Aggregate		11,219	82%	82%	81%	80%	81%	81%	82%	83%	
All Sites Aggregate		37,775	49%	49%	48%	46%	48%	50%	51%	51%	

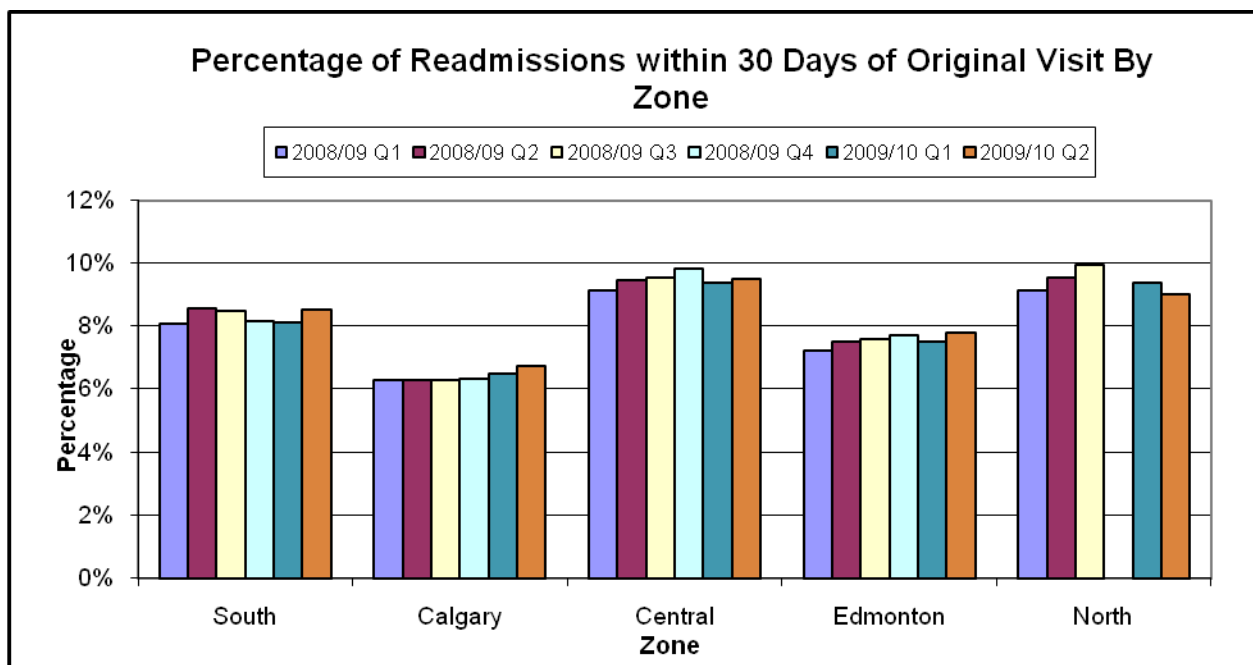
* Cells with no values indicate no admitted patients during that time period.

Performance Measures Acute Care

Percentage of Patients with an Unplanned Hospital Readmission within 30 Days

Readmission rates provide one measure of the quality of care. The risk of readmission following an in-patient stay may be related to the type of drugs prescribed at discharge, patient compliance with post-discharge therapy, the quality of follow-up care in the community, or the availability of appropriate diagnostic or therapeutic technologies during the initial hospital stay. Although readmission for medical conditions may involve factors outside the direct control of the hospital, high rates of readmission act as a signal to hospitals to look more carefully at their practices, including the risk of discharging patients too early and the relationship with community physicians and community-based care. All causes of readmissions are reported and are not necessarily due to related conditions. Unplanned readmissions are defined as those patients who had an urgent or emergent readmission excluding those admissions which were elective.

Readmissions remain relatively steady across the zones.



2008/09 Q4 results are not available for North Zone due to the unavailability of data for one site

Percentage of Patients with a Hospital Readmission within 30 Days for Teaching, Large Urban and Regional Peer Groups

Readmission rates provide one measure of the quality of care. The risk of readmission following an in-patient stay may be related to the type of drugs prescribed at discharge, patient compliance with post-discharge therapy, the quality of follow-up care in the community, or the availability of appropriate diagnostic or therapeutic technologies during the initial hospital stay. Although readmission for medical conditions may involve factors outside the direct control of the hospital, high rates of readmission act as a signal to hospitals to look more carefully at their practices, including the risk of discharging patients too early and the relationship with community physicians and community-based care. All causes of readmissions are reported and are not necessarily be due to related conditions.

Site rates have been stable over the year. It should be noted that the two hospitals with the highest 30 day readmission rates (University of Alberta and Stollery Children's) also have the highest Case Mix Indices (CMI) among the teaching, urban and regional hospitals. A higher CMI is an indication that the hospital treats patients with more complex conditions.

Peer Group	Site	Quarter 1 2008/09 (Apr 1 to Jun 30, 2008)	Quarter 2 2008/09 (Jul 1 to Sep 30, 2008)	Quarter 3 2008/09 (Oct 1 to Dec 31 2008)	Quarter 4 2008/09 (Jan 1 to Mar 31, 2009)	Overall (Fiscal Year 2008/09)	Quarter 1 2009/10 (Apr 1 to Jun 30, 2009)	Quarter 2 2009/10 (Jul 1 to Sep 30, 2009)
Teaching	Alberta Children's Hospital	7.51%	6.56%	7.46%	7.37%	7.24%	8.39%	8.52%
	Foothills Medical Centre	7.07%	7.11%	7.00%	7.52%	7.18%	7.42%	7.31%
	Stollery Children's Hospital	9.30%	9.26%	9.81%	10.73%	9.79%	9.79%	11.04%
	University of Alberta Hospital	10.94%	11.25%	11.27%	10.61%	11.01%	10.00%	10.84%
Large Urban	Grey Nuns Community Hospital	5.18%	5.59%	5.17%	5.84%	5.44%	5.69%	6.01%
	Misericordia Community Hospital	5.53%	5.61%	5.95%	5.87%	5.75%	6.01%	5.67%
	Peter Lougheed Centre	6.02%	5.89%	6.02%	5.63%	5.89%	5.97%	6.28%
	Rockyview General Hospital	5.46%	5.54%	5.21%	5.25%	5.37%	5.27%	6.04%
	Royal Alexandra Hospital	7.21%	7.66%	7.50%	7.97%	7.58%	7.78%	7.63%
Regional	Chinook Regional Hospital	7.08%	6.83%	7.65%	6.30%	6.96%	6.18%	7.05%
	Medicine Hat Regional Hospital	7.47%	8.58%	7.99%	8.03%	8.01%	7.80%	7.82%
	Northern Lights Regional Health Centre	7.94%	6.57%	5.80%	7.95%	7.09%	7.09%	6.14%
	Queen Elizabeth II Hospital*	6.22%	5.97%	6.27%	na	na	5.68%	5.73%
	Red Deer Regional Hospital Centre	6.64%	6.95%	7.64%	8.12%	7.34%	6.79%	6.83%
Overall	<i>Sites listed here only</i>	6.79%	6.91%	6.96%	7.12%	6.94%	6.91%	7.12%

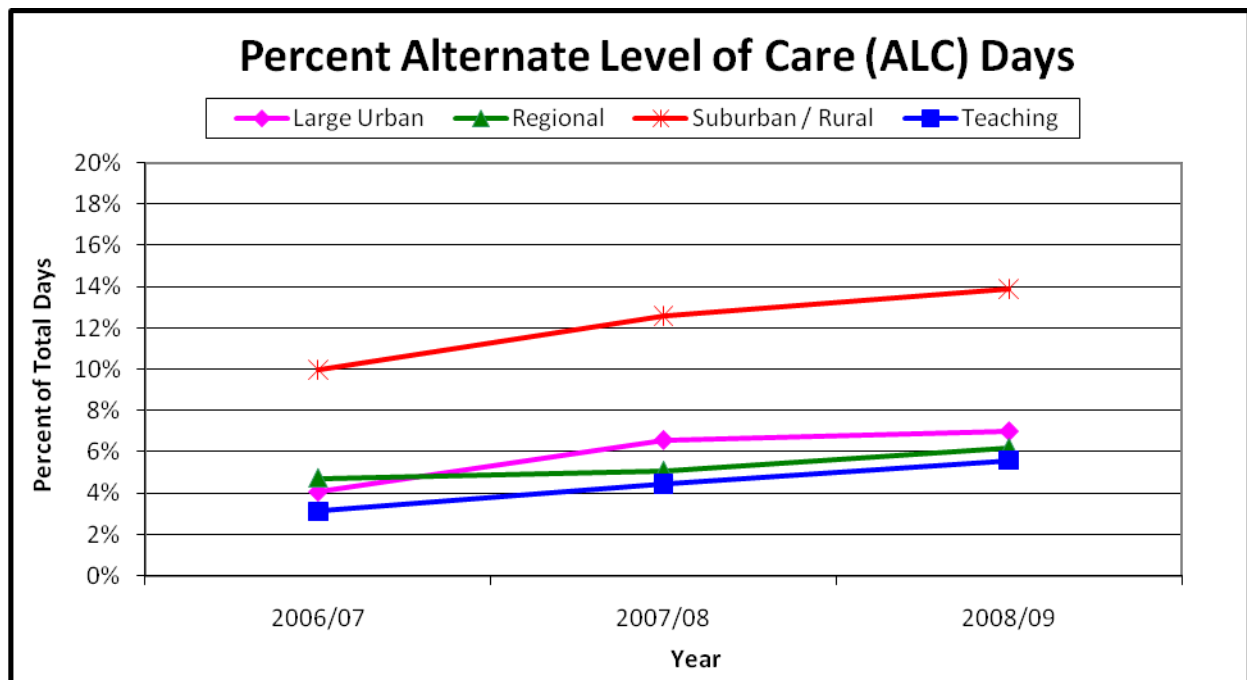
† Overall total for Q4 and entire Fiscal 2008/09 was calculated with available data only. Data is incomplete from Queen Elizabeth II Hospital for Q4 of 2008/09 at this time.

Percentage of Alternate Level of Care (ALC) Days by Year by Type of Hospital

ALC identifies a patient who has completed the acute care phase of his/her treatment but remains in an acute care bed. It requires a medical decision with documentation by a physician (or designated other) that the patient occupying an acute care hospital bed is well enough to be cared for elsewhere and is awaiting placement for an alternative level of service such as Long Term Care, Designated Assisted Living (DAL), Personal Care Home (PCH), Psychiatric Facility, Rehabilitation Facility, Hospice, Senior's Lodge etc. Patients waiting in an acute care bed due to social circumstances (e.g. waiting for transportation, home renovations), need community support (e.g. Home Care) or boarder babies/moms would also qualify as ALC. Excludes patients convalescing, post intervention, being treated in a step down unit, designated as sub-acute or out on a pass while continuing to receive acute services.

Calgary adult urban facilities record ALC days for patients waiting for Long Term Care, Designated Assisted Living (DAL) or Personal Care Home (PCH) as per Transition Services.

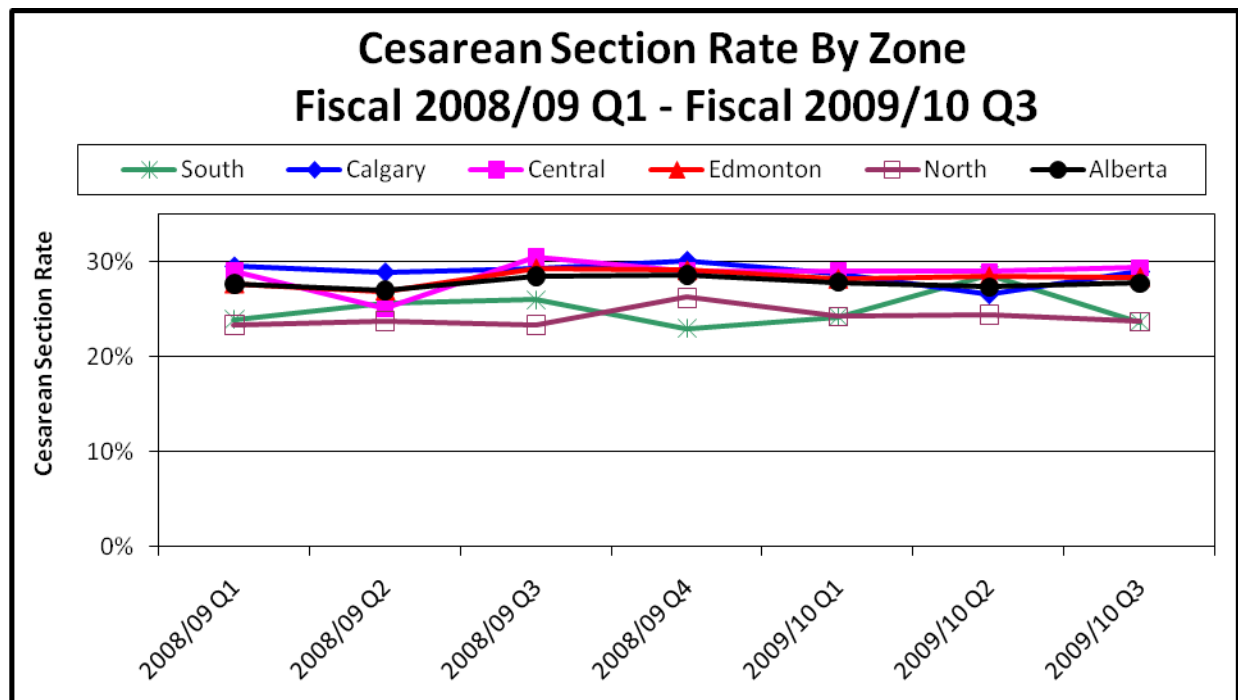
This indicator is designed to assess the processes that ensure patients are cared for in the most appropriate setting. It identifies the proportion of patients who are occupying acute care beds due to the unavailability of services in more appropriate settings. Maintaining a lower percent of ALC days requires aggressive management and placement of the most complex patients. ALC days have been increasing. Factors contributing to this can include increasing age, decreasing capacity in care facilities, and changes in proportion of acute services now offered elsewhere.



Caesarean Section Rate by Zone and Quarter

Caesarean section rates provide information on the frequency of surgical birth deliveries relative to all modes of birth delivery. Since Caesarean section delivery increases maternal morbidity/mortality and is associated with higher costs, Caesarean section rates are often used to monitor clinical practices with an implicit assumption that lower rates indicate more appropriate and more efficient care (CIHI Health Indicators Report, 2009). This is not suggesting the rate should be zero as it is recognized that there are often cases where Caesarian section is the recommended mode of delivery (e.g. when the health of the fetus or the mother is deemed to be at risk).

Guidelines defining the appropriate indications for Caesarean section are available from the Society of Obstetricians and Gynecologists of Canada. A higher rate would be expected in Edmonton and Calgary because they are referral centres for high risk pregnancies. We see fairly consistent rates across the province.

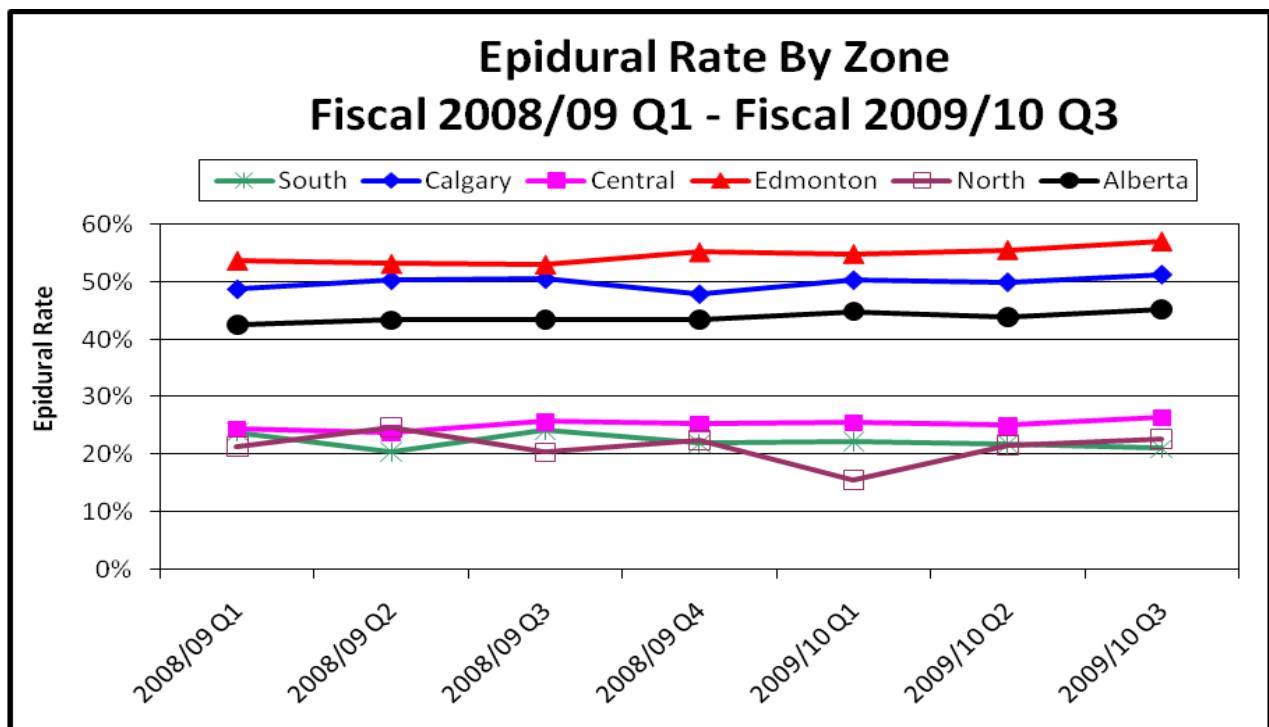


Epidural Rate by Zone and Quarter

This indicator represents the percent of women delivering babies in acute care hospitals where an epidural anesthetic was used.

