## Performance Measure Definition

### Patient Satisfaction – Addiction and Mental Health

<table>
<thead>
<tr>
<th>Name and Definition</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Full Name</strong></td>
<td>An annual patient/client rating of overall satisfaction with Addiction/Mental Health Services.</td>
</tr>
<tr>
<td><strong>Short Name</strong></td>
<td>Patient Satisfaction – Addiction and Mental Health</td>
</tr>
<tr>
<td><strong>Definition</strong></td>
<td>This indicator measures the percent of patients within general community addiction and mental health services indicating overall satisfaction with services they personally received in the past fiscal year. General community services are defined as services which provide more general treatment to patients with addiction and/or psychiatric disorders in a community or outpatient setting. It excludes services that narrowly focus on a certain diagnosis (e.g., borderline personality disorder, opioid dependency), or demographic group(s) (e.g., homeless persons, forensic, women only).</td>
</tr>
</tbody>
</table>

| Domain   | Health Services Delivery |

<table>
<thead>
<tr>
<th>Dimension</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Acceptability</td>
<td>Efficiency</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Effectiveness</th>
<th>Accessibility</th>
<th>Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Category of Measure</th>
<th>Strategic</th>
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</thead>
<tbody>
<tr>
<td>Type of Measure</td>
<td>Outcome Measure</td>
</tr>
</tbody>
</table>

| Other Comments / Notes |   |

### Context

#### Business Context
- Alberta Health Services 2011-2015 Health Plan
- Creating Connections: Alberta’s Addiction and Mental Health Strategy
- Becoming the Best: Alberta’s 5-Year Health Action Plan (2010-2015)

#### Rationale
Alberta Health Services’ mission is to provide a patient-focused, quality health system that is accessible and sustainable for all Albertans. The Alberta Health Services 2011-2015 Health Plan recognizes that patient experience is integral to achieving this. Satisfaction is one dimension of patient experience with care. It is also an indication of the extent to which services meet the needs of clients, and is considered a key dimension of service quality (McEwan & Goldner, 2001). Combined with clinical outcomes and other quality measures, such assessments can provide valuable information for decision makers regarding health care services and delivery. Measuring patient satisfaction with addiction and mental health services is a key step in ensuring quality, patient-focused services are delivered. Patient satisfaction may reveal if certain aspects of a service are adequate and which elements can be improved. Provincial patient satisfaction data for addiction and mental health services will be collected for five fiscal years (2010/11 to 2014/15). As such, it may be possible to assess changes in system-level performance on this domain over time.

#### Notes for Interpretation
- Measure is limited to individuals who have personally received general community addiction and mental health services and does not include family or care provider satisfaction or other areas of the service continuum.
- This indicator includes results for patients indicating that they were overall 'Mostly Satisfied' or 'Delighted/Very Satisfied' with the service they received. It uses responses to a single question on overall satisfaction rather than the combined results of all rated questions for the surveys.

#### Organizational Strategy
Patient experience is a key focus for Alberta Health Services. A province-wide process for tracking and addressing patient concerns is being created and a culture of patient-focused care is promoted throughout the organization. In keeping with this, a strategic priority for Addiction and Mental Health is to engage clients, consumers, families and other stakeholders in all aspects of its work. The intent is to involve these groups in establishing clinical goals for care, service planning, evaluation and strategic initiatives. It is anticipated that this will enhance patient satisfaction because they will be involved as integral members of the care team and services will be more responsive and tailored to patient needs.
**Performance Measure Definition**

**Benchmark Comparisons**

Patient satisfaction with addiction and mental health services in previous fiscal years (e.g., 2008/2009) is available in the Systems Level Performance for Mental Health and Addiction report. Data are currently available for the 2007/2008 and 2008/2009 fiscal years. In 2007/2008 reported satisfaction levels ranged from 71% to 99% and results from 2008/2009 ranged from 55% to 97%. Level of satisfaction reported in the literature ranged from 58% to 95%.

**Cited References**


**Technical Specifications**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred Display Format</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

**Numerator**

The number of patients indicating that they were overall 'Mostly Satisfied' or 'Delighted/Very Satisfied' with the service they received.

**Inclusion Criteria for Numerator**

In keeping with the design of the Satisfaction tool, a minimum length of treatment time was established to consider eligible respondents. The criterion of three or more sessions was chosen to focus on those patients who are receiving counseling, therapy and related interventions, as opposed to those receiving primarily triage, assessment and referral related services.

