



Health Quality Alberta is a provincial agency that has a legislated mandate to promote and improve patient safety, person-centred care, and health service quality for Albertans. We engage with Albertans to gather information about their experiences and collaborate with health system partners to identify and drive actionable improvements. Our responsibilities are set forth in the *Health Quality Council of Alberta Act*.

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	IDENTIFYING INFORMATION		
Name:	Completion of selected screening tests		
Short/Other Names:	n/a		
В	ACKGROUND, INTERPRETATION AND BENCHMARKS		
Description:	The percentage of eligible patients in Alberta who completed screening tests for lipids (cardiovascular risk profile), diabetes, colorectal cancer, breast cancer, and cervical cancer.		
Rationale:	Screening tests are used to determine the approximate risks for certain diseases in healthy adults. Thus, providing screening information will encourage screening activities to identify early onset of these diseases.		
Interpretation:	A higher rate implies more eligible patients have been screened.		
Target/Benchmark:	No benchmarks have been identified.		
	INDICATOR CALCULATION		
Calculation:	Screening rate=		
	(Number of eligible patients who completed screening test) Total number of eligible patients in Alberta		
	Type of Measure: Percentage		
	Adjustment Applied: None		
Denominator:	Description		
	The number of eligible patients in the province of Alberta.		
	Inclusion Criteria		
	a) <u>Lipids</u> : Patients aged between 40 and 74 years.		
	b) <u>Diabetes</u> : Patients 40 years or older.		
	c) <u>Colorectal cancer</u> : Patients aged between 50 and 74 years.		
	d) <u>Breast cancer</u> : Women aged between 45 and 74 years.		
	e) <u>Cervical cancer</u> : Women aged between 25 and 69 years.		
	Exclusions		
	■ None		

Numerator:

Description

a) Lipids:

The total number of eligible patients with plasma lipid profile screening within a 5-year period.

Plasma lipid profile identification (Lab test codes or lab test order code or lab test order name):

- LIP (Lipase).
- LIPID (Lipid).
- LIPID PROFILE (Lipid Profile).
- LDL (Low Density Lipoproteins Cholesterol).

Inclusion Criteria

- Patients aged between 40 and 74 years.
- Patients with identified plasma lipid profile test records.

Exclusions

Patients younger than 40 or older than 74.

b) Diabetes:

An eligible patient is an asymptomatic patient screened for diabetes. A patient is eligible if they meet the inclusion criteria outlined below.

Inclusion Criteria

Patients 40 years or older.

Diabetes screening is identified by the following lab test codes, and ICD-9 or ICD-10 diagnostic codes:

Lab test codes [Order Test Code]:

- HBA1C (Hemoglobin A1c).
- GLUF (Glucose fasting).

ICD-9 or ICD-10 diagnostic codes:

- V77.1 (Screening for Diabetes Mellitus).
- Z13.1 (Encounter for Screening for Diabetes Mellitus).

Exclusions

- Diabetic patients identified in the episode specific disease category (EDC) aggregate groups in the HQA's dynamic proxy disease registry.
- Patients aged younger than 40 years.

c) Colorectal Cancer:

The total number of asymptomatic patients screened for colorectal cancer.

The number of eligible patients is based on:

- 2 years of past lab data for fecal immunochemical test.
- 10 years of past claims data for colonoscopy.
- 5 years of past claims data for flex sigmoidoscopy.

Colorectal cancer screening identification: (Lab test codes or order test code or order test name)

- Fecal immunochemical test (FIT), lab test codes [Test Code or Order Test Code]:
 - o FIT (Fecal Immunochemical Test)
 - FIT1 (Fecal Immunochemical Test 1)
 - o FIT2 (Fecal Immunochemical Test 2)
- Colonoscopy is identified by the procedure (billing) codes below:
 - 01.22 (Other non-operative colonoscopy)
 - 01.22A (Other non-operative colonoscopy for screening high risk patients)
 - 01.22B (Other non-operative colonoscopy for screening moderate risk patients)
 - 01.22C (Other non-operative colonoscopy for screening average risk patients)
 - 01.16A (Small bowel capsule endoscopy)
 - o 01.16B (Balloon [single or double] enteroscopy, rectal route)
- Flex Sigmoidoscopy is identified by the procedure (billing) codes below:
 - 01.24B (Flexible proctosigmoidoscopy)
 - 01.24BA (Flexible proctosigmoidoscopy for screening of patients considered to be of high risk for colon cancer due to family history)
 - 01.24BB (Flexible proctosigmoidoscopy for screening of patients considered to be of high risk for colon cancer)

Inclusion Criteria

- Patients aged between 50 and 74 years.
- Patients with identified colorectal cancer screening records.

Exclusions

Patients younger than 50 or older than 74.

d) Breast Cancer:

The total number of eligible women who have completed at least one mammogram in a given 30-month period.

Inclusion Criteria

- Women aged between 45 and 74 years.
- Identifying mammography procedure codes:
 - X27 (Mammography both breast).
 - o X27 D (Screening mammography age 50-74 years inclusive).

Exclusions

Women younger than 45 years and older than 74 years.

Women with an invasive breast cancer who have had mammograms identified as screening services.

e) Cervical Cancer:

The total number of eligible women who have completed at least one Pap test within a 42 month (3.5 year) period.

Pap test identification:

- 13.99BA (Periodic Papanicolaou Smear).
- 13.99BC (Pelvic examination requiring swab and/or sample collection, includes Periodic Papanicolaou Smear).
- 79.29E (Biopsy of cervix).
- V76.2 (Screening for malignant neoplasms of the cervix).
- Z12.4 (Encounter for screening for malignant neoplasm of cervix).

Inclusion Criteria

- Women aged 25 to 69 years.
- Women with identified Pap test records.

Exclusions

- Women younger than 25 or older than 69.
- Women with hysterectomy performed as at April 1, 2005.

DATA DETAILS		
Data Sources:	Alberta Health Physician claims Alberta Health Care Insurance Plan (AHCIP) Registry	
	AHS Laboratory Data	
Available Data Year:	Type of Year: Fiscal year [starts April 1, ends March 31] Available Year: 2018/19 (Lipids and diabetes), 2022/23 (Colorectal, breast and cervical cancer)	
Geographic Coverage:	The province of Alberta excluding the military and prisoners.	
Reporting Levels:	Province	
QUALITY STATEMENT		
Limitations and Technical Notes:	PCN assignment is based on which physician a patient is assigned to by Health Quality Alberta's algorithm.	
	 Not all physicians belong to a PCN; as a result not all patients are assigned to PCNs. 	
	 All calculations include only patients who are currently listed as 'Active' in the Alberta Health Care Insurance Plan (AHCIP) Registry database. This may lead to underestimation of the calculated measure above. 	
	Each patient is counted once regardless of the number of tests performed in a given time period.	
	 Only Alberta data is available. As such, any visits by Alberta patients to labs or facilities outside of the province are not included. 	