Epidural use is considered an effective and relatively safe method of pain control in labour. Epidural analgesia can be associated with lengthening the first and second stages of labour and increasing the rates of assisted vaginal birth. Differing rates of use of epidurals may have contributing factors including distribution of type of care provider in the jurisdiction, availability of technology and maternal expectations.

We see a higher rate of use of epidural amongst births in Calgary and Edmonton Zones and a lower and consistent rate amongst the remaining zones.

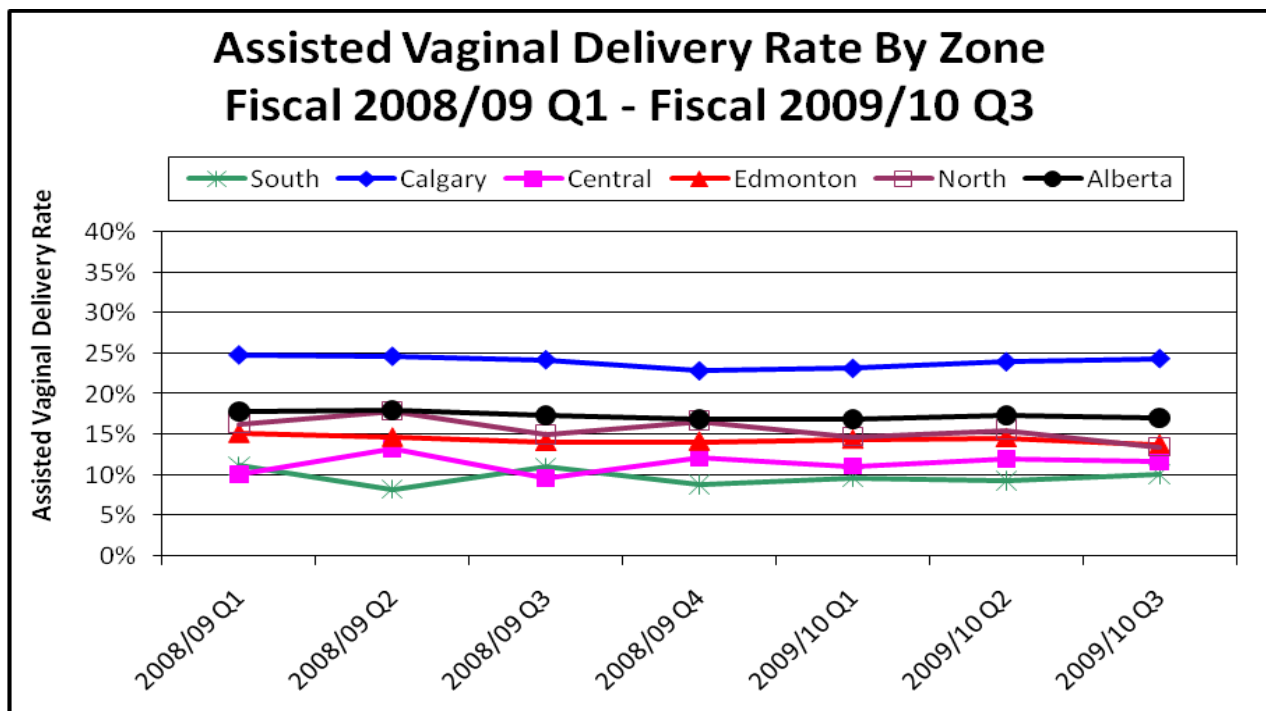


Assisted Vaginal Delivery Rate by Zone and Quarter

This indicator represents the percent of women delivering babies vaginally in acute care hospitals by means of forceps extraction, vacuum extraction or a combination of the two.

Assisted vaginal birth by vacuum or forceps is an appropriate and effective obstetrical intervention in certain clinical situations when intervention in the second stage of labour is required. Assisted vaginal birth may be indicated by conditions of the fetus or of the mother and include; fetal heart rate abnormalities in labour, maternal medical conditions and or inadequate progress of labour. Women who have experienced an assisted vaginal birth are at greater risk for soft tissue perineal trauma. Fetal/neonatal complications following assisted vaginal birth include fetal scalp lacerations and trauma, facial nerve palsy, intracranial and retinal hemorrhage, and hyperbilirubinemia (newborn jaundice).¹

We see consistent rates over the reported time period across the zones with a higher rate of assisted vaginal delivery in Calgary.



¹ SOGC Clinical Practice Guideline for Operative Vaginal Birth (August 2004)

Performance Measures Continuing Care

Alberta Health Services is working with Alberta Health & Wellness and Alberta Seniors and Community Support with a goal to providing Albertans with the right care in the right place.

This table reflects individual patients who have been assessed and approved and are waiting in acute or sub-acute facilities for continuing care placement. This includes people waiting for long term care and supportive living levels 3 and 4. The numbers provide end-of-quarter "snapshots".

We are seeing a trend of increasing numbers of patients waiting with the biggest increases in Calgary, Central and Edmonton.

SOURCE: Alberta Health and Wellness "Snapshots" of the Wait List at the end of the Quarter

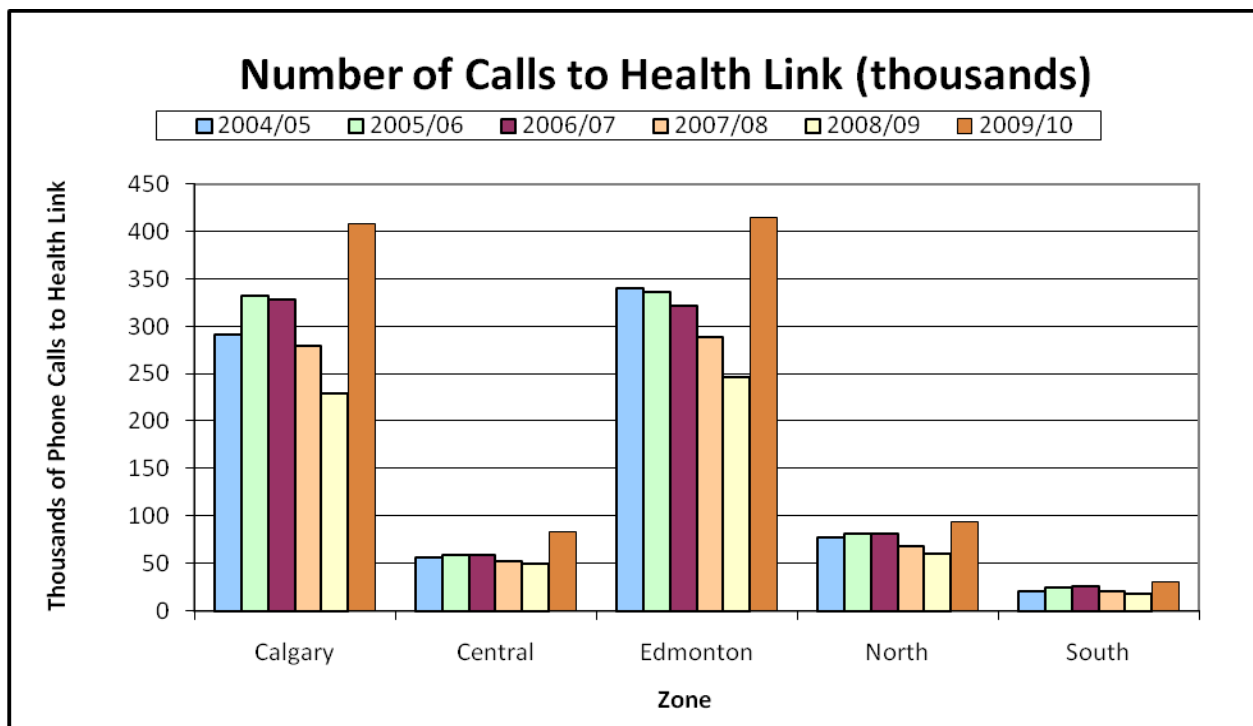
Patients Waiting in Acute Care for Continuing Care by Zone: Fiscal Year 2008/09 to Quarter 4 2009/10

Zone	Quarter 1 2008/09 (Apr. 1 to Jun. 30, 2008)	Quarter 2 2008/09 (Jul. 1 to Sep. 30, 2008)	Quarter 3 2008/09 (Oct. 1 to Dec. 31 2008)	Quarter 4 2008/09 (Jan. 1 to Mar. 31, 2009)	Average of quarterly "snapshots" 2008/09 Fiscal Year	Quarter 1 2009/10 (Apr. 1 to Jun. 30, 2009)	Quarter 2 2009/10 (Jul 1 to Sep 30, 2009)	Quarter 3 2009/10 (Oct 1 to Dec 31, 2009)	Quarter 4 2009/10 (Jan. 1 to Mar. 31, 2010)	Average of quarterly "snapshots" 2009/10 Fiscal Year
South	26	64	30	47	42	34	25	35	31	31
Calgary	237	241	274	231	246	276	331	275	243	281
Central	67	79	83	79	77	72	127	99	118	104
Edmonton	230	269	255	182	234	198	274	238	227	234
North	105	89	108	117	105	135	113	95	88	110
Provincial Total	665	742	750	656	703	715	870	742	707	761

Performance Measures Primary Care

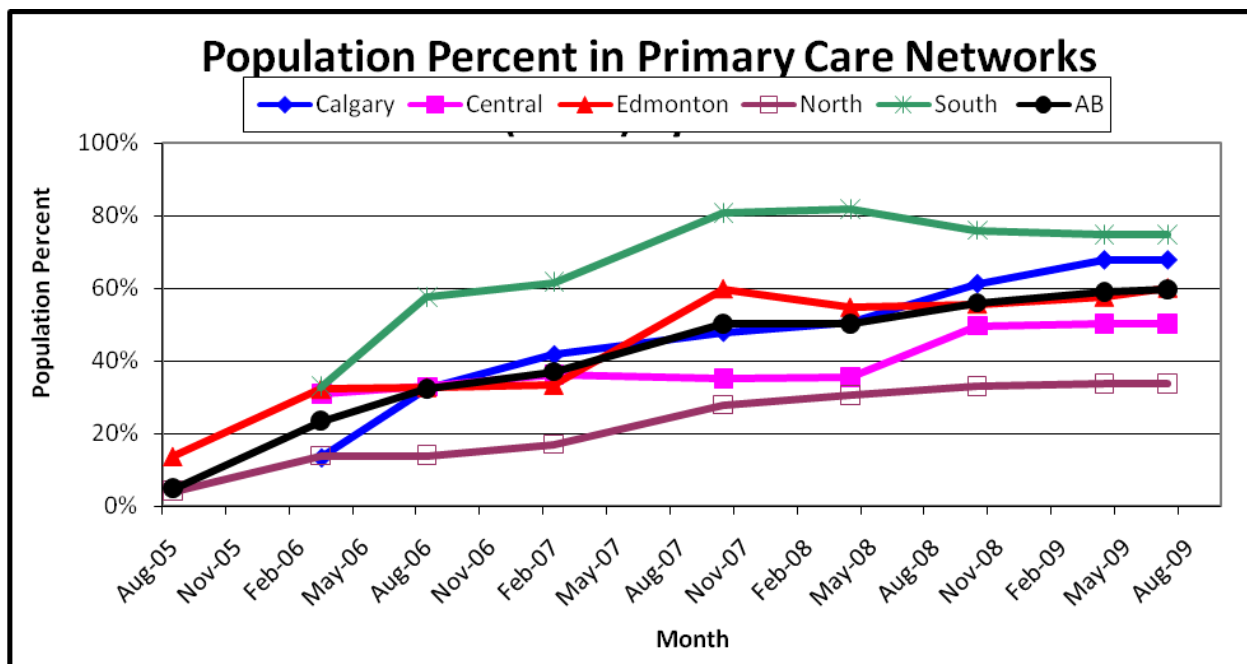
Number of Calls in thousands to Health Link Alberta by Zone and Year

Health Link Alberta is a 24 hour a day, seven day a week telephone health advice service answered by registered nurses that anyone in the Alberta Health Services can access. The goal is to give health care consumers a greater role in managing their own health so they can make informed decisions about their health situations and what health care resources to use from their own homes. The increasing numbers in calls to Health Link in 2009/10 are primarily attributed to H1N1 over the fall and winter months.



Percentage of Alberta Population in Primary Care Networks (PCNs)

In a Primary Care Network (PCN), a group of family doctors and other Alberta Health Services health care professionals coordinate health services for patients. A PCN can be comprised of one clinic with many physicians and support staff, or several physicians in several clinics across a health zone. Each network has the flexibility to develop local programs and provide services in ways that meet the specific needs of patients. The use was increasing to November 2008 reflecting newly available PCN's, since that time the percentage has stabilized.



Percentage of Women 50-69 who had a Screening Mammogram at Least Biennially

Adequate participation in breast cancer screening is essential for reductions in mortality to occur in the targeted population. The objective is for at least 70% of eligible women to have a screening mammogram at least biennially, and the goal is to reduce breast cancer mortality through early detection when treatment is more likely to be effective.

The Alberta Breast Cancer Screening Program (ABCSP) receives screening mammogram data from AHS - Screen Test and from all Alberta Society of Radiology (ASR) clinics. In the Edmonton, Central, Calgary, and South zones these data are approximately 99% complete (ie. data from a few regional facilities are missing.) From the North zone, the ABCSP currently does not receive data from Northern Lights and Peace Country regional hospitals therefore data presented for the North zone are from Alberta Health and Wellness and include Screen Test, ASR affiliated clinics, and regional facilities' data (approximately 100% complete). Participation rate is comparable over time. Criteria for ordering screening mammograms tends to be stable.

Women who are not eligible for screening mammograms are not removed from the denominator, ie. women who have had breast cancer, women with breast symptoms, women with breast implants, women with prophylactic bilateral mastectomies. This leads to a slight underestimate in the screening mammogram participation rate.

Percentage of Women 50-69 who had a Screening Mammogram at least Biennially January 2007 – December 2008

Health Zone ¹	Target Population ²	Number of Women Screened	Screening Rate(%)
Calgary	128,427	73,030	56.9
Central	45,693	23,610	51.7
Edmonton	114,966	61,484	53.5
North	36,244	19,124	52.8
South	28,879	16,305	56.5
Alberta ³	354,216	195,005	55.1

¹ Alberta Breast Cancer Screening Program (ABCSP) data as of February 1, 2010 was used to generate this report except for North Zone.

² The average number of women aged 50-69 years in 2007 and 2008.

³ The total numbers from 5 Health Zones do not add up to the total numbers for Alberta due to missing values in the data for defining individual zones.