**Exclusion Criteria for Numerator**

Other areas of the continuum of care are excluded (e.g., acute or residential care, crisis care) as well as community or outpatient services that narrowly focus on a certain diagnosis (e.g., borderline personality disorder, opioid dependency), or demographic group(s) (e.g., homeless persons, forensic, women only). More specifically, the following services are not included in this definition of General Community Services:

- Inpatient services
- Urgent care services
- Specialized outpatient services (i.e. outpatient schizophrenia or eating disorder services)
- Forensics
- Geriatrics
- Child and adolescents
- Addiction residential services
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- Addiction detox services
- Opioid dependency programs

The above listed areas of the continuum of care are excluded, in part, because of limited resources. The patient satisfaction surveys are not part of the standard data that is collected from clients when they receive an addiction or mental health service. It requires a significant amount of time to coordinate the administration of the survey and also to manage data generated by them. Resources are not presently available to carry out an annual survey of all areas of the continuum of care. Also, there is a diversity of services offered under the banner of addiction and mental health, ranging from acute inpatient services to brief community interventions. As such, survey results from all areas of the continuum of care may not be directly comparable or amenable to being rolled up into a single provincial statistic.

### Data Source(s) for Numerator

In the 2010/11 fiscal year, the numerator is based on standardized satisfaction surveys (e.g., Client Satisfaction Questionnaire 18 [CSQ-18] in the South Zone and the Service Satisfaction Survey 10 [SSS10] in the other four zones). These two surveys have equivalent questions regarding overall satisfaction. In the 2011/12 to 2014/15 fiscal years the numerator is based on the SSS10 for all zones.

### Refresh Rate for Numerator

Numerator data are available annually.

### Data Steward for Numerator

Knowledge and Strategy, Community Treatment and Support, Addiction and Mental Health, Alberta Health Services; Addiction and Mental Health zone representatives

### Denominator

The number of patients who completed satisfaction surveys within general community addiction and mental health services and answered the question on overall satisfaction with the service they received.

### Inclusion Criteria for Denominator

In keeping with the design of the Satisfaction tool, a minimum length of treatment time was established to consider eligible respondents. The criterion of three or more sessions was chosen to focus on those patients who are receiving counseling, therapy and related interventions, as opposed to those receiving primarily triage, assessment and referral related services.

### Exclusion Criteria for Denominator

Other areas of the continuum of care are excluded (e.g. acute or residential care, crisis care) as well as community or outpatient services that narrowly focus on a certain diagnosis (e.g. borderline personality disorder, opioid dependency), or demographic group(s) (e.g. homeless persons, forensic, women only). More specifically, the following services are not included in this definition of General Community Services:

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### Refresh Rate for Denominator

Denominator data are available annually.

### Data Steward for Denominator

Knowledge and Strategy, Community Treatment and Support, Addiction and Mental Health, Alberta Health Services; Addiction and Mental Health zone representatives
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**Technical Notes**
Data is received from the zones in Excel, Access or SPSS and combined provincially. Analysis and reporting is done with SPSS.

**Calculation**
The number of patients indicating they were 'Mostly Satisfied' or 'Delighted/Very Satisfied' with the service they received divided by the number of patients who completed the survey multiplied by 100.

**Relationship to Other Indicators**
None at this time. In the future this measure could be used in measures of patient experience.

**Level of Reporting**
<table>
<thead>
<tr>
<th>National</th>
<th>Provincial</th>
<th>Zone</th>
<th>Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**Frequency of Reporting**
<table>
<thead>
<tr>
<th>Annually</th>
<th>Quarterly</th>
<th>Monthly</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
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**Limitations**
- A single, standardized survey was not used across the province in the 2010/2011 fiscal year, making it necessary to base results on a single question. Results from a single question have the tendency to be more positive and less meaningful than if a scale is created that uses all or similar questions from the survey. All zones are now using the same survey (i.e. the SSS10).
- There is considerable variability in evaluation, analytic and Information Technology support across the zones. As a result of these resource-based variances, some variance in sampling and data collection will continue to occur. For example, some areas mail out surveys, while others will provide the survey in person. Zones will also continue to differ in the number of service areas that they are able to assess satisfaction from. A provincial group is working to align data collection and sampling methods to the degree possible.
- There may be variation in response rates across the zones.

**Planning Documents**

**Reference Documents**

<table>
<thead>
<tr>
<th>Name</th>
<th>Business Planning Document URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHS Health Plan</td>
<td><a href="http://www.albertahealthservices.ca/3238.asp">http://www.albertahealthservices.ca/3238.asp</a></td>
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