	IDENTIFYING INFORMATION	
Name:	Lipids (cardiovascular risk) screening	
Short/Other Names:	n/a	
В	ACKGROUND, INTERPRETATION AND BENCHMARKS	
Description:	The percentage of eligible patients in the zone or PCN who completed a lipid screening test.	
Rationale:	Lipid profile screening is used to determine the approximate risks for cardiovascular disease in healthy adults. Thus, providing screening information to PCNs will encourage them in their screening activities to identify early onset of cardiovascular disease.	
Interpretation:	A higher rate implies more eligible patients in a zone or PCN have been screened.	
Target/Benchmark:	No benchmarks have been identified.	
	INDICATOR CALCULATION	
Calculation:	Screening rate =	
	\(\frac{\text{Number of eligible patients who completed plasma lipid screening}}{\text{Total number of eligible patients in zone or PCN}} \times 100	
	Type of Measure: Percentage	
	Adjustment Applied: None	
Denominator:	Description	
	The number of eligible patients in a zone or PCN.	
	Inclusion Criteria	
	 Patients aged between 40 and 74 years. For PCN-level data, patients assigned to the PCN by Health Quality Alberta's algorithm. 	
	Exclusions	
	■ None	

Numerator:	Description	
	The total number of eligible patients with plasma lipid profile screening within a 5-year period.	
	Plasma lipid profile identification (Lab test codes or lab test order code or lab test order name):	
	■ LIP (Lipase).	
	LIPID (Lipid).	
	■ LIPID PROFILE (Lipid Profile).	
	■ LDL (Low Density Lipoproteins Cholesterol).	
	Inclusion Criteria	
	Patients aged between 40 and 74 years.	
	 Patients with identified plasma lipid profile test records. 	
	Exclusions	
	Patients younger than 40 or older than 74.	
	DATA DETAILS	
	Alberta Health Physician claims	
Data Sources:	Alberta Health Care Insurance Plan (AHCIP) Registry	
	AHS Laboratory Data	
	Type of Year: Fiscal year [starts April 1, ends March 31]	
Available Data Year:	Available Year: 2018/19	
Geographic Coverage:	The province of Alberta excluding the military and prisoners.	
Reporting Levels:	Zone, PCN	

QUALITY STATEMENT

Limitations and Technical Notes:

- PCN assignment is based on which physician a patient is assigned to by Health Quality Alberta's algorithm.
- Not all physicians belong to a PCN; as a result not all patients are assigned to PCNs.
- All calculations include only patients who are currently listed as 'Active' in the Alberta Health Care Insurance Plan (AHCIP) Registry database. This may lead to underestimation of the calculated measure above.
- Each patient is counted once regardless of the number of tests performed in a given time period.
- Only Alberta data is available. As such, any visits by Alberta patients to labs or facilities outside of the province are not included.

IDENTIFYING INFORMATION		
Name:	Diabetes screening	
Short/Other Names:	n/a	
В	ACKGROUND, INTERPRETATION AND BENCHMARKS	
Description:	The percentage of non-diabetic patients in the physician panel who completed a diabetes screening test.	
Rationale:	Diabetes is a health problem that imposes significant burden on the population and health system. It is expected that treatment after early detection will yield benefits superior to those obtained when treatment is delayed. Thus, providing asymptomatic screening information to physicians will encourage them to screen individuals who are likely to have diabetes. The presentation of screening rates might also serve to motivate active screening practices (i.e., encourage physicians to take more direct steps in screening patients).	
Interpretation:	A higher rate implies more eligible patients in a zone or PCN have been screened.	
Target/Benchmark:	No benchmarks have been identified.	
	INDICATOR CALCULATION	
Calculation:	Screening rate =	
	\(\frac{\text{Number of eligible patients with a diabetes screening test}}{\text{Total number of eligible patients in zone or PCN}} \times 100	
	Type of Measure: Percentage	
	Adjustment Applied: None	
Denominator:	Description	
	The number of eligible patients in a zone or PCN.	
	Inclusion Criteria	
	Patients 40 years or older.	
	 For PCN-level data, patients assigned to the PCN by Health Quality Alberta's algorithm. 	
	Exclusions	
	Patients aged younger than 40 years.	

DIABETES SCREENING 9

	 Diabetic patients identified in the episode specific disease category (EDC) aggregate groups in Health Quality Alberta's dynamic proxy disease registry.
Numerator:	Description
	An eligible patient is an asymptomatic patient screened for diabetes. A patient is eligible if they meet the inclusion criteria outlined below.
	Inclusion Criteria
	■ Patients 40 years or older.
	Diabetes screening is identified by the following lab test codes, and ICD-9 or ICD-10 diagnostic codes:
	Lab test codes [Order Test Code]:
	■ HBA1C (Hemoglobin A1c).
	GLUF (Glucose fasting).
	ICD-9 or ICD-10 diagnostic codes:
	 V77.1 (Screening for Diabetes Mellitus).
	 Z13.1 (Encounter for Screening for Diabetes Mellitus).
	Exclusions
	 Diabetic patients identified in the episode specific disease category (EDC) aggregate groups in Health Quality Alberta's dynamic proxy disease registry.
	■ Patients aged younger than 40 years.
	DATA DETAILS
	Alberta Health Physician Claims
Data Sources:	Alberta Health Care Insurance Plan (AHCIP) Registry
	Alberta Breast Cancer Screening Program (ABCSP) Data
	Type of Year: Fiscal year [starts April 1, ends March 31]
Available Data Year:	Available Year: 2018/19
Geographic Coverage:	The province of Alberta excluding the military and prisoners.
Reporting Levels:	Zone, PCN

DIABETES SCREENING 10

QUALITY STATEMENT

Limitations and Technical Notes:

- PCN assignment is based on which physician a patient is assigned to by Health Quality Alberta's algorithm.
- Not all physicians belong to a PCN; as a result not all patients are assigned to PCNs.
- All calculations include only patients who are currently listed as 'Active' in the Alberta Health Care Insurance Plan (AHCIP) Registry database. This may lead to underestimation of the calculated measure above.
- Only Alberta data is available. As such, any visits by Alberta patients to labs or facilities outside of the province are not included.