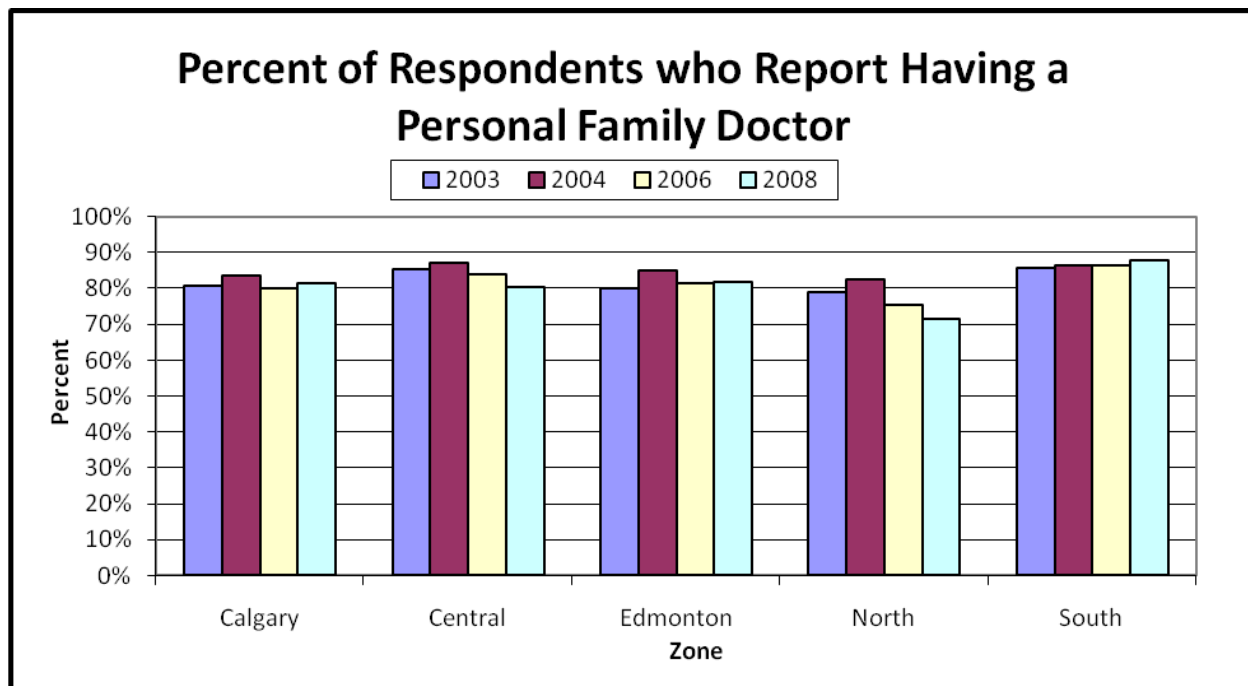
Percent of Respondents Who Report Having a Personal Family Doctor by Zone and Year (Provincial Survey)

This measure serves as an indicator of access to primary care.

Survey question: Do you currently have a personal family doctor who you regularly see for most of your health care needs? I'm speaking of a family doctor and not a specialist.

Physician to population ratios are used to support health human resource planning. While physician density ratios are useful indicators of changes in physician numbers relative to the population, they do not necessarily reflect whether health provider resources are adequate. Various factors influence whether the supply of physicians is appropriate, such as: distribution and location of physicians within a region or province; physician type (i.e., family medicine physicians vs. specialists); level of service provided (full time vs. part time); physician age and gender; population's access to hospitals, health care facilities, technology and other types of health care providers available; population needs (demographic characteristics and health problems); and society's perceptions and expectations. (CIHI)

SOURCE: Satisfaction with Health Care Services: A survey of Albertans, 2008. Health Quality Council of Alberta. Page 71. Most recent values are for the 2008 cycle of the survey.



Hospitalization Rates for Ambulatory Care Sensitive Conditions (ACSC) measured per 100,000 population younger than 75 years of age by Zone and Year

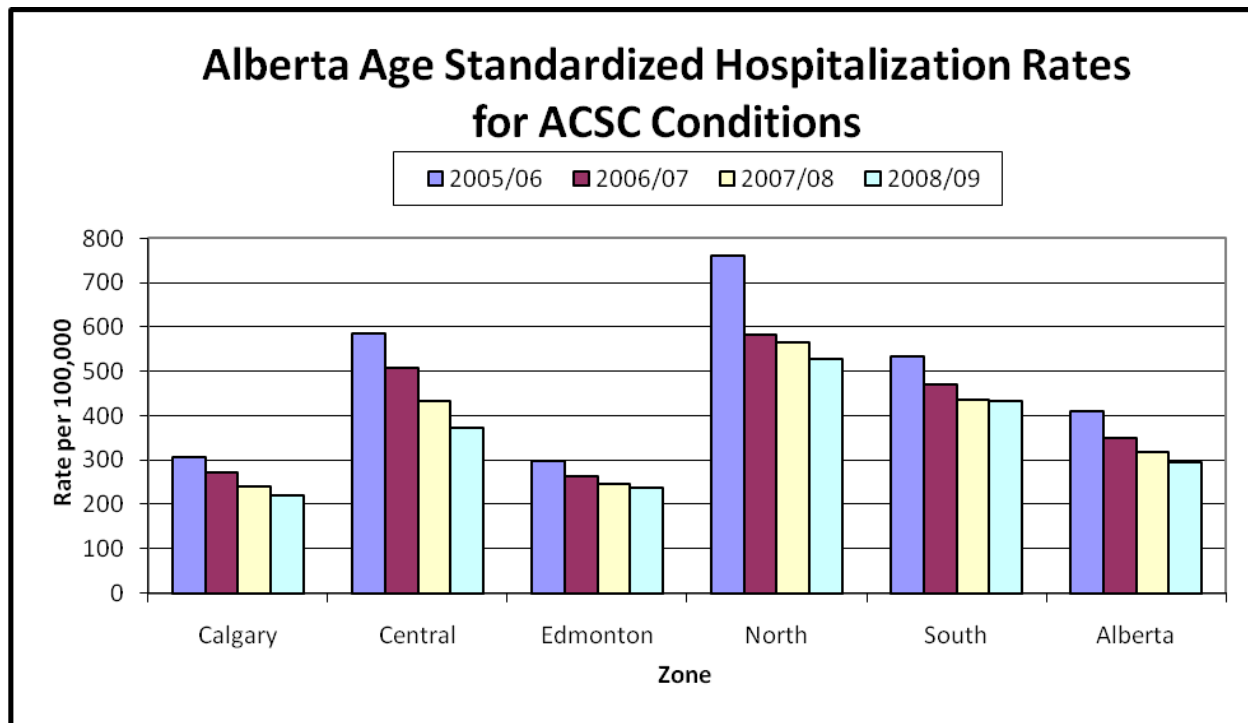
Ambulatory Care Sensitive Conditions (ACSC) are conditions where appropriate ambulatory care may prevent or reduce the need for hospitalization. These conditions include *Angina, Asthma, COPD, Diabetes, Grand Mal Seizures/Epileptic Convulsions, Heart Failure/Pulmonary Edema and Hypertension*.

While not all admissions for these conditions are avoidable, appropriate ambulatory care in the community could potentially prevent the onset, control an acute episodic illness or condition, or manage these types of chronic conditions. In addition to improving the health of the patient, this could have an impact on health spending for chronic illnesses in Canada.

Hospitalization for an ACSC is considered to be a measure of access to appropriate primary health care. A disproportionately high rate of ACSC is presumed to reflect problems in obtaining access to appropriate primary care (CIHI).

Here the hospitalization rates are age standardized using Alberta Registry Population Data, Provincial Inpatient Discharge (DAD) Abstract Data, 1991 Census Data.

There has been a steady decline in all zones, most markedly in the north and central regions.

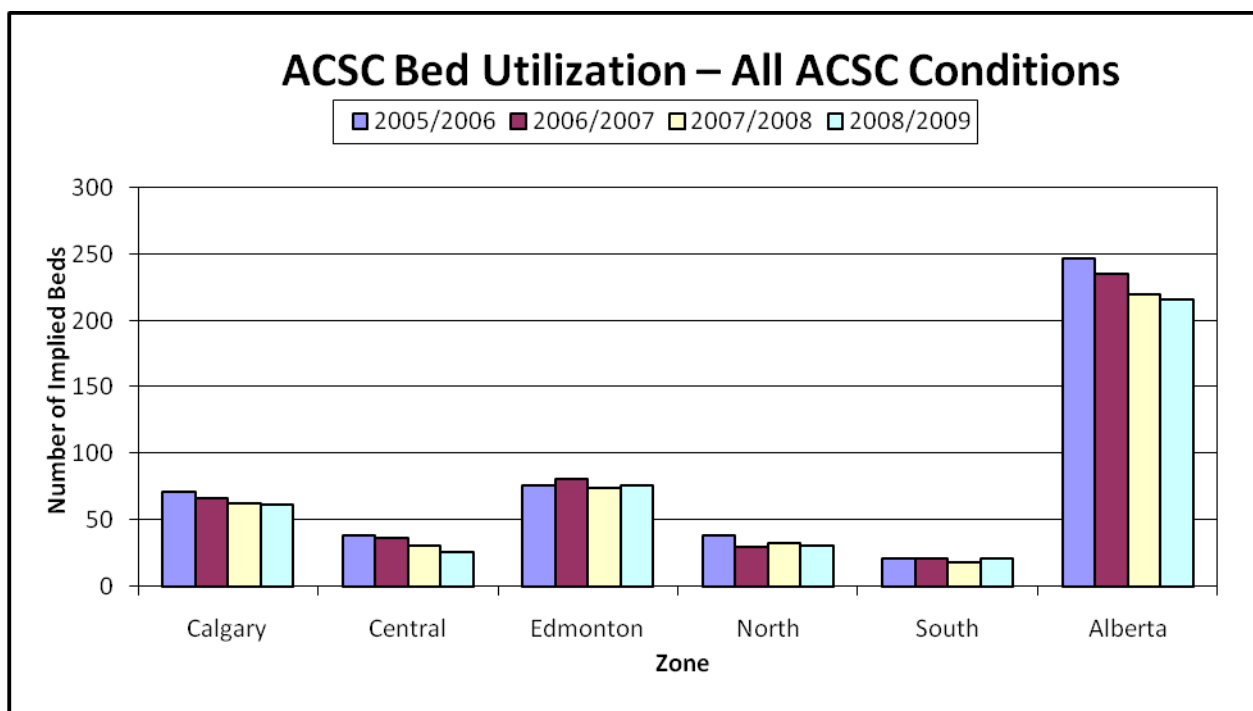


Bed Utilization* due to Ambulatory Care Sensitive Conditions by Zone and Year

Ambulatory Care Sensitive Conditions (ACSC's) are defined as conditions where appropriate ambulatory care may prevent or reduce the need for hospitalization. Ambulatory care sensitive conditions include; *Angina, Asthma, COPD, Diabetes, Grand Mal Seizures/Epileptic Convulsions, Heart Failure/Pulmonary Edema and Hypertension.*

Hospitalization for an ACSC is considered to be a measure of access to appropriate primary health care. While not all admissions for these conditions are avoidable appropriate ambulatory care could prevent the onset of this type of illness or condition, control an acute episodic illness or condition, or manage a chronic disease or condition. A disproportionately high rate is presumed to reflect problems in obtaining access to appropriate primary care (CIHI).

There has been an overall decrease, which is potentially attributable to available capacity to better manage these conditions in the community.



* Bed Utilization Numbers are based on 90% Occupancy Rate for the inpatient bed days actually utilized and are suggestive of the number of beds potentially being used solely as a result of these conditions. Put another way, the “number of implied beds” represents those beds that would be available to the health care system if no Ambulatory Care Sensitive Conditions were admitted to hospital.

Performance Measures Population Health

Immunization Coverage for Diphtheria, Tetanus, Pertussis, Polio and Hib at 1 Year of Age by Zone

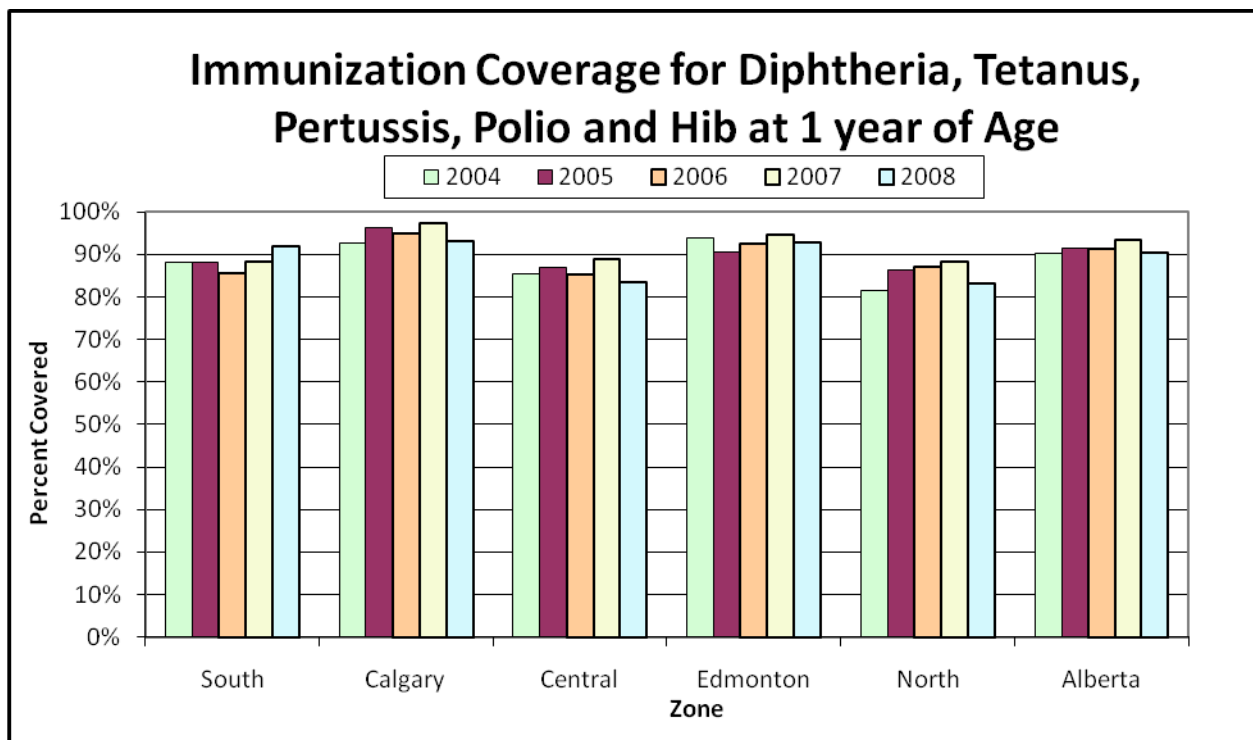
Immunization is an important, cost-effective and successful public health intervention. In the last century vaccines have saved more lives than any other health measure. A high rate of immunization can help ensure that the incidence of the covered childhood diseases remains low and outbreaks are controlled.

Childhood immunization coverage rates contain the percentage of children covered for Diphtheria, Tetanus, Pertussis, Polio and Hib (*Haemophilus influenzae* type B) at 1 and 2 years of age (see next graph for immunization at 2 years). Recommended coverage by 1 year of age includes 3 doses of diphtheria, tetanus and pertussis vaccine; at least 2 doses of polio vaccine; and 3 doses of *haemophilus influenzae* type b vaccine. This coverage is typically obtained over three visits at 2, 4, and 6 months of age.

Data on immunizations comes from regional health authorities and the First Nations Inuit and Health Branch (FNIHB) of Health Canada. Data from FNIHB is aggregate and it is possible to double count First Nations children who receive immunizations on and off the reserve. Children in Lloydminster may receive immunizations from Saskatchewan Health and may be missing from the numerator count.

Immunization coverage for Diphtheria, Tetanus, Pertussis, Polio and Hib (*Haemophilus influenzae* type B) at 1 year is over 90% provincially, which is slightly below the provincial target of 95% (Alberta Immunization Strategy 2007-2017).

