

The Ministry of Health's Written Responses to Outstanding Questions from the November 26, 2019 Public Accounts Meeting

Alternative Levels of Care

Question/Request:

Which facilities have the highest rates of alternate levels of care (ALC) patients?

Answer:

- Please see attached heat map – Definition of percentage (%) ALC Days is the percentage of all hospital in-patient days classified as ALC. Total in-patient days includes all patient days classified as acute, sub-acute and ALC days. A patient is designated as ALC when they no longer require the intensity of care of the hospital setting, and care could be provided in an alternative setting (Attachment).

MyHealth Records

Question/Request:

In relation to MyHealth records, what is the gap between how many people say they want to be logged in and how many actually end up getting logged in?

Answer:

- As of December 1, 2019, over 104,000 Albertans have fully registered for a MyHealth Records account and over 15,000 individuals have started, but not completed, the MyHealth Records registration process.
- Based on feedback from Albertans, there is an indication that the drop-off in the registration process is largely a result of the two-step registration process that introduces a delay in completing the registration, and the number of steps required.
 - Albertans must first register and obtain a verified MyAlberta Digital ID account (user and password). MyAlberta Digital ID adheres to the identity assurance requirements defined by the Pan-Canadian Identity Assurance Trust Framework, which serves as a model for federating standard identity management practices throughout Canada.
 - o This step is necessary to ensure the identity of the person is trusted to prevent a privacy breach under the *Health Information Act*.
 - o The MyAlberta Digital ID account provides a common ID and password that is used for MyHealth Records as well as other Government of Alberta online services.
 - Once a verified MyAlberta Digital ID account is obtained, the individual can register for MyHealth Records. The MyHealth Records registration requires a

valid Alberta Personal Health Number to open their account and gain access to the information.

- The MyHealth Records program plans to conduct a survey to investigate why these individuals have not completed the registration process.
- MyHealth Records currently acquires new users at the rate of about 2,000 per week.

Laundry Services

Question/Request:

In relation to capital costs such as housekeeping, laundry and linen, are you able to explain the increased costs and shed light on why the expense is so costly and higher than anticipated?

Answer:

- The MLA's question referencing the line in the Alberta Health Annual Report, includes many other costs combined with housekeeping and laundry, such as plant maintenance, biomedical engineering supplies, and ambulances. The line also references operating expenses and not capital expenses.
- The cost for all the items in this line, of which housekeeping and laundry is only a part, was over budget by \$4.9 million, which is a \$3.8 million increase from the prior year.
 - The increase was due to greater fuel utilization by ambulances. EMS fuel information is collected under plant maintenance in that expense line.
 - The increase is also due to lighting projects such as LED upgrades.
- The total expenses for housekeeping, linen and laundry expenses (excluding plant maintenance and biomedical engineering supplies) was approximately \$1 million under budget and increased approximately \$0.5 million from the prior year, mainly due to increased activity.

Question/Request:

Can you please provide some insight as to how the cost of replacing and upgrading the laundry services has impacted Alberta Health Services (AHS) from a capital investment and staffing perspective, including costs of salaries and benefits, versus contracted services?

Answer:

- The total cost of equipment failures year-to-date in 2019 was \$479,181, which included capital and labour costs. Related to these equipment failures was \$498,191 year-to-date in sick time, overtime and Workers' Compensation Board costs. These costs would not be assumed in an outsourced model.

Recovery

Question/Request:

In relation to mental health, what is department's definition of recovery?

Answer:

- The Ministry of Health defines recovery as the following:

Recovery Orientation: Recovery from mental disorders and substance use disorders is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. Recovery and prevention are both relevant all along an individual's journey.

Recovery-Oriented System of Care (ROSC): A coordinated network of community-based services and supports that is person-centred and builds on the strengths and resiliencies of individuals, families and communities to achieve recovery and improved health, wellness, and quality of life for those with or at risk of mental health and addiction issues. The central focus is to create an infrastructure or "system of care" with the resources to effectively address mental health and addiction issues within a community, encompassing a full range of individualized, person-centred, and strength-based services. By design, a ROSC provides individuals and families with more options with which to make informed decisions regarding their care.