DIABETES SCREENING 11

IDENTIFYING INFORMATION		
Name:	Colorectal cancer screening	
Short/Other Names:	n/a	
В	ACKGROUND, INTERPRETATION AND BENCHMARKS	
Description:	The percentage of eligible patients in the zone or PCN who completed a colorectal cancer screening test.	
Rationale:	Providing physician with their colorectal cancer screening rates will encourage them to screen their eligible patients. Research has shown that patients who have regular stool test are more likely to survive colorectal cancer. Early detection may also mean less treatment and less time spent recovering.	
Interpretation:	A higher rate implies more eligible patients in a zone or PCN have been screened.	
Target/Benchmark:	No benchmarks have been identified.	
	INDICATOR CALCULATION	
Calculation:	Screening rate =	
	(Number of eligible patients who completed colorectal cancer screening) Total number of eligible patients in zone or PCN	
	Type of Measure: Percentage	
	Adjustment Applied: None	
Denominator:	Description	
	The number of eligible patients in a zone or PCN.	
	Inclusion Criteria	
	Patients aged between 50 and 74 years.	
	 For PCN-level data, patients assigned to the PCN by Health Quality Alberta's algorithm. 	
	Exclusions	
	■ None	

Numerator:

Description

The total number of asymptomatic patients screened for colorectal cancer.

The number of eligible patients is based on:

- 2 years of past lab data for fecal immunochemical test.
- 10 years of past claims data for colonoscopy.
- 5 years of past claims data for flex sigmoidoscopy.

Colorectal cancer screening identification: (Lab test codes or order test code or order test name)

- Fecal immunochemical test (FIT), lab test codes [Test Code or Order Test Code]:
 - FIT (Fecal Immunochemical Test)
 - FIT1 (Fecal Immunochemical Test 1)
 - FIT2 (Fecal Immunochemical Test 2)
- Colonoscopy is identified by the procedure (billing) codes below:
 - o 01.22 (Other non-operative colonoscopy)
 - 01.22A (Other non-operative colonoscopy for screening high risk patients)
 - 01.22B (Other non-operative colonoscopy for screening moderate risk patients)
 - 01.22C (Other non-operative colonoscopy for screening average risk patients)
 - 01.16A (Small bowel capsule endoscopy)
 - o 01.16B (Balloon [single or double] enteroscopy, rectal route)
- Flex Sigmoidoscopy is identified by the procedure (billing) codes below:
 - 01.24B (Flexible proctosigmoidoscopy)
 - 01.24BA (Flexible proctosigmoidoscopy for screening of patients considered to be of high risk for colon cancer due to family history)
 - 01.24BB (Flexible proctosigmoidoscopy for screening of patients considered to be of high risk for colon cancer)

Inclusion Criteria

- Patients aged between 50 and 74 years.
- Patients with identified colorectal cancer screening records.

Exclusions

Patients younger than 50 or older than 74.

DATA DETAILS			
Data Sources:	Alberta Health Physician claims Alberta Health Care Insurance Plan (AHCIP) Registry AHS Laboratory Data		
Available Data Year:	Type of Year: Fiscal year [starts April 1, ends March 31] Last Available Year: 2022/23		
Geographic Coverage:	The province of Alberta excluding the military and prisoners.		
Reporting Levels:	Zone, PCN		
	QUALITY STATEMENT		
Limitations and Technical Notes:	PCN assignment is based on which physician a patient is assigned to by Health Quality Alberta's algorithm.		
	 Not all physicians belong to a PCN; as a result not all patients are assigned to PCNs. 		
	 All calculations include only patients who are currently listed as 'Active' in the Alberta Health Care Insurance Plan (AHCIP) Registry database. This may lead to underestimation of the calculated measure above. 		
	 Each patient is counted once regardless of the number of tests performed in a given time period. 		
	 Only Alberta data is available. As such, any visits by Alberta patients to labs or facilities outside of the province are not included. 		

IDENTIFYING INFORMATION	
Name:	Breast cancer screening
Short/Other Names:	n/a
В	ACKGROUND, INTERPRETATION AND BENCHMARKS
Description:	The percentage of eligible women in a zone or PCN that completed at least one mammogram screening test within a 24-month period.
Rationale:	Providing screening information to physicians will encourage them in their screening activities to identify early onset of breast cancer. Early detection may also mean less treatment and less time spent recovering. The presentation of screening rates might also serve to motivate active screening practices (i.e., encourage physicians to take more direct steps in screening patients).
Interpretation:	A higher rate implies more eligible patients in a zone or PCN have been screened.
Target/Benchmark:	No benchmarks have been identified.
	INDICATOR CALCULATION
Calculation:	Screening rate =
	Number of eligible women who completed at least one screening mammogram Total number of eligible women in zone or PCN
	Type of Measure: Percentage
	Adjustment Applied: None
Denominator:	Description
	The number of eligible women in a zone or PCN.
	Inclusion Criteria
	 Women aged between 45 and 74 years.
	 For PCN-level data, patients assigned to the PCN by Health Quality Alberta's algorithm.
	Exclusions
	 Women younger than 45 years and older than 74 years.

Numerator:	Description	
	The total number of eligible women who have completed at least one mammogram in a given 24-month period.	
	Inclusion Criteria	
	■ Women aged between 45 and 74 years.	
	Identifying mammography procedure codes:	
	o X27 (Mammography – both breast).	
	o X27 D (Screening mammography – age 45-74 years inclusive).	
	Exclusions	
	■ Women younger than 45 years and older than 74 years.	
	Women with an invasive breast cancer who have had mammograms identified as screening services.	
DATA DETAILS		
	Alberta Health Physician Claims	
Data Sources:	Alberta Health Care Insurance Plan (AHCIP) Registry	
	Alberta Breast Cancer Screening Program (ABCSP) Data	
Type of Year: Fiscal year [starts April 1, ends March 31]		
Available Data Year:	Available Year: 2022/23	
Geographic Coverage:	The province of Alberta excluding the military and prisoners.	
Reporting Levels:	Zone, PCN	
	QUALITY STATEMENT	
Limitations and Technical Notes:	PCN assignment is based on which physician a patient is assigned to by Health Quality Alberta's algorithm.	
	Not all physicians belong to a PCN; as a result not all patients are assigned to PCNs.	
	• All calculations include only patients who are currently listed as 'Active' in the Alberta Health Care Insurance Plan (AHCIP) Registry database. This may lead to underestimation of the calculated measure above.	
	 Only Alberta data is available. As such, any visits by Alberta patients to labs or facilities outside of the province are not included. 	