SOURCE: Alberta Health and Wellness Interactive



Health Data Application

Immunization coverage for Diphtheria, Tetanus, Pertussis, Polio and Hib at 2 years of age by Zone

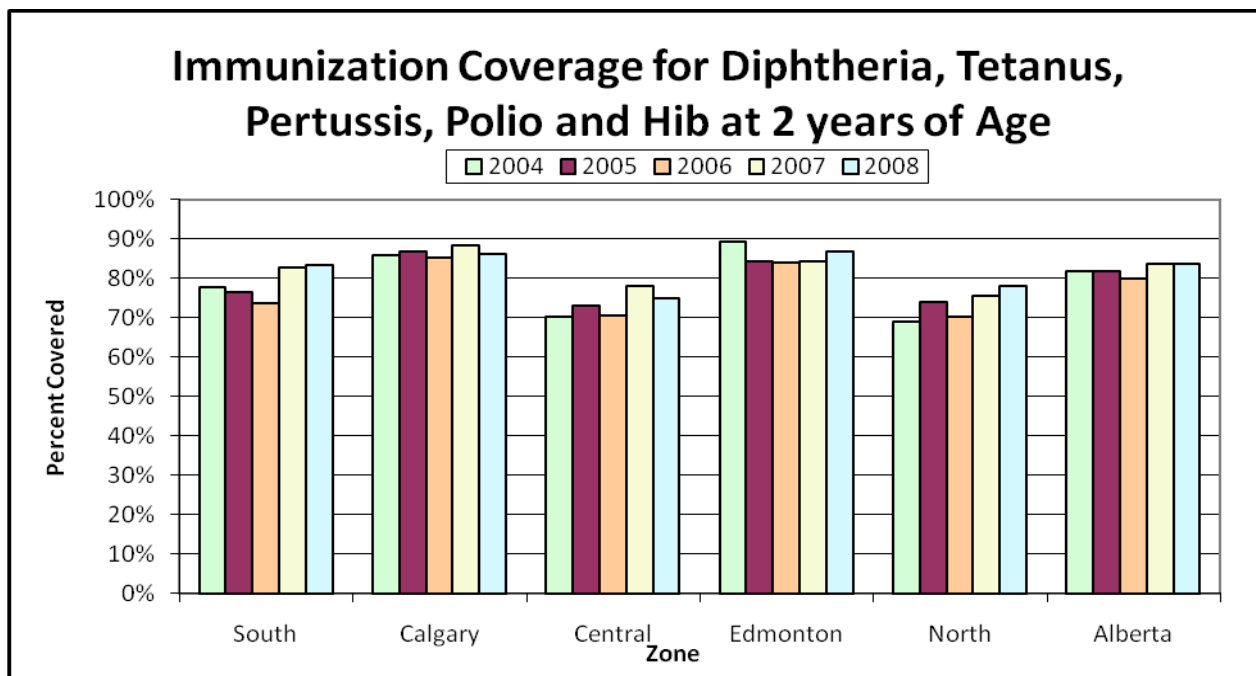
Immunization is an important, cost-effective and successful public health intervention. In the last century vaccines have saved more lives than any other health measure. A high rate of immunization can help ensure that the incidence of the covered childhood diseases remains low and outbreaks are controlled.

Childhood immunization coverage rates contain the percentage of children covered for Diphtheria, Tetanus, Pertussis, Polio and Hib (*Haemophilus influenzae* type B) at 1 and 2 years of age (see previous graph for immunization at 1 year). Recommended coverage by 2 years of age includes 4 doses of diphtheria, tetanus and pertussis vaccine; at least 3 doses of polio vaccine; and 4 doses of *haemophilus influenzae* type b vaccine. This coverage is typically obtained over four visits, including those at 2, 4, and 6 months of age, plus an additional booster at 18 months of age.

Data on immunizations comes from regional health authorities and the First Nations Inuit and Health Branch (FNIHB) of Health Canada. Data from FNIHB is aggregate and it is possible to double count First Nations children who receive immunization on and off the reserve. Children in Lloydminster may receive immunizations from Saskatchewan Health and may be missing from the numerator count.

Immunization coverage for Diphtheria, Tetanus, Pertussis, Polio and Hib (*Haemophilus influenzae* type B) at 2 years of age year is roughly 83%, which is below the provincial target of 97% (Alberta Immunization Strategy 2007-2017). One potential reason for lower rates at 2 years of age (as compared to those at 1 year) may relate to the fact that parental leave has ended and many parents have returned to work thus restricting their options for attending clinic visits. In addition, the interval between recommended vaccines is longer than the 2 month interval in the primary series; as such, some parents may not book the additional follow-up visits leading to missed 18 month boosters.

Source: Alberta Health and Wellness Interactive Health Data Application



Immunization Coverage for Measles, Mumps and Rubella at 2 Years of Age by Zone

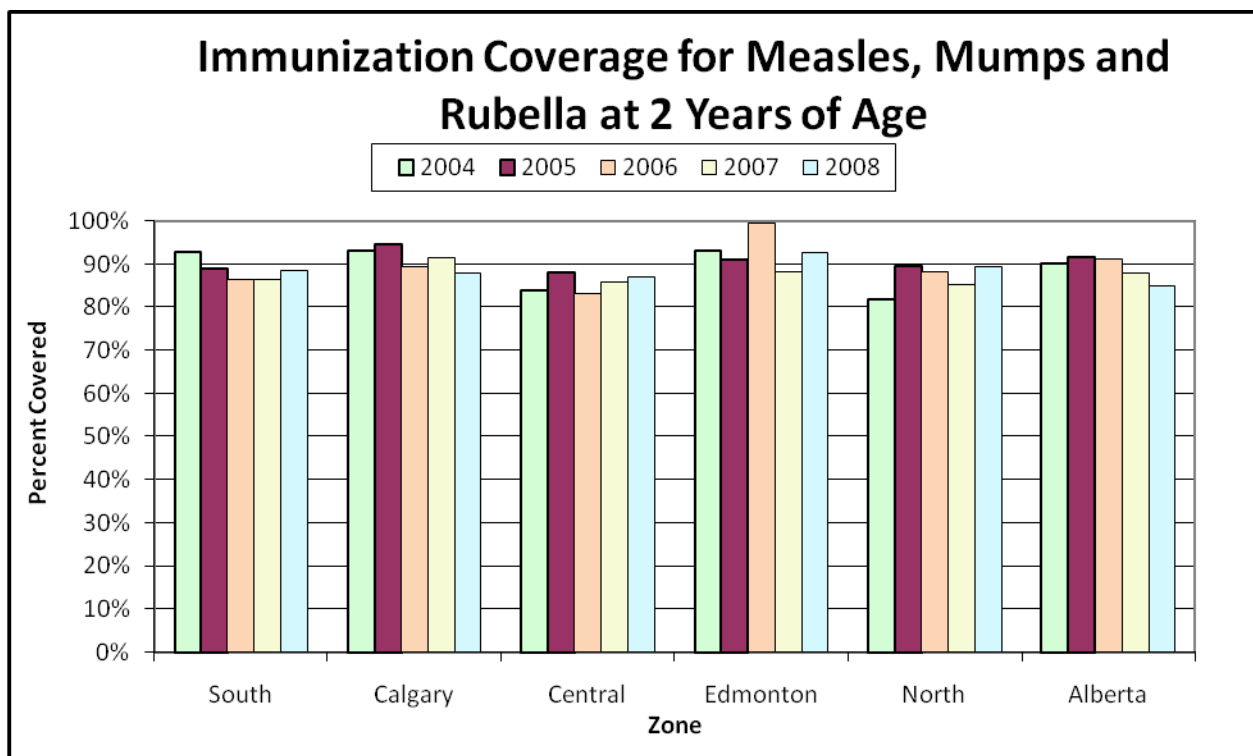
Immunization is an important, cost-effective and successful public health intervention. In the last century vaccines have saved more lives than any other health measure. A high rate of immunization can help ensure that the incidence of the covered childhood diseases remains low and outbreaks are controlled.

Childhood immunization coverage rates contain the percentage of children covered for Measles, Mumps and Rubella at 2 years of age.

Data on immunizations comes from regional health authorities and the First Nations Inuit and Health Branch (FNIHB) of Health Canada. Data from FNIHB is aggregate and it is possible to double count First Nations children who receive immunization on and off the reserve. Children in Lloydminster may receive immunizations from Saskatchewan Health and may be missing from the numerator count.

Immunization coverage for Measles, Mumps and Rubella at 2 years of age year is roughly 85%, which is below the provincial target of 98% (Alberta Immunization Strategy 2007-2017).

Source: Alberta Health and Wellness Interactive Health Data Application



Immunization Coverage for Seniors Influenza Immunization by Zone

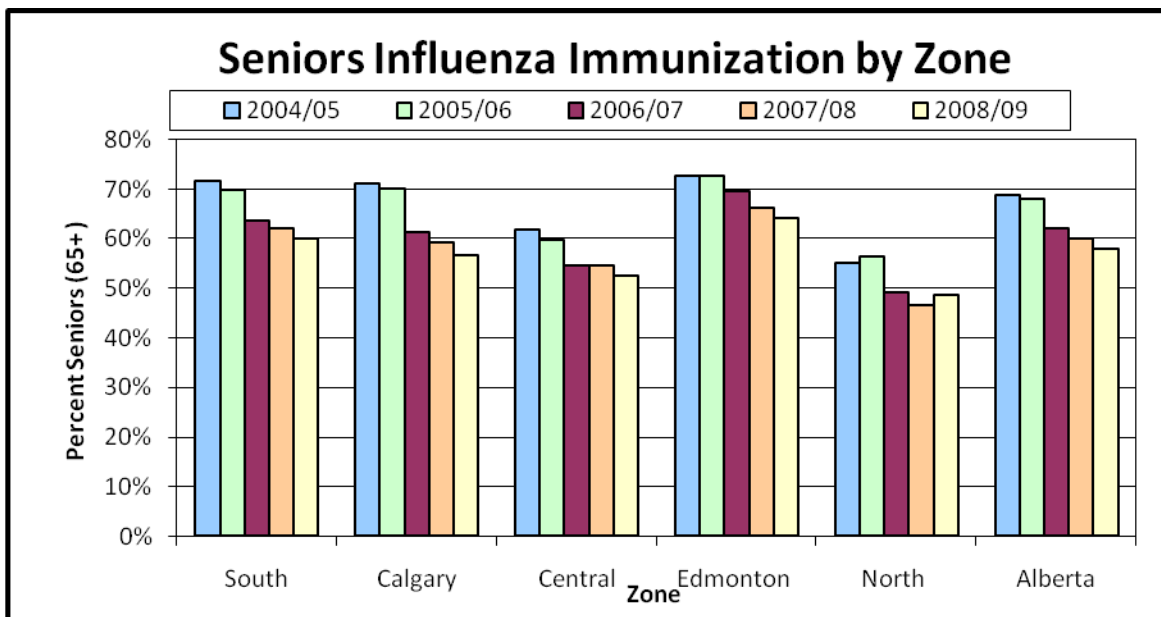
Influenza infections are not typically problematic in healthy individuals, particularly adults and older children, but can lead to serious complications, such as pneumonia and death in young children, the elderly, and those with chronic conditions. Evidence from cohort studies and randomized trials demonstrates that influenza vaccination prevents pneumonia, hospitalization for pneumonia by and mortality in those with pneumonia. Under-utilization of influenza vaccination in Alberta seniors is associated with increased utilization of health services for community-acquired pneumonia¹.

Seniors immunization coverage rates contain the percentage of adults 65 years of age and older on June 30th of the fiscal year who obtained an immunization for influenza during the immunization season.

Only immunizations provided by AHS are included in these coverage rates. These rates exclude pharmacy delivered immunizations, First Nations and Inuit Health Branch of Health Canada delivered immunizations, and Saskatchewan delivered immunizations.

Declining rates of immunization may be due to a reduction in public messaging communicating the need for annual influenza immunization for all seniors, including the healthy younger seniors. There is also a recognized need to dispel myths related to influenza immunization. Some seniors may fear adverse reactions to the vaccine or mistakenly believe that the vaccine is either ineffective or unnecessary.

Source: Alberta Influenza Vaccine Utilization by Regional Health Authority (RHA) Report



¹ Jin, Yan, Carriere, K. C., Predy, G., Johnson, D. H., & Marrie, T. J. (2003) The Association Between Influenza Immunization Coverage Rates and Hospitalization for Community acquired Pneumonia in Alberta. *Canadian Journal of Public Health*, 94(5), 341-345.

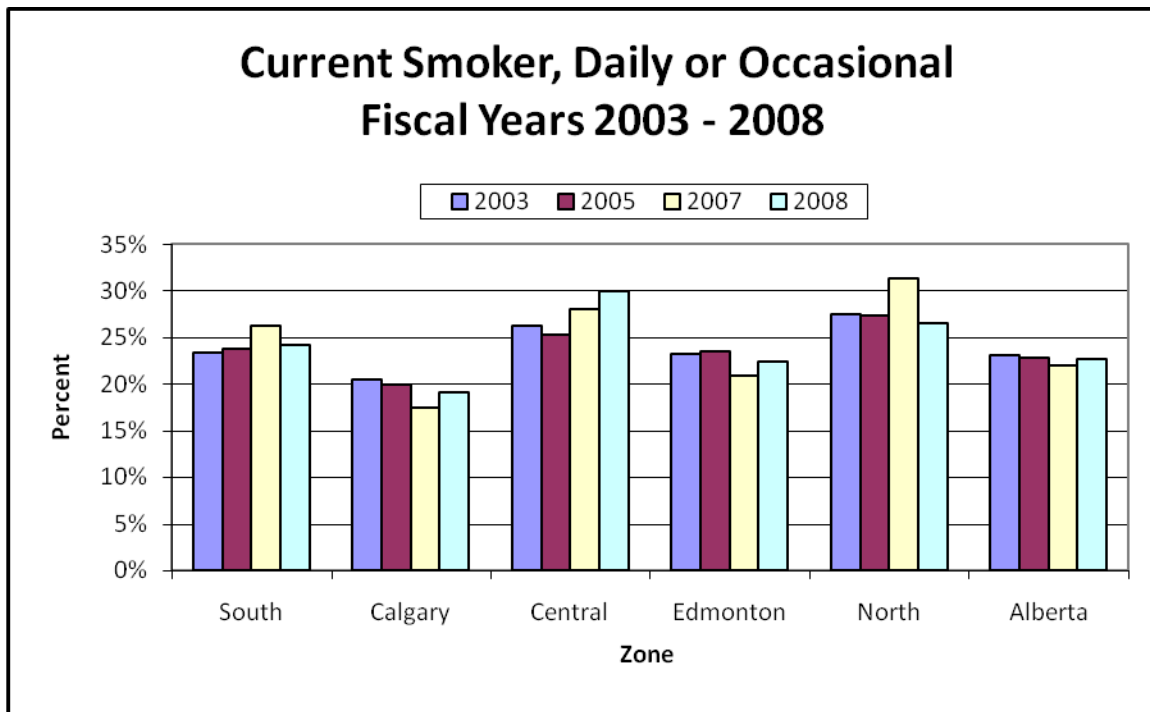
Daily Smoker and Daily/Occasional Smoker Based on the Canadian Community Health Survey (CCHS) by Zone and Year

Smoking is a risk factor for lung cancer, heart disease, stroke, chronic respiratory disease and other conditions. Smoking is an important and preventable cause of death and disease.

All CCHS data are weighted; this is so the data are representative of the population covered and not just the sample itself.

Smoking rates were highest in Central and North Zones, and lowest in Calgary Zone.