Ambulance Services

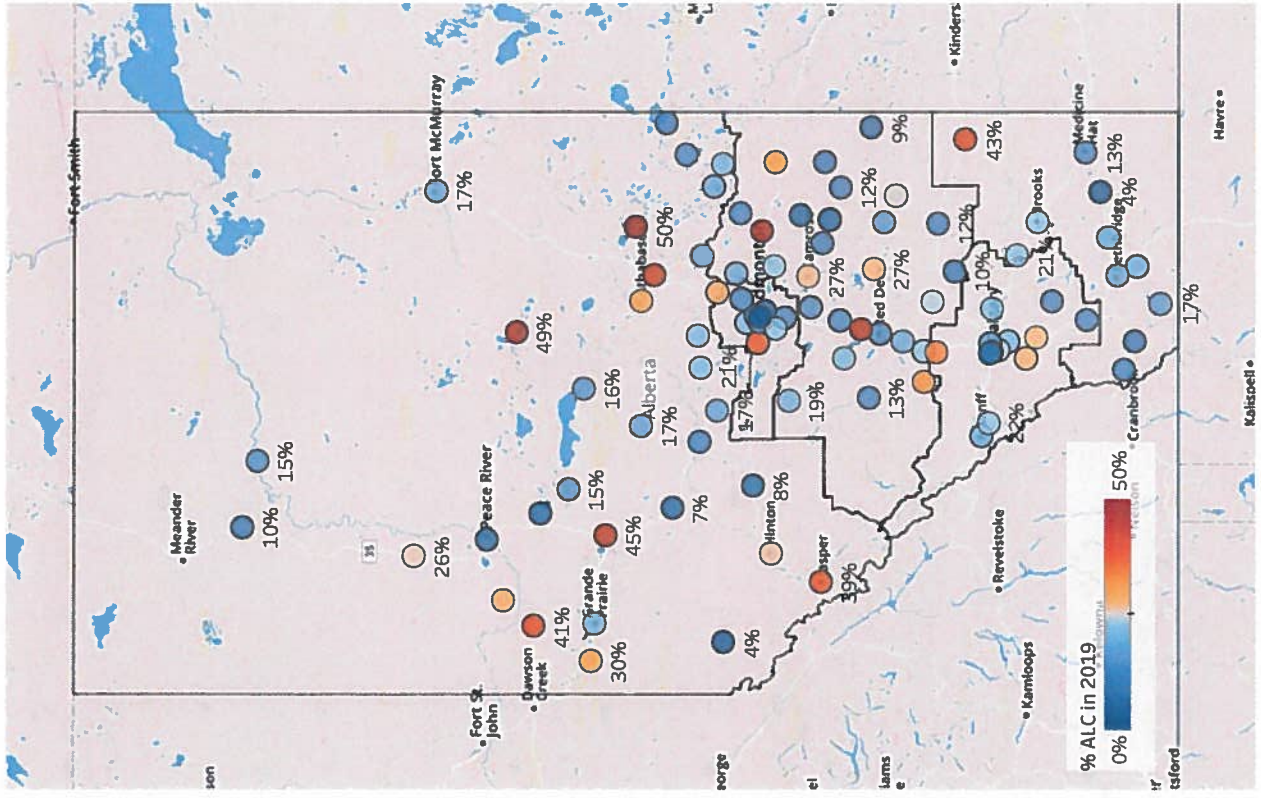
Question/Request:

AHS to provide the link to the performance metrics that is published quarterly on the AHS website.

Answer:

- AHS EMS performance is available through the public AHS web page on the EMS specific page. This can be found at <https://www.albertahealthservices.ca/ems/ems.aspx>
- Under "EMS Performance" are a number of user selectable options for EMS Performance Measures, Patient Satisfaction and EMS Response Times.