IDENTIFYING INFORMATION	
Name:	Cervical cancer screening
Short/Other Names:	n/a
В	ACKGROUND, INTERPRETATION AND BENCHMARKS
Description:	The percentage of eligible women in the zone or PCN who received at least one Pap test in a 36-month (3 year) period.
Rationale:	Meant for self-reflection and to encourage physicians to assess their screening activities in order maximize appropriate screening of their patients, and to identify early onset of cervical cancer. Early detection may also mean less treatment and less time spent recovering.
Interpretation:	A higher rate implies more eligible patients in a zone or PCN have been screened.
Target/Benchmark:	No benchmarks have been identified.
	INDICATOR CALCULATION
Calculation:	Screening rate =
	(Number of eligible patients who completed at least one Pap test) Total number of eligible women in zone or PCN
	Type of Measure: Percentage
	Adjustment Applied: None
Denominator:	Description
	The number of eligible women in a zone or PCN.
	Inclusion Criteria
	■ Women aged between 25 and 69 years.
	 For PCN-level data, patients assigned to the PCN by Health Quality Alberta's algorithm.
	Exclusions
	■ None

Numerator:	Description
	The total number of eligible women who have completed at least one Pap test within a 36-month (3 year) period.
	Pap test identification:
	■ 13.99BA (Periodic Papanicolaou Smear).
	13.99BC (Pelvic examination requiring swab and/or sample collection, includes Periodic Papanicolaou Smear).
	■ 79.29E (Biopsy of cervix).
	 V76.2 (Screening for malignant neoplasms of the cervix).
	 Z12.4 (Encounter for screening for malignant neoplasm of cervix).
	Inclusion Criteria
	■ Women aged 25 to 69 years.
	Women with identified Pap test records.
	Exclusions
	■ Women younger than 25 or older than 69.
	■ Women with hysterectomy performed as at April 1, 2005.
	DATA DETAILS
Data Sources:	Alberta Health Physician claims
	Alberta Health Care Insurance Plan (AHCIP) Registry
	National Ambulatory Care Services (NACRS)
Available Data Year:	Type of Year: Fiscal year [starts April 1, ends March 31]
	Available Year: 2022/23
Geographic Coverage:	The province of Alberta excluding the military and prisoners.
Reporting Levels:	Zone, PCN

QUALITY STATEMENT

Limitations and Technical Notes:

- PCN assignment is based on which physician a patient is assigned to by Health Quality Alberta's algorithm.
- Not all physicians belong to a PCN; as a result not all patients are assigned to PCNs.
- All calculations include only patients who are currently listed as 'Active' in the Alberta Health Care Insurance Plan (AHCIP) Registry database. This may lead to underestimation of the calculated measure above.
- Each woman is counted once regardless of the number of tests performed in a given time period.
- Only Alberta data is available. As such, any visits by Alberta patients to labs or facilities outside of the province are not included.

IDENTIFYING INFORMATION		
Name:	Influenza vaccination rates for selected high risk groups	
Short/Other Names:	n/a	
В	ACKGROUND, INTERPRETATION AND BENCHMARKS	
Description:	The percentage of Albertans in groups that are high risk of complications from influenza who received the influenza vaccine. High risk groups include: Children under 6 years of age Seniors (65 years of age and older) Persons living with chronic obstructive pulmonary disease (COPD) Persons living with asthma	
Rationale:	Influenza immunization has many benefits to the patient including but not limited to: reduces the risk of flu-related hospitalizations acts as an important preventive tool for patients with chronic health conditions helps protect women during and after pregnancy	
Interpretation:	A higher rate implies more eligible patients have been immunized.	
Target/Benchmark:	No benchmarks have been identified.	
	INDICATOR CALCULATION	
Calculation:	Vaccination rate = \[\left(\frac{\text{Number of persons immunized against influenza}}{\text{Total number of Albertans in zone or PCN}} \times 100 \] Type of Measure: Percentage Adjustment Applied: None	

Denominator:	Description	
	The number of Albertans in a zone or PCN.	
	Inclusion Criteria	
	 For PCN-level data, patients assigned to the PCN by Health Quality Alberta's algorithm. 	
	Exclusions	
	■ None	
Numerator:	Description	
	The total number of Albertans that received a flu (influenza) vaccine from a physician, pharmacist or Alberta Health Services public health.	
	Inclusion Criteria	
	Albertans with influenza immunization records.	
	Exclusions	
	■ None	
	DATA DETAILS	
Data Sources:	Alberta Health Physician claims	
	Alberta Health Care Insurance Plan (AHCIP) Registry	
	Alberta Immunization Registry	
Available Data Years:	Type of Year: Fiscal year [starts April 1, ends March 31]	
	First Available Year: 2018/19	
	Last Available Year: 2022/23	
Geographic Coverage:	The province of Alberta excluding the military and prisoners.	
Reporting Levels:	Zone, PCN	

Quality Statement

Limitations and Technical Notes:

- PCN assignment is based on which physician a patient is assigned to by Health Quality Alberta's algorithm.
- Not all physicians belong to a PCN; as a result not all patients are assigned to PCNs.
- All calculations include only patients who are currently listed as 'Active' in the Alberta Health Care Insurance Plan (AHCIP) Registry database. This may lead to underestimation of the calculated measure above.
- Immunizations given by other practitioners is not included as individual data is not provided.
- Only Alberta data is available. As such, any visits by Alberta patients to facilities outside of the province are not included.

	IDENTIFYING INFORMATION	
Name:	Consistent use of the same family doctor (doctor continuity)	
Short/Other Names:	n/a	
В	BACKGROUND, INTERPRETATION AND BENCHMARKS	
Description:	The percentage of all visits to family doctors that are to the same family doctor.	
Rationale:	This measure provides an opportunity to assess the impact of relational continuity on different outcomes and more specifically chronic disease management, and preventive service delivery. Hence, this measure provides a means to understand how patients' continuity to a family doctor may be associated with health service utilization and other measures. Continuity to a family doctor substantially impacts healthcare services utilization, patient outcomes, patient experience with care, and cost. In general,	
	the greater the continuity, the more positive the outcomes.	
Interpretation:	A lower value indicates that patients see other family doctors who are not their primary family doctor. A higher value is desirable.	
Target/Benchmark:	No benchmarks have been identified.	
	INDICATOR CALCULATION	
Calculation:	Description	
	Sum of all individual patients' continuity to a family doctor, divided by the total number of patients across a zone or PCN.	
	Average Continuity =	
	Sum of all individual patients' family doctor continuity Total number of patients in zone or PCN	
	Type of Measure: Average	
	Adjustment Applied: None	
Denominator:	Description	
	The number of patients in a given zone or PCN. Patients are assigned based on attachment to a family physician.	
	Inclusion Criteria	
	Patient list specifically submitted by physician.	