Source: Statistics Canada, Canadian Community Health Survey (CCHS)



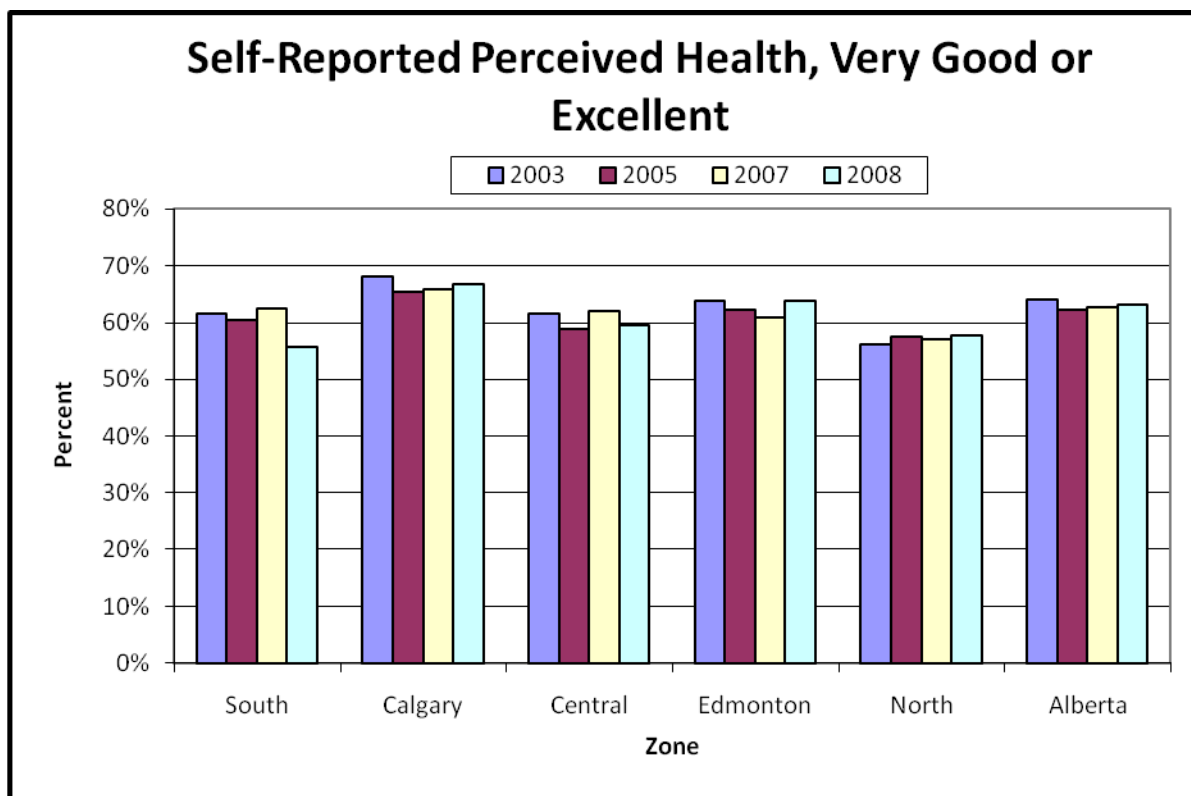
Self-Reported Health of Very Good or Excellent by Zone and Year

Health means not only the absence of disease or injury but also the presence of physical, mental and social well-being. Perceived health refers to the perception of a person's health in general, either by that person, or, in the case of proxy response, by the person responding.

Perceived health is an indicator of overall health status. It can reflect aspects of health not captured in other measures, such as: incipient disease, disease severity, aspects of positive health status, physiological and psychological reserves, and social and mental function.

Self-reported health rates were lowest in the North and highest in the Calgary Zone. As a Province, however, Alberta ranks as the highest in Canada on this particular metric (refer to the Alberta-Canada Comparison tables at the end of this report, page 63).

Source: Statistics Canada, Canadian Community Health Survey (CCHS)



Self-Reported Adult Obesity Rates by Zone and Year

The BMI (body mass index, which is determined by weight in kilograms divided by height in meters squared) is used as an indicator of healthy and unhealthy weight. (A person with a BMI greater than 30 may be considered obese.)

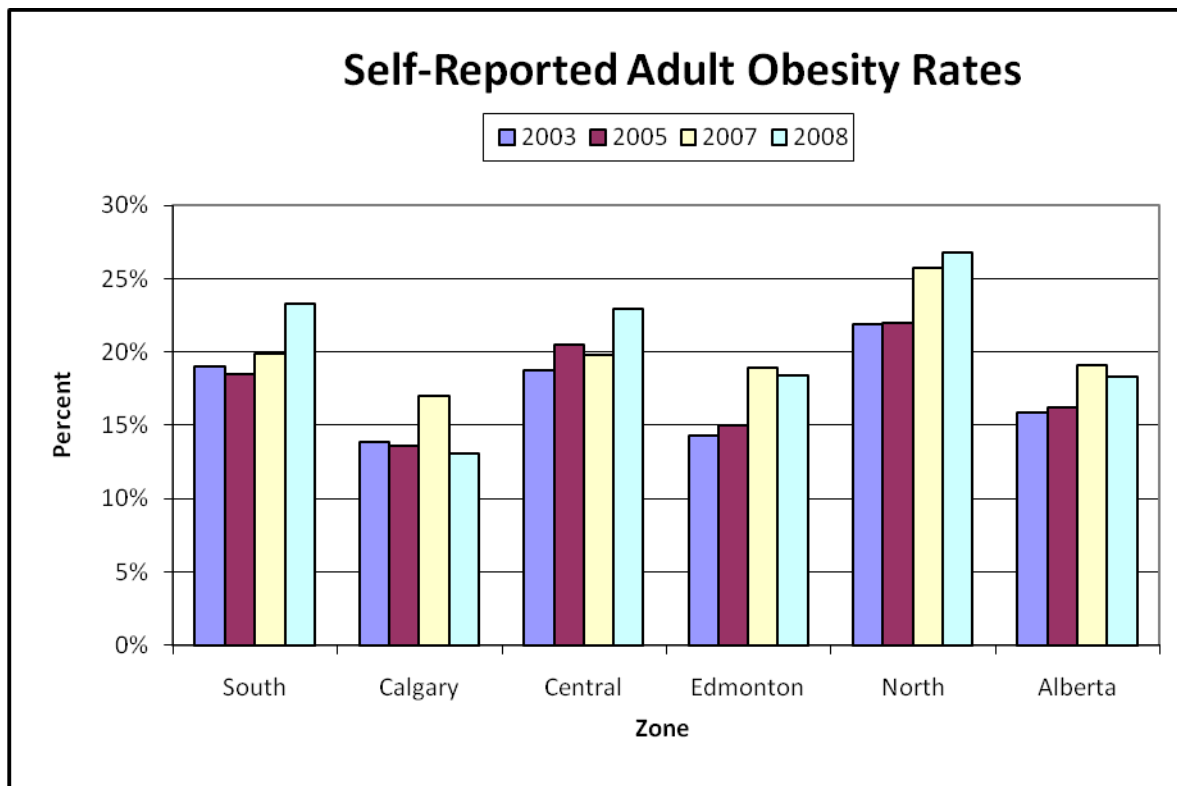
According to the World Health Organization (WHO) and Health Canada guidelines, the following BMI categories are associated with certain health risk levels: normal weight = least health risk; underweight and overweight = increased health risk; obese class I = high health risk; obese class II = very high health risk; obese class III = extremely high health risk.

In 2008, 17.2% of Canadians aged 18 or older (roughly 4.2 million adults) reported height and weight that classified them as obese. From 2003 to 2008, obesity among men rose from 16.0% to 18.3%, and among women, from 14.5% to 16.2%.

When those who were considered overweight were included in the percentages, 58.6% of Canadian men and 43.5% of women were at increased health risk because of excess weight. The rates of those who were overweight were stable from 2003 to 2008.

The self-reported adult obesity rates were highest in the North Zone and lowest in the Calgary Zone.

Source: Statistics Canada, Canadian Community Health Survey (CCHS)

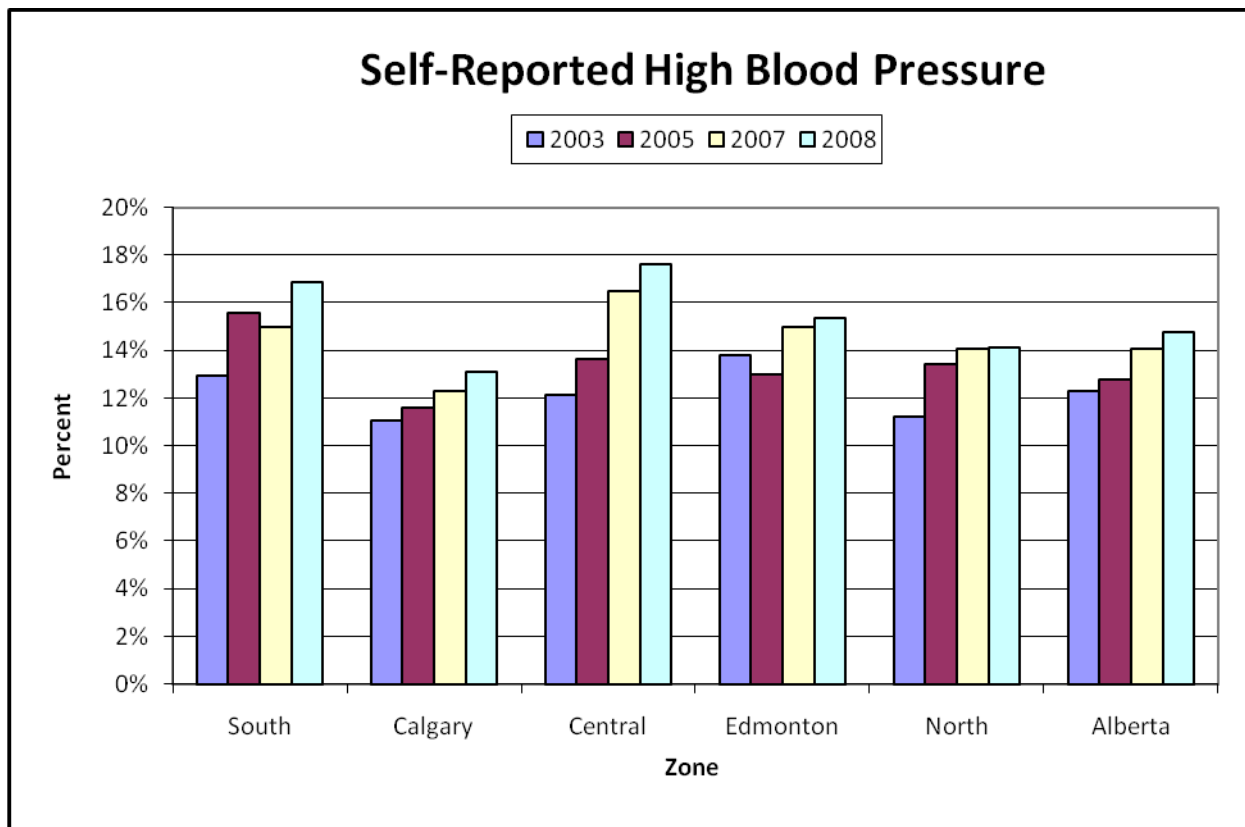


Self-Reported High Blood Pressure by Zone and Year

High blood pressure, also known as hypertension, can cause stroke, heart attack, and heart and kidney failure. It can also narrow and block arteries, as well as strain and weaken the body's organs.

Nationally, in 2008, 16.4% of Canadians aged 12 or older reported that they had high blood pressure. This was not a significant change from 2007, but was a significant increase from 2005.

The percent of self-reported high blood pressure has shown a steady increase, most notably in the Central zone.

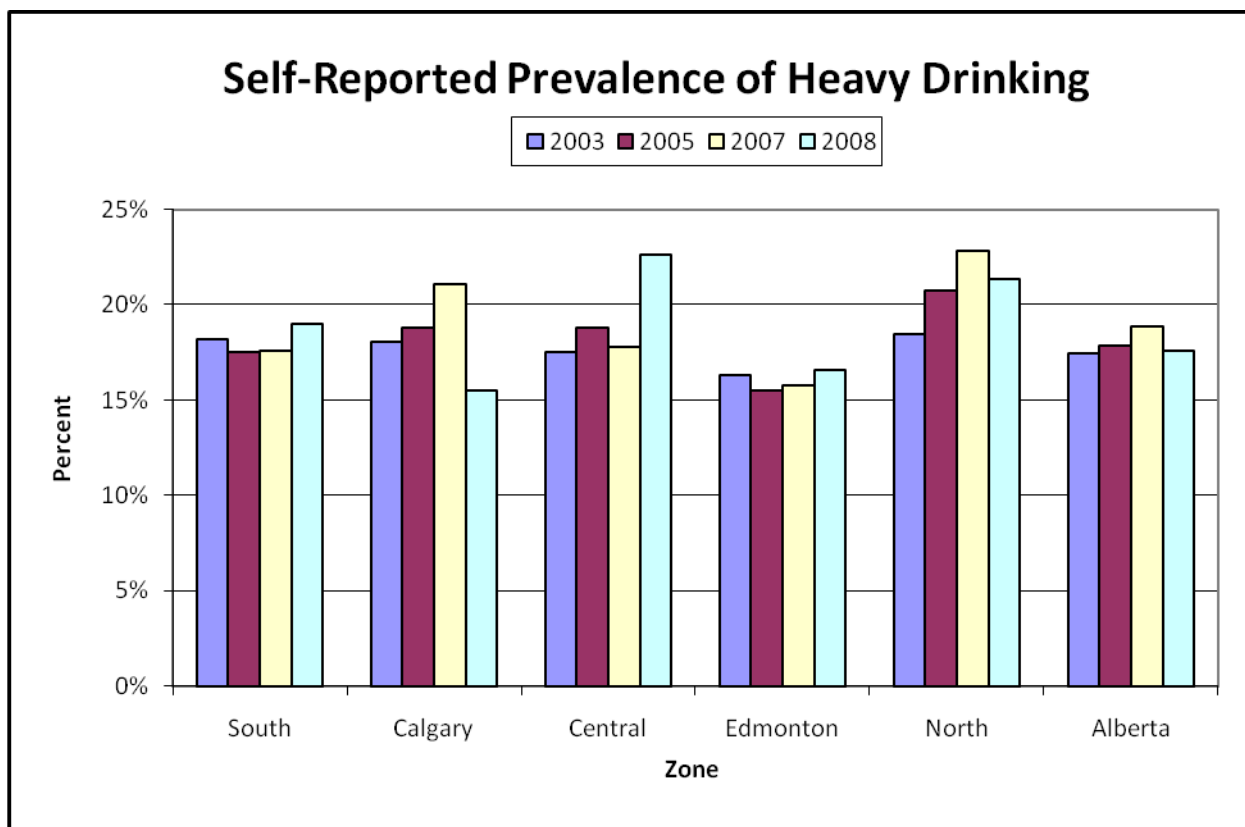


Self-Reported Prevalence of Heavy Drinking by Zone and Year

Heavy drinking refers to consuming five or more drinks per occasion, at least 12 times a year. This level of alcohol consumption can have serious health and social consequences, especially when combined with other behaviors such as driving while intoxicated.

Nationally, in 2008, 24.1% of men and 9.6% of women reported heavy drinking. In every province and territory and in every age group, a higher proportion of men than women reported heavy drinking, with the exception of 12- to 15-year-olds, where there was no significant difference between the sexes. Men aged 18 to 19 (44.4%) and 20 to 34 (39.1%) were the most likely to report heavy drinking.

Source: Statistics Canada, Canadian Community Health Survey (CCHS)

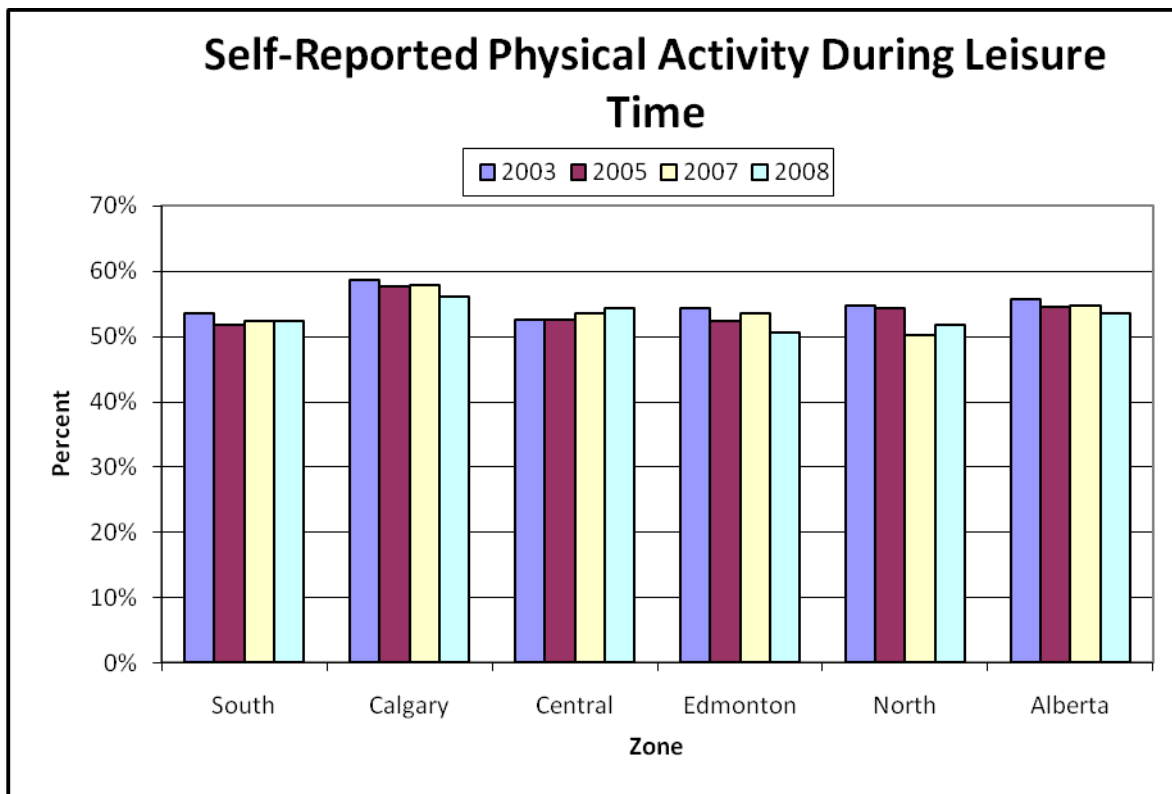


Self-Reported Physical Activity During Leisure Time, Active or Moderately Active by Zone and Year

The health benefits of physical activity include a reduced risk of cardiovascular disease, some types of cancer, osteoporosis, diabetes, obesity, high blood pressure, depression, stress, and anxiety.