% ALC by Facility for Fiscal Year End 2019



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North Zone

William J. Cadzow - Lac La Biche Healthcare Centre	50%
Wabasca/Desmarais Healthcare Centre	49%
Valleyview Health Centre	45%
Boyle Healthcare Centre	45%
Central Peace Health Complex	41%
Seton - Jasper Healthcare Centre	39%
Athabasca Healthcare Centre	30%
Beaverlodge Municipal Hospital	30%
Redwater Health Centre	29%
Fairview Health Complex	29%
Hinton Healthcare Centre	26%
Manning Community Health Centre	26%
Barrhead Healthcare Centre	21%
Westlock Healthcare Centre	20%
Elk Point Healthcare Centre	20%
Queen Elizabeth II Hospital	19%
George McDougall - Smoky Lake Healthcare Centre	18%
Mayerthorpe Healthcare Centre	17%
St. Therese - St. Paul Healthcare Centre	17%
Northern Lights Regional Health Centre	17%
Swan Hills Healthcare Centre	17%
Slave Lake Healthcare Centre	16%
High Prairie Health Complex	15%
St. Theresa General Hospital	15%
Bonnyville Healthcare Centre	13%
Whitcourt Healthcare Centre	12%
Cold Lake Healthcare Centre	10%
Northwest Health Centre	10%
Peace River Community Health Centre	9%
Edson Healthcare Centre	8%
Fox Creek Healthcare Centre	7%
Sacred Heart Community Health Centre	7%
Grande Cache Community Health Complex	4%

Edmonton Zone

WestView Health Centre - Stony Plain	39%
Devon General Hospital	22%
Sturgeon Community Hospital	19%
Misericordia Community Hospital	17%
Royal Alexandra Hospital	15%
Fort Saskatchewan Community Hospital	14%
Leduc Community Hospital	13%
University of Alberta Hospital	10%
Grey Nuns Community Hospital	9%
Cross Cancer Institute	2%
Stollery Children's Hospital	0%

Central Zone

St. Joseph's General Hospital	48%
Lacombe Hospital and Care Centre	47%
Sundre Hospital and Care Centre	33%
Vermilion Health Centre	31%
Stettler Hospital and Care Centre	27%
St. Mary's Hospital	27%
Coronation Hospital and Care Centre	25%
Three Hills Health Centre	24%
Tofield Health Centre	23%
Olds Hospital and Care Centre	22%
Rimbey Hospital and Care Centre	21%
Drayton Valley Hospital and Care Centre	19%
Lamont Health Care Centre	18%
Innisfail Health Centre	18%
Our Lady of the Rosary Hospital	16%
Wetaskiwin Hospital and Care Centre	14%
Red Deer Regional Hospital Centre	14%
Two Hills Health Centre	13%
Ponoka Hospital and Care Centre	13%
Rocky Mountain House Health Centre	12%
Hanna Health Centre	12%
Hardisty Health Centre	11%
Daysland Health Centre	11%
Wainwright Health Centre	10%
Drumheller Health Centre	9%
Provost Health Centre	7%
Killam Health Care Centre	7%
Viking Health Centre	7%

Calgary Zone

Didsbury District Health Services	34%
Oilfields General Hospital	27%
High River General Hospital	27%
Rockyview General Hospital	23%
Canmore General Hospital	22%
Strathmore District Health Services	21%
South Health Campus	20%
Foothills Medical Centre	19%
Mineral Springs Hospital	18%
Peter Lougheed Centre	16%
Claresholm General Hospital	14%
Vulcan Community Health Centre	13%
Alberta Children's Hospital	4%

South Zone

Big Country Hospital	43%
Brooks Health Centre	22%
Bassano Health Centre	21%
Raymond Health Centre	18%
Taber Health Centre	18%
Chinook Regional Hospital	17%
Cardston Health Centre	17%
Medicine Hat Regional Hospital	13%
Crowsnest Pass Health Centre	13%
Pincher Creek Health Centre	10%
Bow Island Health Centre	4%