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Quality Statement

Limitations:

- About 18% of Albertans do not visit a General Practitioner in a year.
- Patients are excluded in the physician panel assignment if they do not visit a physician in 3 years (the current fiscal year, plus the 2 preceding fiscal years).
- The physician claims dataset consists of Fee-for-service and shadow billing.
 The data submitted based on shadow billing may not be entirely accurate.
 As a result, this might affect the accuracy of the results of this measure.
- Only Alberta data is available. As such, any visits by Alberta patients outside of the province are not included.

	IDENTIFYING INFORMATION	
Name:	Consistent use of the same primary care clinic (clinic continuity)	
Short/Other Names:	n/a	
В	ACKGROUND, INTERPRETATION AND BENCHMARKS	
Description:	The percentage of all visits to a primary care clinic that are to the same clinic.	
Rationale:	This measure provides an opportunity to assess the impact of relational continuity on different outcomes and more specifically chronic disease management, and preventive service delivery. Hence, this measure provides a means to understand how patients' continuity to a family doctor may be associated with health service utilization and other measures.	
	Continuity to a primary care clinic substantially impacts healthcare services utilization, patient outcomes, patient experience with care, and cost. In general, the greater the continuity, the more positive the outcomes.	
Interpretation:	A lower value indicates that patients are seen at locations which are not their primary care clinic. A higher value is desirable.	
Target/Benchmark:	No benchmarks have been identified.	
	INDICATOR CALCULATION	
Calculation:	Description	
	Sum of all individual patients' continuity to a primary care clinic, divided by the total number of patients across a zone or PCN.	
	Average Continuity =	
	Sum of all individual patients' primary care clinic continuity	
	Total number of patients in zone or PCN	
	Type of Measure: Average	
	Adjustment Applied: None	
Denominator:	Description	
	The number of patients in a given zone or PCN. Patients are assigned based on attachment to a family physician.	

Inclusion Criteria

- Patient list specifically submitted by physician.
- Patients assigned to a physician based on Health Quality Alberta's algorithm (Proxy panel).

Exclusions

- Duplicate family physician visits based on Patient Health Number (PHN), date, procedure and diagnostic codes, and physician identification are removed.
- Patients who were seen by the physician but not assigned to them.

Limitations & Technical Notes

- Panel prediction is most accurate for practices in a single stable location over the past 3 fiscal years and for regular full-time work schedule.
- Family physician visits include visits within a 3 fiscal year period.

Numerator:

Description

Sum of individual patients' primary care clinic continuity in a zone or PCN. Individual patients' clinic continuity is the percentage of time(s) a patient sees a family doctor at their primary care clinic compared to other family physician visits.

Inclusion Criteria

- Patient list specifically submitted by physician.
- Patients assigned to a physician based on Health Quality Alberta's algorithm (Proxy panel).

Exclusions

None

Limitations & Technical Notes

- Physician and clinic continuity are most accurate for practices in a single stable location over the past 3 fiscal years and for regular full-time work schedule.
- Family physician visits include visits within a 3 fiscal year period.

DATA DETAILS	
Data Source:	Alberta Health Physician Claims.
Available Data Years:	Type of Year: Fiscal year [starts April 1, ends March 31]
	First Available Year: 2018/19
	Last Available Year: 2022/23
Geographic Coverage:	The province of Alberta excluding the military and prisoners.
Reporting Levels:	Zone, PCN
	QUALITY STATEMENT
Limitations:	 About 18% of Albertans do not visit a General Practitioner in a year.
	 Patients are excluded in the physician panel assignment if they do not visit a physician in 3 years (the current fiscal year, plus the 2 preceding fiscal years).
	 The physician claims dataset consists of Fee-for-service and shadow billing. The data submitted based on shadow billing may not be entirely accurate. As a result, this might affect the accuracy of the results of this measure.
	 Only Alberta data is available. As such, any visits by Alberta patients outside of the province are not included.

IDENTIFYING INFORMATION		
Name:	Family doctor use of various visit types	
Short/Other Names:	n/a	
В	BACKGROUND, INTERPRETATION AND BENCHMARKS	
Description:	The percentage of all family doctor visits which took place either in-office or not in the office (at home, via telephone, e-mail, or video-conference).	
Rationale:	The use of home, phone, e-mail, or video-conference visit types may provide greater flexibility for family doctors and another access option for patients.	
Interpretation:	A higher percentage implies more appointments are being done in the given format.	
Target/Benchmark:	No benchmarks have been identified.	
	INDICATOR CALCULATION	
Calculation:	Percentage of total visits = (Number of family doctors visits done in the office or not in the office) ×100	
	Total number of family doctor visits	
	Type of Measure: Percentage	
	Adjustment Applied: None	
Denominator:	Description The total number of family doctor visits billed for in Alberta. Inclusion Criteria	
	 Family doctors in Alberta who have submitted at least one physician claim in a given fiscal year. A family doctor visit is any visit to a physician whose specialty is one of the following: GP (General Practitioner) 	
	CMSP (General Practitioner)	
	GNMH (General Practitioner)	
	GEMD (General Practitioner)	
	OCMD (General Practitioner)	

And the delivery site Functional Centre Type Code is one of the following:

- POFF (Practitioners Office)
- FCC (Family Care Clinic)
- PRGR (Patient Room/Group Room)
- Sites with missing codes (field left blank)

Exclusions

Family doctors who have not submitted any claims in a given fiscal year.

Numerator:

Description

Total number of family doctor visits done in-office, or not in the office (at home, via telephone, email, or videoconference).

Inclusion Criteria

 Family doctors in Alberta who have submitted at least one physician claim in a given fiscal year.