The percent of self-reported physical activity during leisure time was highest in the Calgary Zone.

Source: Statistics Canada, Canadian Community Health Survey (CCHS)

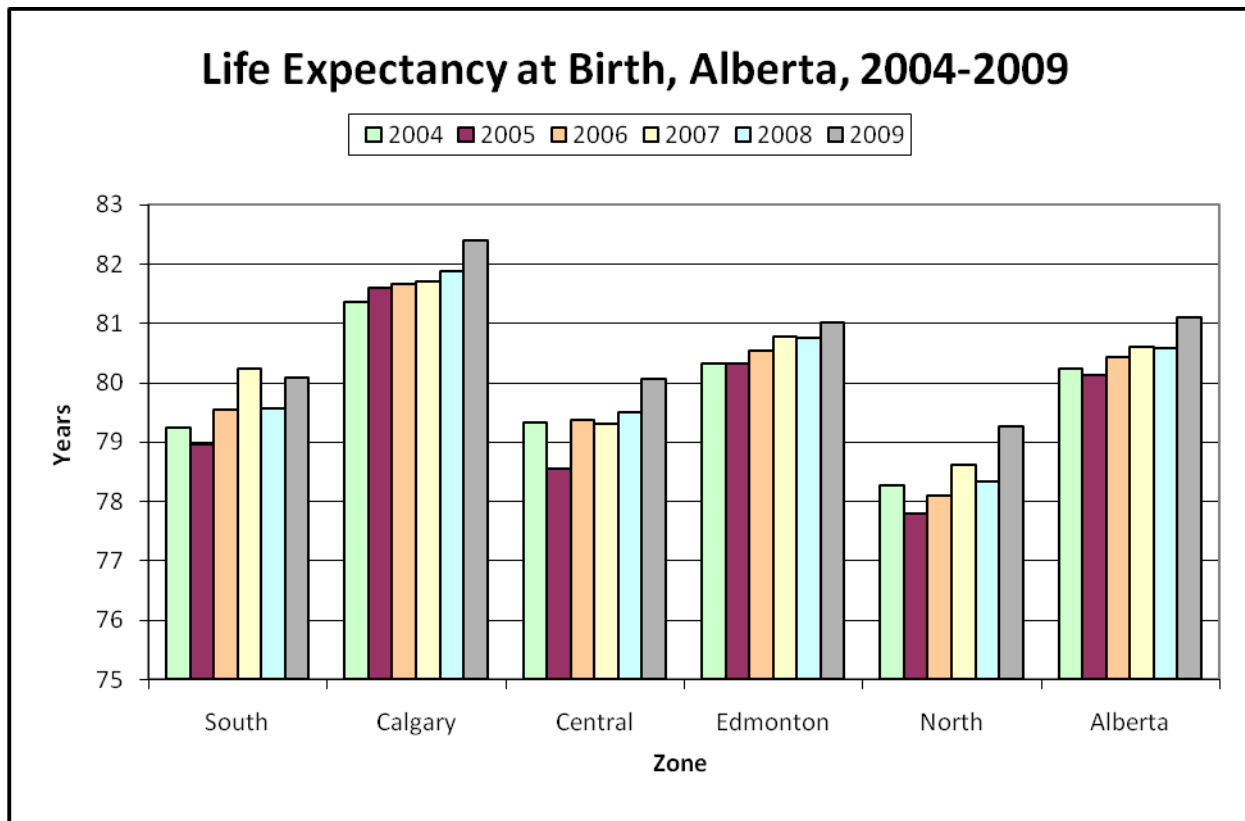


Life Expectancy at Birth by Zone and Year

Life expectancy is a population health measure. It can be interpreted as the average number of years that those in a hypothetical birth cohort would live if subjected to the current mortality conditions throughout the rest of their lives.

Life expectancy is a widely used indicator of the health of a population. It measures quantity rather than quality of life.

Source: Alberta Health & Wellness Interactive Health Data Application



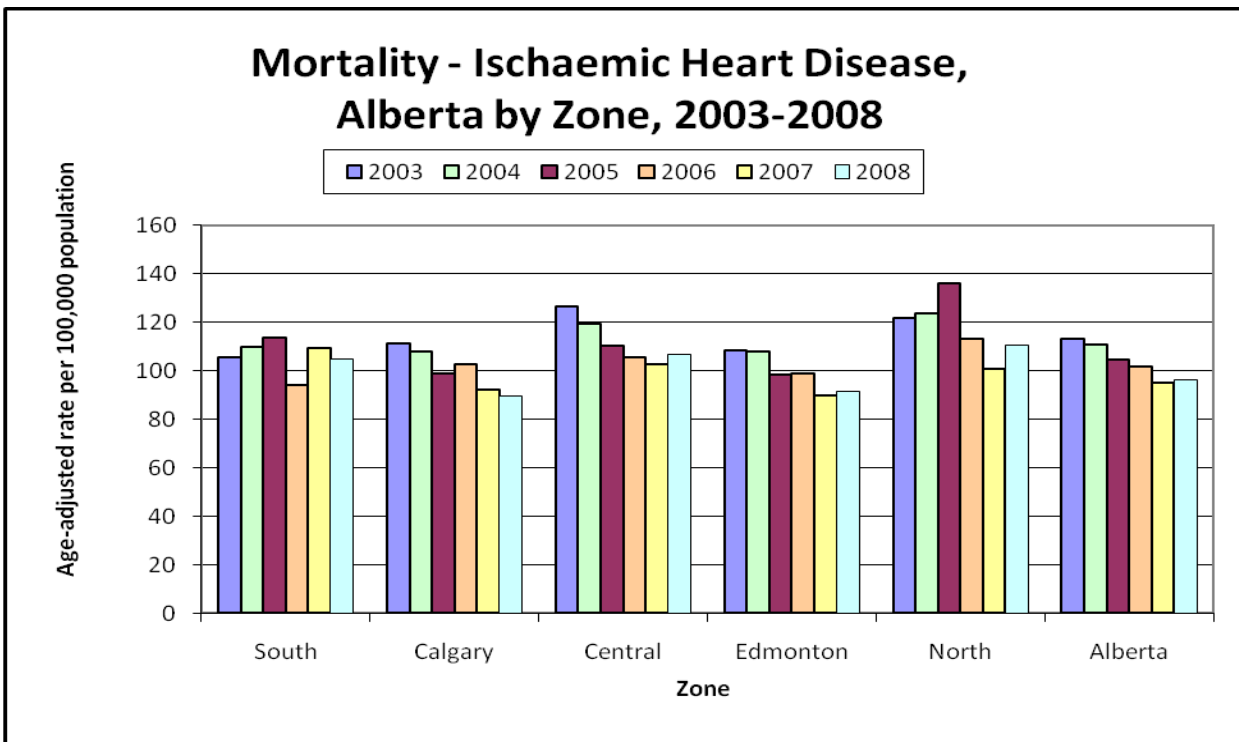
Mortality Rates for Alberta and Its Zones by Cause of Death 2003 to 2007 by Zone and Year

The age-adjusted mortality rates by cause of death measure the rate at which deaths occur in a given population due to a certain cause. The potential confounding effects of different age structures across geographic boundaries or years are reduced when comparing rates that have been age-adjusted.

Age-adjusted mortality rates indicate the overall health of the population and are similar to what is measured by life expectancy. Age-adjusted rates (as opposed to crude rates) allow for comparisons between health regions, provinces, and countries.

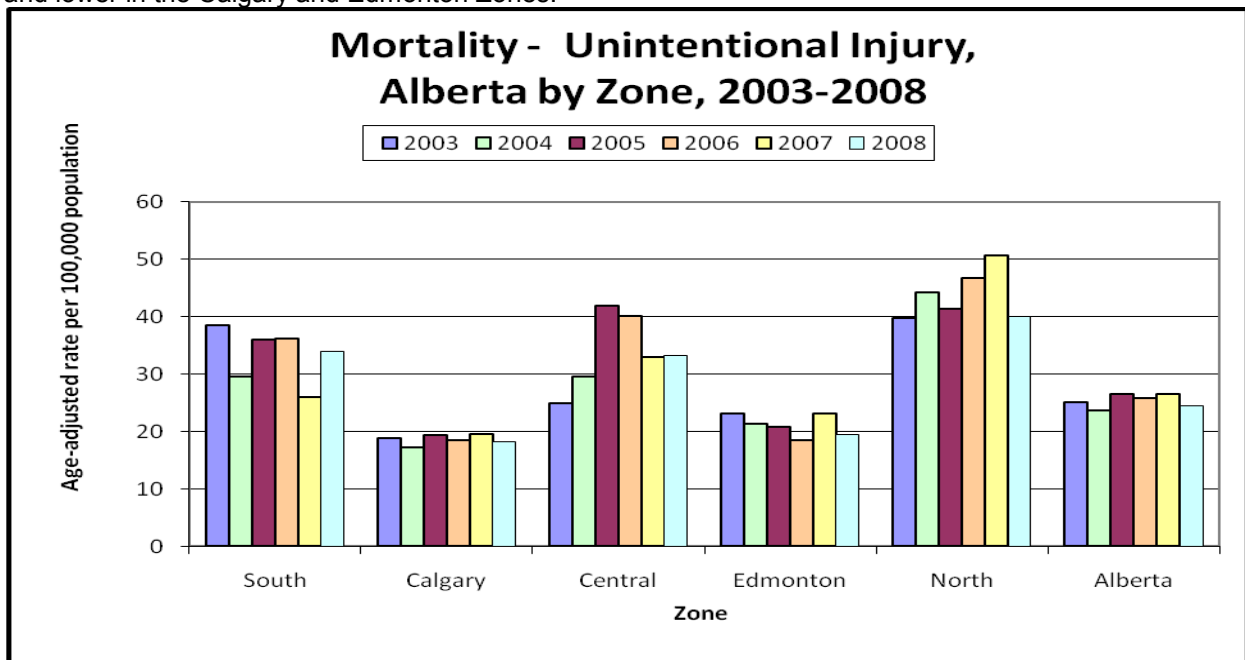
The mortality rates for Alberta overall have been decreasing for Ischaemic Heart Disease.

Source: Alberta Health & Wellness Interactive Health Data Application

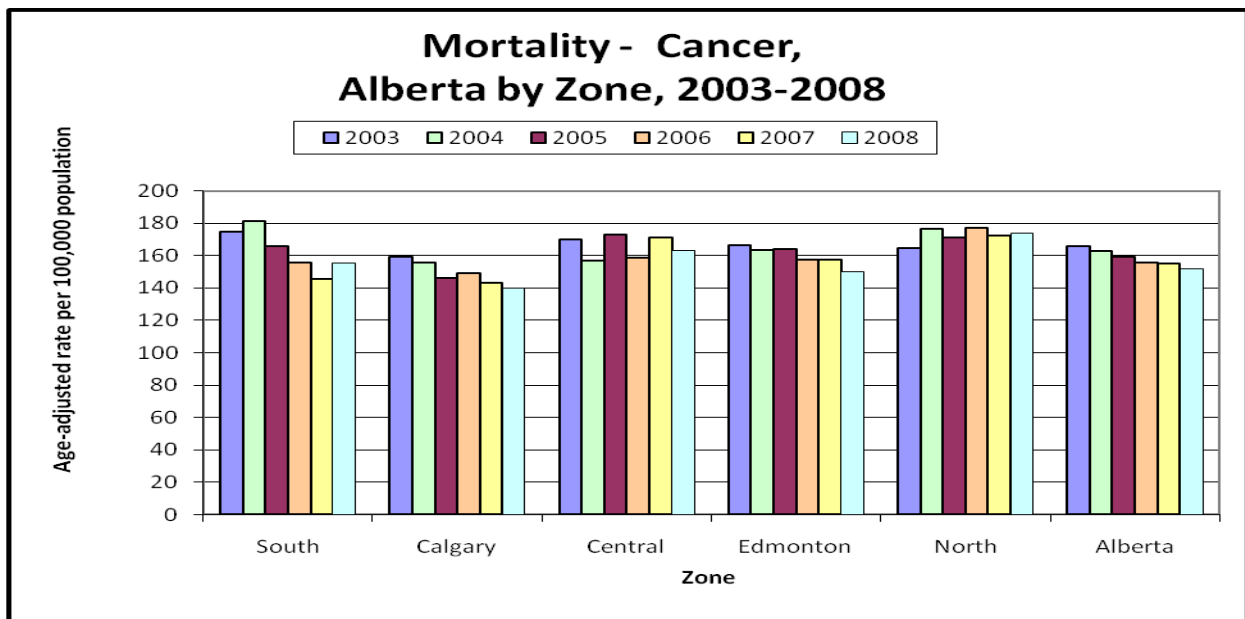


Mortality Rates for Alberta and Its Zones by Cause of Death 2003 to 2007 by Zone and Year

The mortality rates for unintentional injury were highest on average in the North, Central and South Zones and lower in the Calgary and Edmonton Zones.

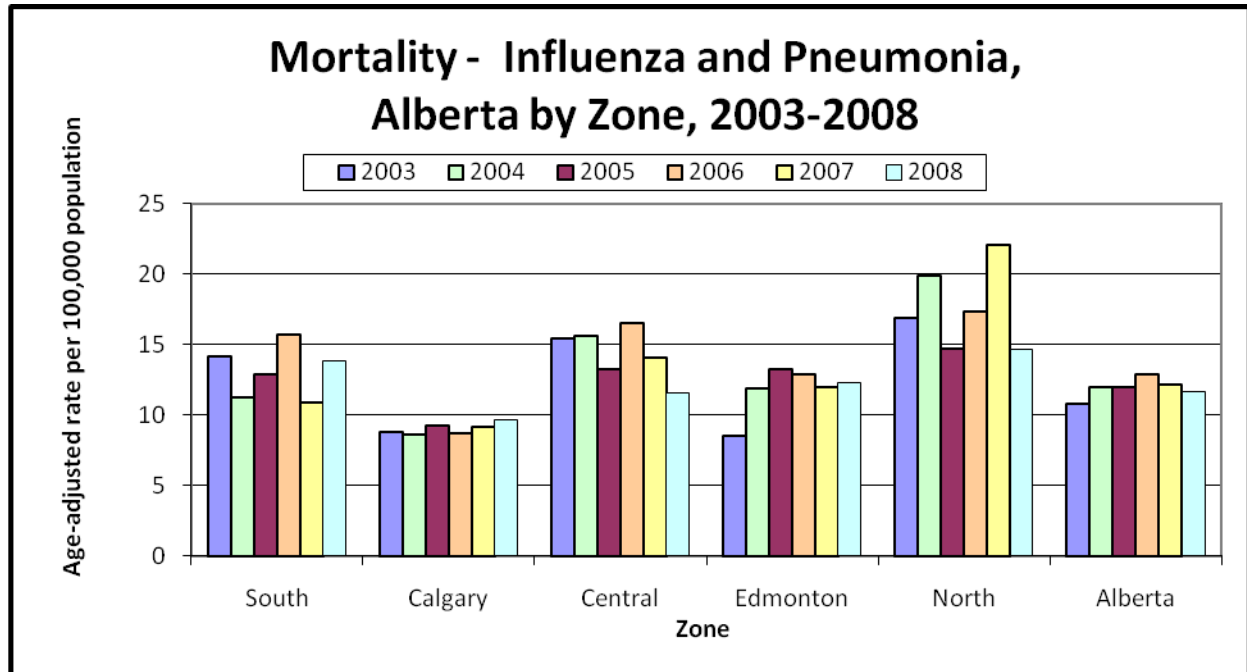


The mortality rates for cancer for Alberta overall have shown a decrease over the past several years.