A family doctor visit is any visit to a physician whose specialty is one of the following:

- GP (General Practitioner)
- CMSP (General Practitioner)
- GNMH (General Practitioner)
- GEMD (General Practitioner)
- OCMD (General Practitioner)

And the delivery site Functional Centre Type Code is one of the following:

- POFF (Practitioners Office)
- FCC (Family Care Clinic)
- PRGR (Patient Room/Group Room)
- Sites with missing codes (field left blank)

And all eligible physician claims:

- Sites with missing codes (field left blank)
- In-office (all visits excluding the codes listed in virtual and home)
- Virtual and home (03.01AD, 03.01S, 03.01T, 03.03CV, 03.03FV, 03.03N, 03.05JR, 03.08CV, 08.19CV, 08.19CW, 08.19CX)

Exclusions

Family doctors who have not submitted any claims in a given fiscal year.

DATA DETAILS	
Data Source:	Alberta Health Physician Claims
Available Data Years:	Type of Year: Fiscal year [starts April 1, ends March 31] First Available Year: 2018/19 Last Available Year: 2022/23
Geographic Coverage:	The province of Alberta excluding the military and prisoners.
Reporting Levels:	Province
	QUALITY STATEMENT
Limitations and Technical Notes:	 The physician claims dataset consists of fee-for-service and shadow billing. The data submitted based on shadow billing may not be entirely accurate. As a result, this might affect the accuracy of the results of this measure.
	 An upper limit of 7 billings per week is in place for phone, email and videoconference visits.
	 Only Alberta data is available. As such, any visits by Alberta patients to physicians outside of the province are not included.

IDENTIFYING INFORMATION		
Name:	Emergency department visits for minor conditions	
Short/Other Names:	n/a	
В	BACKGROUND, INTERPRETATION AND BENCHMARKS	
Description:	The number of emergency department visits per 1,000 patients for minor conditions which are unlikely to need hospital admission for treatment.	
	These minor emergency department (ED) visits are for a condition (diagnosis) that occurs more than 100 times over the fiscal years 2002/2003 to 2009/10, and has a less than one percent (1%) likelihood of resulting in a patient being admitted as an inpatient.	
	Data is grouped and presented:	
	a) Overall	
	b) By how consistently patients use the same family doctor (doctor continuity over a three year period):	
	■ High (80% or greater)	
	■ Moderate (50% to 79%)	
	■ Low (Less than 50%)	
	c) By day of week/time of day:	
	Monday to Friday, 7AM to 5PM	
	Monday to Friday, 5-9PM, and Saturday-Sunday, 7AM-5PM	
	 All other hours (overnight, weekend evenings, stat holidays) 	
Rationale:	To provide information on how the patient panel utilizes emergency department services for minor conditions that could be treated in a primary care setting. This measure represents an indirect measure of access to primary healthcare.	
Interpretation:	A lower rate is desirable.	
Target/Benchmark:	No benchmarks have been identified.	

INDICATOR CALCULATION	
Calculation:	Number per 1,000 = \[\begin{align*} \text{Total number of ED visits classified as minor} \\ &\text{by patients in a zone or PCN} \\ &\text{Total number of patients in a zone or PCN} \end{align*} \times 1000 \text{Type of Measure: Rate per 1,000 patients}
	Adjustment Applied: None
Denominator:	Description The total number of patients in a zone or PCN. Inclusion Criteria PCN attachment is based on assignment to a physician. Exclusions Patients without valid AHCIP coverage.
Numerator:	Description The total number of ED visits classified as minor, among visits with a Canadian Triage Acuity Score (CTAS) of 4 (less urgent) or 5 (non-urgent). Inclusion Criteria Emergency department visits are identified by the MIS_CODE 71310 (the first 5 digits of the MIS functional code). A valid ED visit for a minor condition is identified by the first 3 digits of the following ICD-10 diagnostic codes (the DXCODE1 field in the NACRS dataset): A56, A59, A63, A64 (Infections with a Predominantly Sexual Mode of Transmission) A74 (Other Diseases Caused by Chlamydia) B06, B07, B08, B09 (Viral Infections Characterized by Skin and Mucous Membrane Lesions) B30 (Other Viral Diseases) B35, B36, B37, B48 (Mycoses) B65, B80, B82, B83 (Protozoal Diseases) B85, B86, B88, B89 (Pediculosis, Acariasis, and Other Infestations) C44 (Malignant Neoplasms)

- D16, D17, D22, D23, D24 (Benign Neoplasms)
- E29 (Disorders of Other Endocrine Glands)
- F17 (Mental and Behavioural Disorders due to Psychoactive Substance use)
- F52 (Behavioural Syndromes Associated with Physiological Disturbances and Physical Factors)
- G43 (Episodic and Paroxysmal Disorders)
- G56 (Nerve, Root and Plexus Disorders)
- H00, H01, H04 (Disorders of Eyelid, Lacrimal System and Orbit)
- H10, H11 (Disorders of Conjunctiva)
- H15, H18 (Disorders of Sclera, Cornea, Iris and Ciliary Body)
- H57 (Visual Disturbances and Blindness)
- H60, H61 (Diseases of External Ear)
- H65, H66, H68, H69, H72, H73, H74 (Diseases of Middle Ear and Mastoid)
- H92, H93 (Other Diseases of the Ear)
- J00, J01, J02, J06 (Acute Upper Respiratory Infections)
- J30, J31, J32, J33 (Other Diseases of Upper Respiratory Tract)
- K00, K01, K02, K04, K05, K07, K08, K13 (Diseases of Oral Cavity, Salivary Glands and Jaws)
- L01 (Infections of the Skin and Subcutaneous Tissue)
- L20, L21, L22, L23, L24, L25, L28, L29, L30 (Dermatitis and Eczema)
- L42, L43 (Papulosquamous Disorders)
- L50, L55, L56, L57 (Radiation-Related Disorders of the Skin and Subcutaneous Tissue)
- L60, L63, L65, L70, L71, L72, L73, L74 (Disorder of Skin Appendages)
- L81, L82, L84, L85, L90, L91, L92 (Other Disorders of the Skin and Subcutaneous Tissue)
- M18, M20, M22 (Arthoropathies)
- M67, M70, M75, M76, M77 (Soft Tissue Disorders)
- M92, M94 (Osteopathies and Chondropathies)
- N34 (Other Diseases of Urinary System)
- N60, N62, N63, N64 (Disorders of Breast)
- N77 (Inflammatory Diseases of Female Pelvic Organs)
- N91, N94, N97 (Non-inflammatory Disorders of Female Genital Tract)