Mortality Rates for Alberta and Its Zones by Cause of Death 2003 to 2007 by Zone and Year

The mortality rates for Influenza and Pneumonia were highest in the North Zone and lowest Calgary.



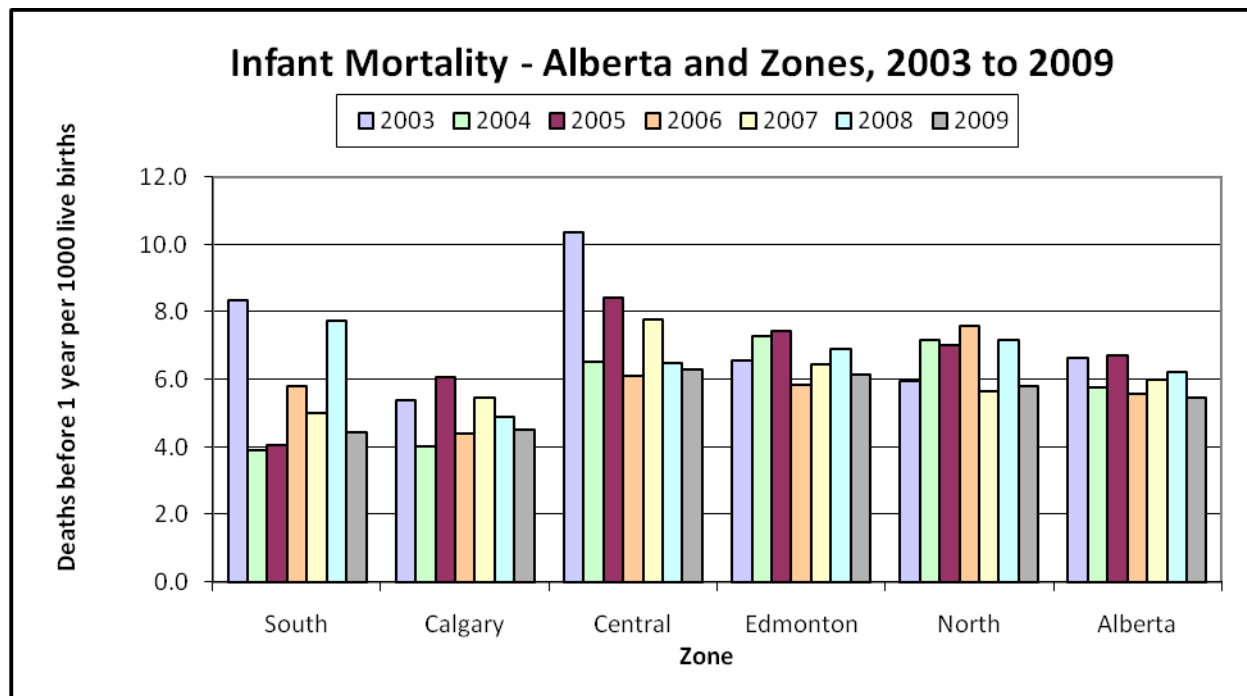
Infant Mortality Rate by Zone and Year

The infant mortality rate is the rate at which infants (age < 1 year) die over a given year based on live births during that year.

Infant mortality rate is a long-established measure not only of child health, but also of the well-being of a society. It reflects the level of mortality, health status, and health care of a population, and the effectiveness of preventive care and the attention paid to maternal and child health.

The infant mortality rate is highly variable across the province.

Source: Alberta Health & Wellness Interactive Health Data Application



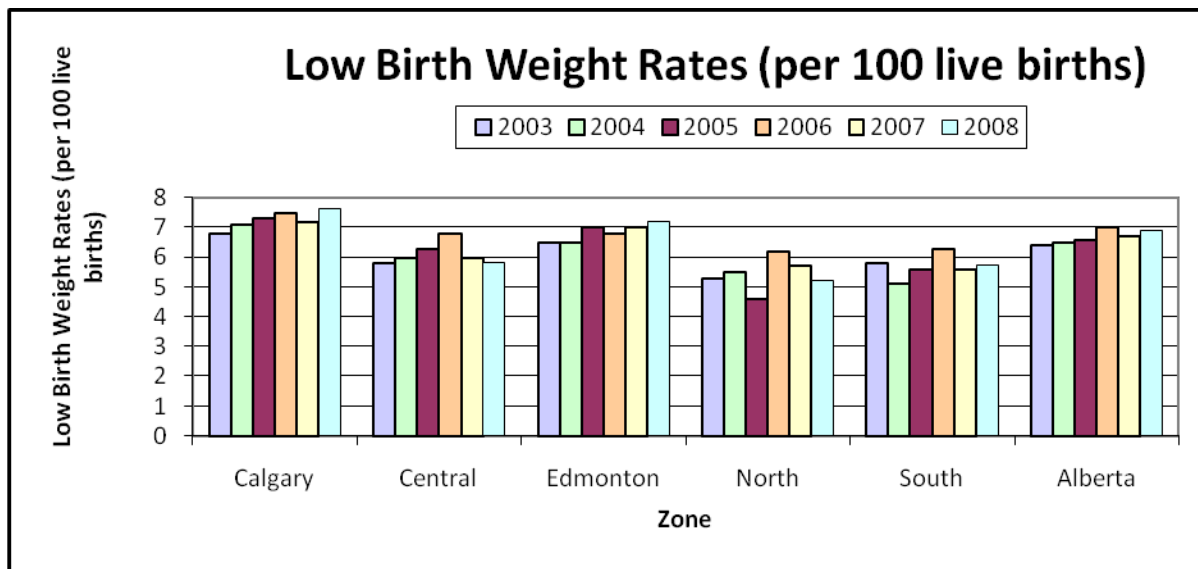
Low Birth Weight Rate by Zone and Year

Low birth weight (LBW) is defined as a birth weight of less than 2500 grams, regardless of gestational age or cause of low birth weight. LBW may occur as a result of being born prematurely, inadequate growth, or a combination of both. Perinatal morbidity and mortality are more frequent in LBW infants than in infants weighing 2500 grams or greater. In 2007, 85.2% of perinatal deaths were <2500 grams at birth. LBW is also an important determinant of childhood morbidity.

Low birth weight rates are calculated per 100 live births. Low birth weight information by zone is reported by population (place of residence of the mother) as opposed to where the birth occurred and includes live births <500 grams.

Rates are marginally higher in the Calgary and Edmonton Zones.

Source: Alberta Perinatal Health Program (APHP)¹



¹ The Alberta Perinatal Health Program collects Pregnancy and birth information from the provincial delivery record completed for each birth that occurs in Alberta. To facilitate provincial reporting all hospital facilities where women give birth, and the Registered Midwives attending out of hospital births in Alberta, submit this information to the APHP

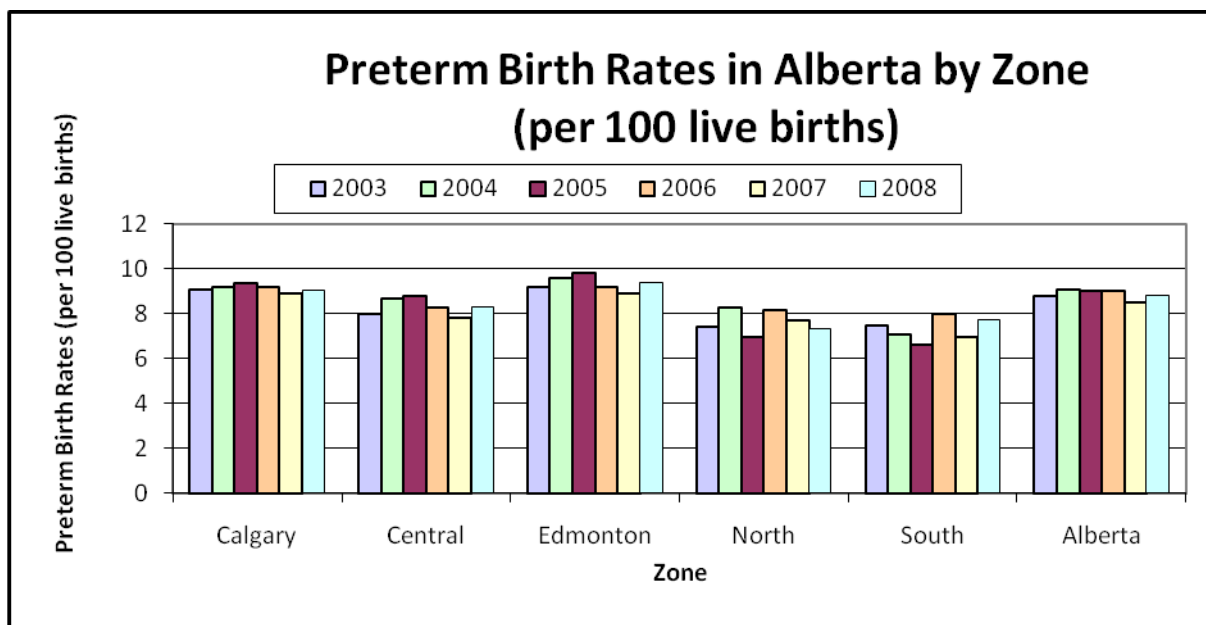
Preterm Birth Rate by Zone and Year

Preterm birth is defined as a birth occurring before the start of the 37th week of gestation. Preterm birth is an important determinant of perinatal and infant mortality. In 2007, gestational age less than 37 weeks accounted for 80% of neonatal deaths (death before 28 days of life). Risk factors for preterm birth are complex and multiple. Higher or lower maternal age, multiple gestation pregnancy, intrauterine infection, parity, ethnicity, maternal smoking and pre-existing health problems are found to be important contributing factors. Known risk factors may only partially explain the reasons for preterm births. Prediction and prevention of preterm births still remain a challenge in clinical practice and research.

Prior to 2005 preterm birth rates were increasing in both Canada and Alberta, but at a faster rate in Alberta. In 2007 the preterm birth rate in Alberta decreased to 8.5 per 100 live births. Preterm birth information by zone is reported by population (place of residence of the mother) as opposed to where the birth occurred.

Rates are marginally higher in the Calgary and Edmonton Zones.

Source: Alberta Perinatal Health Program (APHP)¹



¹ The Alberta Perinatal Health Program collects pregnancy and birth information from the provincial delivery record completed for each birth that occurs in Alberta. To facilitate provincial reporting all hospital facilities where women give birth, and the Registered Midwives attending out of hospital births in Alberta, submit this information to the APHP.

Perinatal Mortality Rate by Zone and Year

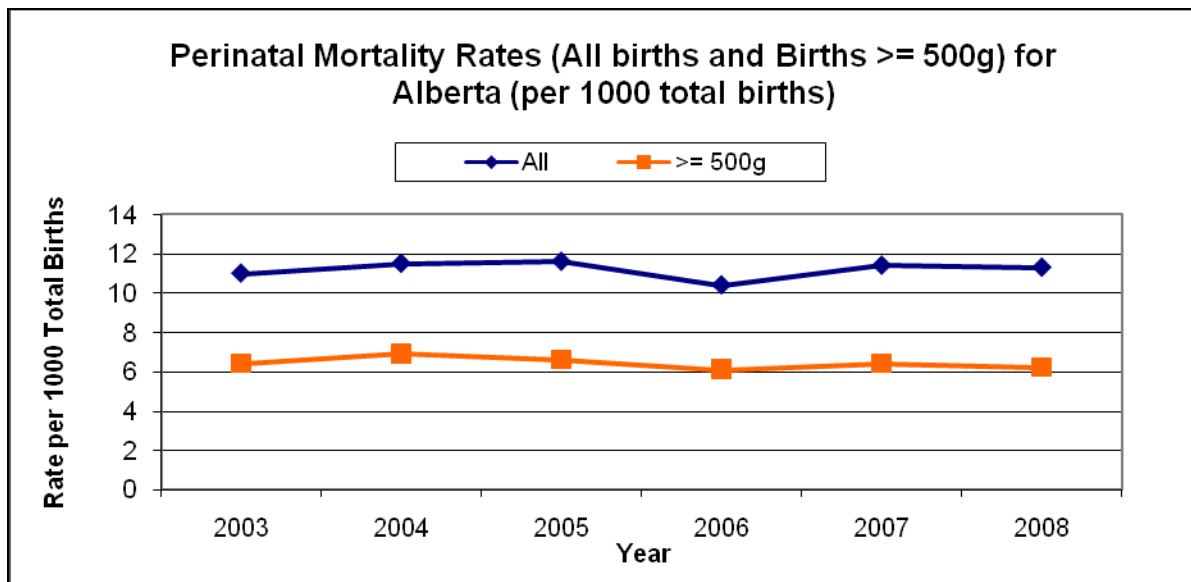
Perinatal deaths include stillbirths and early neonatal deaths (death before 7 days of life). Neonatal deaths and stillbirths have many common causes and determinants. Perinatal mortality rate refers to the number of perinatal deaths per 1,000 total births.

Perinatal mortality surveillance provides important information needed to improve the health status of pregnant women, new mothers and newborns. The information allows decision makers to identify problems, track temporal and geographic trends and disparities which can influence public health policy and practice.

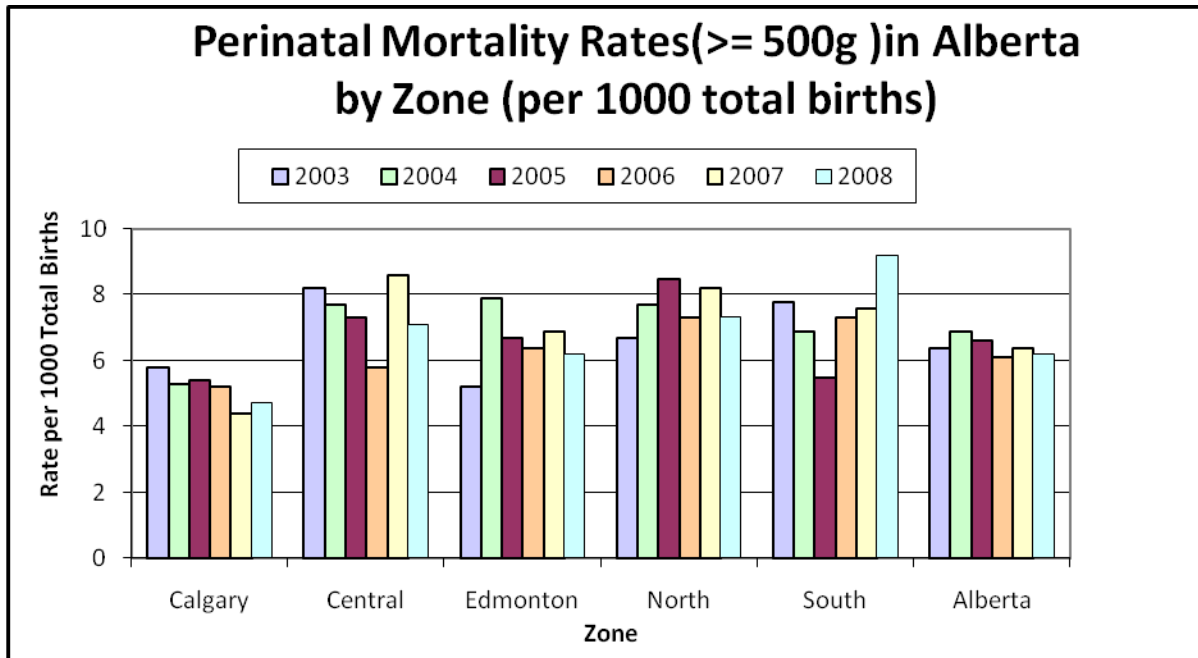
Perinatal mortality rates by zone are reported by population (place of residence of the mother) as opposed to where the birth occurred. Due to the potential inconsistency in the interpretation of registration requirements for births under 500 grams birth weight, adjusted rates excluding birth weights <500 grams are presented.

Caution should be used when interpreting fluctuation in rates within each zone and comparison among zones due to the small number of mortality cases.

Source: Alberta Perinatal Health Program (APHP)¹



¹ The Alberta Perinatal Health Program collects pregnancy and birth information from the provincial delivery record completed for each birth that occurs in Alberta. To facilitate provincial reporting all hospital facilities where women give birth, and the Registered Midwives attending out of hospital births in Alberta, submit this information to the APHP.