- O92 (Complications Predominantly related to the Puerperium)
- P37 (Infections Specific to the Perinatal Period)
- Q10 (Congenital malformations of Eye, Ear, Face and/or Neck)
- Q38 (Other Congenital Malformations of the Digestive System)
- Q66 (Congenital Malformations and Deformations of the Musculoskeletal System)
- R30, R36 (Symptoms and Signs Involving the Urinary System)
- Z02, Z09, Z11, Z12, Z13 (Persons Encountering Health Services for Examination and Investigation)
- Z20, Z23, Z24, Z25, Z26, Z27, Z29 (Persons with Potential Health Hazards related to Communicable Diseases)
- Z30, Z31, Z32 (Persons Encountering Health Services in Circumstances related to Reproduction)
- Z56, Z57, Z64 (Persons with Potential Health Hazards related to Socioeconomic and Psychosocial Circumstances)
- Z70, Z71, Z76 (Persons Encountering Health Services in Other Circumstances)
- Z92 (Persons with Potential Health Hazards related to Family and Personal History and Certain Conditions Influencing Health Status)

Exclusions

- Visits to urgent care centres or other ambulatory care facilities
- Duplicate records
- Records with invalid/missing data (e.g. personal health number, discharge date)
- Records with a missing time stamp
- Visits to the ED that is as a result of injury (i.e. ICD-9 or ICD-10 diagnostic codes beginning with the letter 'S' or 'T').
- Visits to the ED with the first 3 digits of the ICD-9 or ICD-10 diagnostic (DXCDODE1) not in the criteria above.

DATA DETAILS Data Sources: National Ambulatory Care Reporting System (NACRS). Alberta Health Physician Claims. Alberta Health Care Insurance Plan (AHCIP) Registry.

Available Data Years:	Type of Year: Fiscal year [starts April 1, ends March 31]	
	First Available Year: 2018/19	
	Last Available Year: 2022/23	
Geographic Coverage:	The province of Alberta excluding the military and prisoners.	
Reporting Levels:	Zone, PCN	
	Also stratified by level of continuity to family doctor	
	QUALITY STATEMENT	
Limitations and	This measure is diagnostic post-hoc biased.	
Technical Notes:	 All calculations include only patients who are currently listed as 'Active' in the Alberta Health Care Insurance Plan (AHCIP) Registry database. This may lead to underestimation of the calculated measure above. 	
	 Only Alberta data is available. As such, any visits by Alberta patients to physicians outside of the province are not included. 	

IDENTIFYING INFORMATION	
Name:	Family doctor visit after a hospital stay for selected chronic conditions
Short/Other Names:	n/a
В	ACKGROUND, INTERPRETATION AND BENCHMARKS
Description:	The percentage of patients who saw any general practitioner within 7 or 30 days of hospital discharge following hospitalization due to high blood pressure, diabetes, chronic obstructive pulmonary disease (COPD), asthma, heart failure, ischaemic health disease, or chronic renal failure.
Rationale:	Appropriate follow-up after hospital discharge may ensure effective care coordination in the community. This measure is also an assessment of informational continuity.
Interpretation:	A higher rate implies that more eligible patients received follow-up after hospital discharge.
Target/Benchmark:	No benchmarks have been identified.
	INDICATOR CALCULATION
Calculation:	Percentage =
	Number of patients who saw a family doctor within 7 or 30 days after leaving hospital Number of patients discharged from hospital
	Type of Measure: Percentage
	Adjustment Applied: None
Denominator:	Description
	The total number of patients who were discharged from a hospital in Alberta for visits due to pre-selected conditions.
	Inclusion Criteria
	 Family doctors in Alberta who have submitted at least one physician claim in a given fiscal year. A family doctor visit is any visit to a physician whose specialty is one of the following: GP (General Practitioner) CMSP (General Practitioner)

- o GNMH (General Practitioner)
- GEMD (General Practitioner)
- OCMD (General Practitioner)
- Most responsible diagnosis code (DXCODE1) of:
 - Hypertension (ICD-10-CA: I10-I13, I15)
 - o Diabetes (ICD-10-CA: E10, E11, E13, E14)
 - o Chronic obstructive pulmonary disorder (ICD-10-CA: J41-J44, J47)
 - o Asthma (ICD-10-CA: J45)
 - Heart failure (ICD-10-CA: I50)
 - o Angina or ischemic heart disease (ICD-10-CA: I20, I25)
 - Chronic renal failure (ICD-10-CA: N18)

Exclusions

- Patients without valid AHCIP coverage.
- Deaths, transfers to same/other facility (discharge dispositions 01, 02, 03, 07, 08, 09
- Duplicate records
- Records with invalid/missing data (e.g. personal health number, discharge date)
- Patients re-admitted to hospital (all-causes) during the follow-up period

Numerator:

Description

The total number of patients who saw a family doctor within the specified followup period (7 or 30 days)

Inclusion Criteria

- Visits to a family doctor in Alberta within 24 hours and 7/30 days of hospital discharge for pre-selected conditions.
- A family doctor visit is any visit to a physician whose specialty is one of the following:
 - o GP (General Practitioner)
 - CMSP (General Practitioner)
 - GNMH (General Practitioner)
 - o GEMD (General Practitioner)
 - OCMD (General Practitioner)
- Most responsible diagnosis code (DXCODE1) of:
 - o Hypertension (ICD-10-CA: I10-I13, I15)
 - Diabetes (ICD-10-CA: E10, E11, E13, E14)
 - Chronic obstructive pulmonary disorder (ICD-10-CA: J41-J44, J47)
 - o Asthma (ICD-10-CA: J45)

	o Heart failure (ICD-10-CA: I50)
	o Angina or ischemic heart disease (ICD-10-CA: I20, I25)
	Chronic renal failure (ICD-10-CA: N18)
	Exclusions
	Duplicate records and/or negated physician claims
	 Records with invalid/missing data (e.g., personal health number, discharge date)
	DATA DETAILS
Data Sources:	Discharge Abstract Database (DAD).
	Alberta Health Physician Claims.
	Alberta Health Care Insurance Plan (AHCIP) Registry.
Available Data Years:	Type of Year: Fiscal year [starts April 1, ends March 31]
	First Available Year: 2018/19
	Last Available Year: 2022/23
Geographic Coverage:	The province of Alberta excluding the military and prisoners.
Reporting Levels:	Zone, PCN
	QUALITY STATEMENT
Limitations and Technical Notes:	 Other types of follow-up (e.g. specialist, nurse practitioner) are not considered. Follow-up many not always be related to a specific hospital discharge or clinical diagnosis. Deaths which take place in the community during the follow-up period cannot be accounted for. This may result in a slight decrease in reported follow-up rates. Only Alberta data is available. As such, any visits by Alberta patients to physicians outside of the province are not included.