Hospital Separations for Injury by Zone and Year

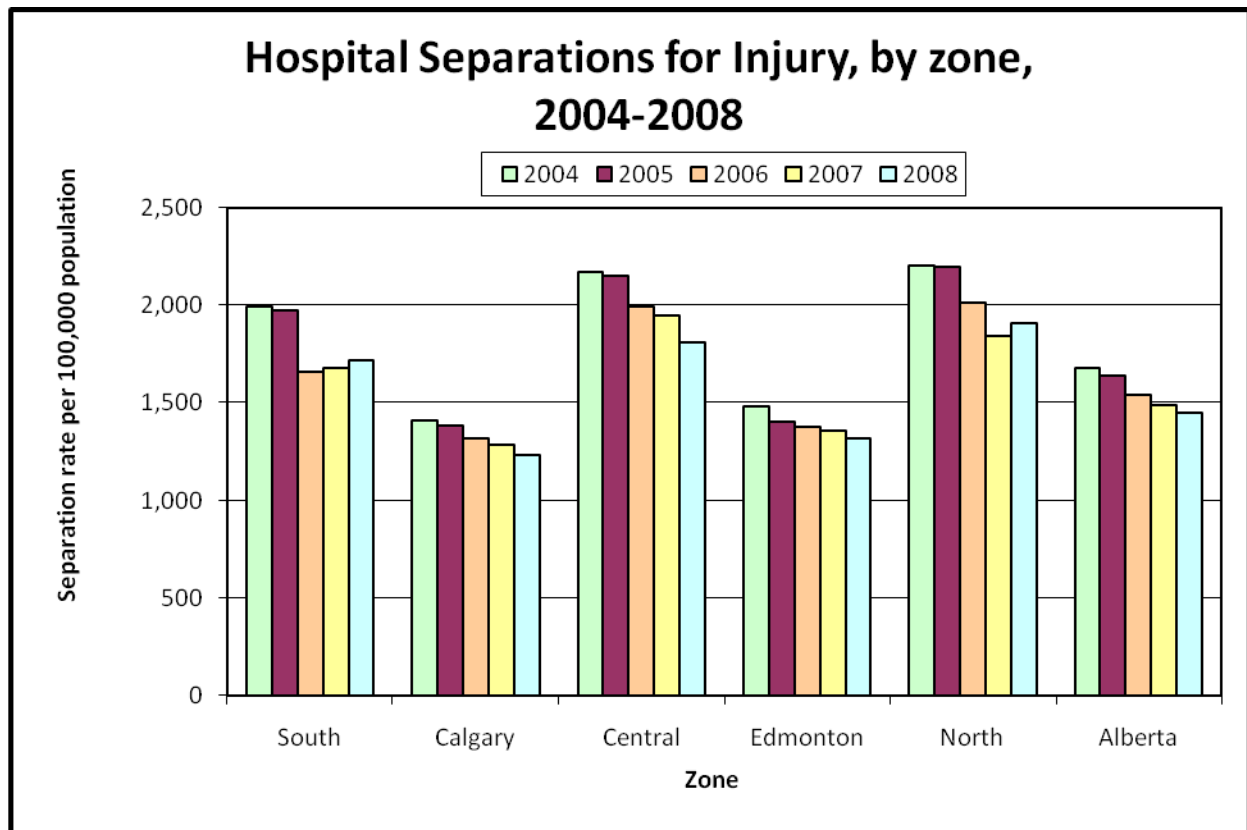
Injuries require a significant amount of health care resources and may be preventable to some extent.

Data were available for each of the former Regional Health Authorities. Age-standardized rates were weighted by the population for the new zones.

This indicator contributes to an understanding of the adequacy and effectiveness of injury prevention efforts, including public education, product development and use, community and road design, and prevention and treatment resources. (CIHI)

The hospital separation rate for injury has been decreasing overall. It is highest in the predominately rural zones.

Source: Alberta Health and Wellness Interactive Health Data Application



Hospital Separations for Motor Vehicle Traffic Injuries by Zone and Year

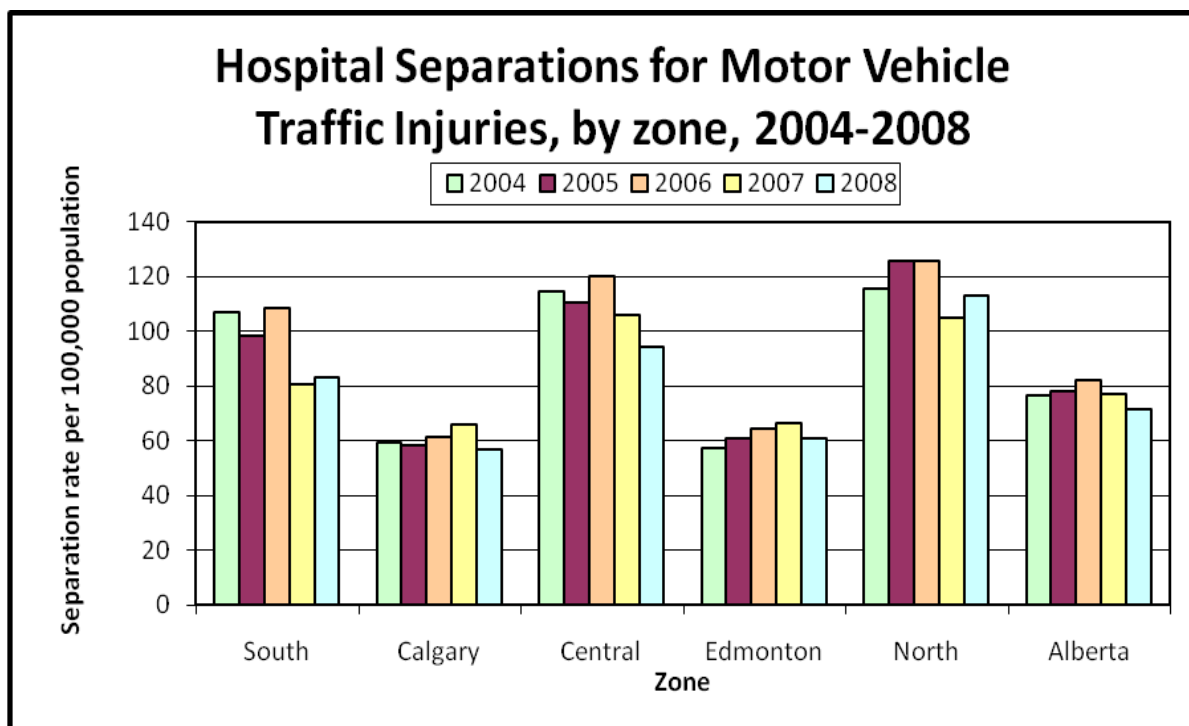
Injuries require a significant amount of health care resources and may be preventable to some extent.

Data were available for each of the former Regional Health Authorities. Age-standardized rates were weighted by the population for the new zones.

This indicator contributes to an understanding of the adequacy and effectiveness of injury prevention efforts, including public education, product development and use, community and road design, and prevention and treatment resources. (CIHI)

The hospital separation rate for motor vehicle traffic injuries is consistent with the collision rates in rural versus urban communities.

Source: Alberta Health and Wellness Interactive Health Data Application



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%
Zone Level Reporting Unavailable for Below					
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%

Alberta-Canada Comparison

Indicator	Time Period	Alberta	Canadian Average	Lowest Province	Highest Province	Relative Difference Alberta Avg to Canadian Average	Source
ACCESS							
Wait time for hip fracture surgery - same/next day - Both sexes (Risk-adjusted rate) (Percentage)	2008-2009	61.4	62.7*	47.1	69	-2.1%	3
Wait time for hip fracture surgery - same/next day/day after - Both sexes (Risk-adjusted rate) (Percentage)	2008-2009	85.6	84.2*	72.2	88.2	1.7%	3
Hip Replacement 20+ - Both sexes (Age-standardized rate / 100,000)	2008-2009	109	99	66	127	10.1%	3
Knee Replacement 20+ - Both sexes (Age-standardized rate / 100,000)	2008-2009	166	158	97	199	5.1%	3
General/Family Physicians - Both sexes (Rate / 100,000)	2008	112	101	86	119	10.9%	3
Specialist Physicians - Both sexes (Rate / 100,000)	2008	91	95	64	115	-4.2%	3
Newborns born in Facility - Average Length of Stay (days)	2008-2009	2.5	2.9	2.5	3.7	-13.8%	2
Regular medical doctor (12+years) (Percentage)	2009	80.6	84.9	73.3	92.8	-5.1%	5
EFFECTIVENESS - CLINICAL							
Acute Myocardial Infarction Readmission - Both sexes (Risk-adjusted rate) (Percentage)	2006-2009	3.7	4.7*	3.7	5.9	-21.3%	3
Asthma Readmission - Both sexes (Risk-adjusted rate %)	2006-2009	3.5	4.2*	2	7.2	-16.7%	3
30-Day Acute Myocardial Infarction In-hospital Mortality - Both sexes (Risk-adjusted rate) (Percentage)	2006-2009	7.3	8.9*	7.3	9.8	-18.0%	3
30-Day Stroke In-hospital Mortality - Both sexes (Risk-adjusted rate %)	2006-2009	16.7	17.7*	14.7	21.3	-5.6%	3
EFFECTIVENESS - MAINTAINING HEALTH							
Hospitalized Acute Myocardial Infarction Event - Both sexes (Age-standardized rate/100,000)	2008-2009	205	217	169	347	-5.5%	3
Hospitalized Stroke Event - Both sexes (Age-standardized rate / 100,000)	2008-2009	123	128*	121	151	-3.9%	3
Injury Hospitalization - Both sexes (Age-standardized rate / 100,000)	2008-2009	715	534	420	805	33.9%	3
Hospitalized Hip Fracture Event - Both sexes (Age-standardized rate / 100,000)	2008-2009	481	456	418	545	5.5%	3
Infant mortality rate (Rate per 1000 live births)	2007	6	5.1	3.3	7.5	17.6%	4
Low Birth Weight Rate (< 2500 grams excluding < 500 grams) (Percentage)	2008-2009	6.6	5.9	4.9	6.6	11.9%	1
Low Birth Weight Rate (< 2500 grams) (Percentage)	2008-2009	6.7	6	4.9	6.7	11.7%	1
5 or more drinks on one occasion, at least once a month in the past year (12+years) (Percentage)	2009	18.2	17.2	15.6	25.1	5.8%	5
Current smoker, daily or occasional (12+years) (Percentage)	2009	23.3	20.1	16	23.3	15.9%	5
Diabetes, self reported (12+years) (Percentage)	2009	4.8	6	4.8	8.1	-20.0%	5

Indicator	Time Period	Alberta	Canadian Average	Lowest Province	Highest Province	Relative Difference Alberta Avg to Canadian Average	Source
EFFECTIVENESS - MAINTAINING HEALTH							
High blood pressure, self-reported (12+years) (Percentage)	2009	14.6	16.9	14.6	21.6	-13.6%	5
Perceived health, very good or excellent (12+years) (Percentage)	2009	61.4	60.5	55	61.9	1.5%	5
Physical activity during leisure-time, moderately active or active (12+years) (Percentage)	2009	56.5	52.5	47.1	60.3	7.6%	5
Body mass index, self-reported, adult (18 years and over), obese (12+years) (Percentage)	2009	19	17.9	13.6	28.5	6.1%	5
Females 50-69 with no mammogram for at least 2 years (Percentage)	2008	26	27.5	26	39	-5.5%	5
Persons age 65+ who report having received an influenza vaccination in past year (Percentage)	2009	63.9	66.5	56.9	72.8	-3.9%	5
EFFECTIVENESS - SAFETY							
In-hospital Hip Fracture - Both sexes (Risk-adjusted rate / 1,000)	2006-2009	1.1	0.8*	0.6	1.1	37.5%	3
APPROPRIATENESS							
Ambulatory Care Sensitive Conditions Hospitalizations (2006 Revision) - Both sexes (Age-standardized rate / 100,000)	2008-2009	308	320	279	542	-3.8%	3
Total Caesarean Section Rate (% of women delivering in acute care)	2008-2009	27.7	26.9	20.2	31.5	3.0%	3
Assisted Delivery Rate (Forceps) Among Vaginal Deliveries (Percentage)	2008-2009	4	3.3	2.3	5.5	21.2%	1
Assisted Delivery Rate (Overall) Among Vaginal Deliveries (Percentage)	2008-2009	17.5	14	7.1	17.5	25.0%	1
Assisted Delivery Rate (Vacuum Extraction) Among Vaginal Deliveries (Percentage)	2008-2009	12.5	9.9	4	12.9	26.3%	1
Epidural Rate for All Deliveries (Percentage)	2008-2009	43.5	48.3	29.2	60.6	-9.9%	1
Epidural Rate for Vaginal (Percentage)	2008-2009	50	55.2	30	69	-9.4%	1
Primary Caesarean Section Rate (Percentage)	2008-2009	19.2	18.5	13.5	23.1	3.8%	1
Primary Caesarean Section Rate (< 35 years) (Percentage)	2008-2009	18.3	17.5	12.8	21.9	4.6%	1
Primary Caesarean Section Rate (>= 35 years) (Percentage)	2008-2009	24.9	23.7	19	31.8	5.1%	1
Repeat Caesarean Section (Percentage)	2008-2009	80.3	82.4	70.7	91	-2.5%	1
APPROPRIATENESS - SATISFACTION							
Patient satisfaction with most recent hospital care received in past 12 months aged 15 and over (Percentage)	2007	78.5	81.5	77.4	87.8	-3.7%	5
Patient satisfaction with any health care services received in past 12 months (Percentage)	2007	81	85.7	81	90.5	-5.5%	5

* - Does not include Quebec

HEALTH EXPENDITURES							
Provincial per capita spending on	Time Period	Alberta	Canadian Average	Lowest Province	Highest Province	Relative Difference Alberta Avg to Canadian Average	Source
Hospitals	2009 (projected)	\$1,709.93	\$1,354.97	\$1,209.18	\$2,048.69	26.20%	6
Other Institutions	2009 (projected)	\$229.00	\$385.59	\$229.00	\$723.01	-40.61%	6
Physicians	2009 (projected)	\$797.88	\$740.74	\$580.93	\$841.51	7.71%	6
Other Professionals	2009 (projected)	\$52.54	\$23.64	\$6.98	\$52.54	122.20%	6
Drugs	2009 (projected)	\$273.59	\$291.27	\$222.20	\$323.15	-6.07%	6
Capital	2009 (projected)	\$370.70	\$205.29	\$73.64	\$410.49	80.58%	6
Public Health	2009 (projected)	\$366.75	\$272.59	\$126.06	\$403.89	34.54%	6
Administration	2009 (projected)	\$58.83	\$53.98	\$27.31	\$148.19	8.99%	6
Other Health Spending	2009 (projected)	\$236.30	\$205.08	\$94.47	\$316.49	15.23%	6
Total	2009 (projected)	\$4,095.52	\$3,533.15	\$3,191.16	\$4,269.86	15.92%	6
Hospitals	2007 (actual)	\$1,452.20	\$1,230.56	\$1,111.15	\$1,729.65	18.01%	6
Other Institutions	2007 (actual)	\$203.72	\$360.74	\$203.72	\$621.14	-43.53%	6
Physicians	2007 (actual)	\$623.15	\$633.35	\$480.32	\$712.31	-1.61%	6
Other Professionals	2007 (actual)	\$54.38	\$21.30	\$6.00	\$54.38	155.30%	6
Drugs	2007 (actual)	\$225.73	\$265.77	\$186.59	\$298.10	-15.07%	6
Capital	2007 (actual)	\$278.82	\$164.17	\$101.41	\$278.82	69.83%	6
Public Health	2007 (actual)	\$408.26	\$253.84	\$119.97	\$408.26	60.83%	6
Administration	2007 (actual)	\$49.72	\$48.92	\$24.81	\$90.01	1.63%	6
Other Health Spending	2007 (actual)	\$211.52	\$180.53	\$71.40	\$295.54	17.16%	6
Total	2007 (actual)	\$3,507.49	\$3,159.19	\$2,840.26	\$3,615.99	11.03%	6

Sources

1. CIHI: Childbirth Indicator Results by Place of Residence and Fiscal Year
2. CIHI: Newborns Born in Reporting Facility
3. CIHI: Health Indicators 2010
4. Statistics Canada: Canadian Vital Statistics, Birth and Death Databases
5. Statistics Canada: Canadian Community Health Survey (CCHS)
6. Canadian Institute for Health Information (CIHI) -*national Health Expenditures Trends 1975-2009*