Patient experience rating of listening	
	How would you rate the way your doctor listened to you in your most recent visit?
	■ Excellent
Survey Question	■ Very good
	■ Good
	■ Fair
	■ Poor
Description	Patient's rating of the way their regular family doctor listened to them during their most recent visit.
Data Source	Health Quality Alberta's Primary Care Patient Experience survey.
Assumptions	None.
	General exclusion criteria for Health Quality Alberta's Primary Care Patient Experience Survey include:
	Patients under 16 years of age
	 Patients who do not have a regular family physician
Exclusions	 Patients who have not visited their regular family physician in the previous year
	 Patients who have not visited one of 16 emergency departments are part of Health Quality Alberta's EDPEC survey, as described above.
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to Health Quality Alberta.

Patient experience rating of explanations	
	How would you rate the way your doctor explained things in a way you could understand in your most recent visit?
	 Excellent
Survey Question	Very good
	■ Good
	■ Fair
	■ Poor
Description	Patient's rating of the way their regular family doctor explained things in a way they could easily understand in their most recent visit.
Data Source	Health Quality Alberta's Primary Care Patient Experience survey.
Assumptions	None.
	General exclusion criteria for Health Quality Alberta's Primary Care Patient Experience Survey include:
	 Patients under 16 years of age
	 Patients who do not have a regular family physician
Exclusions	 Patients who have not visited their regular family physician in the previous year
	 Patients who have not visited one of 16 emergency departments are part of Health Quality Alberta's EDPEC survey, as described above.
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to Health Quality Alberta.

Patient experience rating of amount of time	
	How would you rate the amount of time your doctor gave you in your most recent visit?
	■ Excellent
Survey Question	■ Very good
	■ Good
	■ Fair
	■ Poor
Description	Patient's rating of the amount of time their regular family doctor gave in the patient's most recent visit.
Data Source	Health Quality Alberta's Primary Care Patient Experience survey.
Assumptions	None.
	General exclusion criteria for Health Quality Alberta's Primary Care Patient Experience Survey include:
	 Patients under 16 years of age
	 Patients who do not have a regular family physician
Exclusions	 Patients who have not visited their regular family physician in the previous year
	 Patients who have not visited one of 16 emergency departments are part of Health Quality Alberta's EDPEC survey, as described above.
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to Health Quality Alberta.

Patient experience rating of respect	
	How would you rate the way your doctor showed respect for what you had to say in your most recent visit?
	■ Excellent
Survey Question	■ Very good
	■ Good
	■ Fair
	■ Poor
Description	Patient's rating of the way their regular family doctor showed respect for what they had to say in the most recent visit.
Data Source	Health Quality Alberta's Primary Care Patient Experience survey.
Assumptions	None.
	General exclusion criteria for Health Quality Alberta's Primary Care Patient Experience Survey include:
	 Patients under 16 years of age
	 Patients who do not have a regular family physician
Exclusions	 Patients who have not visited their regular family physician in the previous year
	 Patients who have not visited one of 16 emergency departments are part of Health Quality Alberta's EDPEC survey, as described above.
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to Health Quality Alberta.

Patient experiences rating of decisions	
	How would you rate the way your doctor involved you in decisions about your care in your most recent visit?
	 Excellent
Survey Question	Very good
	■ Good
	■ Fair
	■ Poor
Description	Patient's rating of the way their regular family doctor involved them in decisions about their care in their most recent visit.
Data Source	Health Quality Alberta's Primary Care Patient Experience survey.
Assumptions	None.
	General exclusion criteria for Health Quality Alberta's Primary Care Patient Experience Survey include:
	Patients under 16 years of age
	 Patients who do not have a regular family physician
Exclusions	 Patients who have not visited their regular family physician in the previous year
	 Patients who have not visited one of 16 emergency departments are part of Health Quality Alberta's EDPEC survey, as described above.
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to Health Quality Alberta.

Patient experience with care coordination	
	In the last 12 months, how often did your healthcare team seem to effectively coordinate your care?
	■ Always
Survey Question	■ Most of the time
	■ Some of the time
	A little of the time
	None of the time
Description	Patient's rating of the way their healthcare team seemed to effectively coordinate their care over the last 12 months.
Data Source	Health Quality Alberta's Primary Care Patient Experience survey.
Assumptions	None.
	General exclusion criteria for Health Quality Alberta's Primary Care Patient Experience Survey include:
	Patients under 16 years of age
	 Patients who do not have a regular family physician
Exclusions	 Patients who have not visited their regular family physician in the previous year
	 Patients who have not visited one of 16 emergency departments are part of Health Quality Alberta's EDPEC survey, as described above.
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to Health Quality Alberta.

Patient experience rating of availability	
Survey Question	In the last 12 months, how would you rate the availability of your doctor? Excellent Very good Good Fair Poor
Description	Patient's rating of the availability of their regular family doctor.
Data Source	Health Quality Alberta's Primary Care Patient Experience survey.
Assumptions	None.
Exclusions	General exclusion criteria for Health Quality Alberta's Primary Care Patient Experience Survey include: Patients under 16 years of age Patients who do not have a regular family physician Patients who have not visited their regular family physician in the previous year Patients who have not visited one of 16 emergency departments are part of Health Quality Alberta's EDPEC survey, as described above.
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to Health Quality Alberta.

Patient experience	Patient experience overall rating of care	
	Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate your doctor?	
	0 (Worst doctor possible)	
	• 1	
	• 2	
Survey Question	• 3	
Survey Question	• 4	
	■ 5	
	■ 6	
	• 7	
	• 8	
	• 9	
	■ 10 (Best doctor possible)	
Description	Patient's rating of care from their regular family doctor.	
Data Source	Health Quality Alberta's Primary Care Patient Experience survey.	
Assumptions	None.	
	General exclusion criteria for Health Quality Alberta's Primary Care Patient Experience Survey include:	
	 Patients under 16 years of age 	
	Patients who do not have a regular family physician	
Exclusions	 Patients who have not visited their regular family physician in the previous year 	
	 Patients who have not visited one of 16 emergency departments are part of Health Quality Alberta's EDPEC survey, as described above. 	
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to Health Quality Alberta.	



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