

## **EMERGENCY DEPARTMENT PATIENT EXPERIENCE SURVEY**

### **Frequently Asked Questions**

#### **Who is Health Quality Alberta?**

Health Quality Alberta (formerly the Health Quality Council of Alberta (HQCA)) is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality.

#### **What is the purpose of the Emergency Department Patient Experience Survey?**

The purpose of the current survey is to monitor variation in emergency department patient experience over time at the 16 busiest emergency department sites in Alberta.

#### **Who can participate?**

The current Emergency Department Patient Experience Survey uses a sample of recent emergency department visits. Patients who visited one of the 16 busiest emergency departments are randomly selected to participate in the phone survey.

#### **Who is Prairie Research Associates (PRA)? Why are patients getting called from a 204/Manitoba number?**

Prairie Research Associates (PRA) is a research company contracted by Health Quality Alberta to conduct this survey. PRA's head office is located in Winnipeg, Manitoba. PRA is required by Health Quality Alberta to adhere to the requirements of Alberta's *Health Information Act* and the *Protection of Privacy Act* to conduct this survey.

#### **What will patients get out of participating in this survey?**

Patient survey responses will be analyzed along with those of other patients who visited an emergency department in Alberta. The results will be used to improve the quality, safety, and performance of emergency department care in Alberta. They are also publicly reported on our FOCUS on Healthcare website, [www.focus.hqa.ca](http://www.focus.hqa.ca)

**Why should patients and/or their proxy participate?**

Patients and/or their proxy are encouraged to participate in the survey because their voices are essential to improving care in emergency departments: one of the most vital parts of the healthcare system. While Health Quality Alberta seeks input from patients who visited emergency departments for different reasons at different times, only a select number of people can be invited to complete the phone survey. By sharing their experiences, patients provide actionable information that helps support meaningful improvements in emergency care for all Albertans.

**Will the survey take patients a long time to complete?**

The survey should only take about 10 to 15 minutes to complete.

**Can patients and/or their proxy refuse?**

Yes. Participation in this survey is completely voluntary. As a reminder, the completion of the survey is confidential, and participation will not influence any care received in the future.

**How will the information be used?**

The information provided in the survey will be analyzed and reviewed by Health Quality Alberta, who will report the results for each hospital's emergency department on its website, [www.focus.hqa.ca](http://www.focus.hqa.ca). This information is used as a way to monitor patient experience over time and to inform quality improvement efforts.

**Will it be possible to identify patients in the information?**

No. Any information reported will be a summary of all patient survey results for each hospital. Health Quality Alberta will not report information that could identify a patient. All information is reported in an aggregate and anonymized way, and it is not possible to identify individuals in the reports.

**How will patient privacy be protected?**

Health Quality Alberta takes its responsibility to secure data and protect patient confidentiality very seriously. Health Quality Alberta is a custodian under Alberta's *Health Information Act* (HIA), and as such, the information Health Quality Alberta collects is strictly protected and confidential. To learn more, [click here](#).

**Can patients complete the survey for a relative who has dementia/is unable to complete the survey on their own?**

No. The survey is not designed to collect information about an individual's experience of emergency department care from a proxy respondent (i.e., someone answering on behalf of the person who was the patient).

**Why can't a child complete the survey on their own? (PEDIATRIC SURVEY ONLY)**

This survey is looking at the experiences of parents or guardians who have visited an emergency department in Alberta to get care for their child. Because the emergency department visit that they will be answering questions about was related to their child's care, parents or guardians can feel free to involve their child as much or as little as they see appropriate throughout the survey.

**Can patients get a copy of the survey results?**

Survey results will be reported publicly on a quarterly basis (every three months) via Health Quality Alberta's website, [www.focus.hqa.ca](http://www.focus.hqa.ca). If patients want to see these results, they can be viewed on the website.

**Is there someone patients can talk to for more information about the survey?**

If patients wish to speak with someone to verify the survey process, to ask questions, or to provide comments about the survey, please contact Meagan Cloutier at [Emerg.Dept.Survey@hqa.ca](mailto:Emerg.Dept.Survey@hqa.ca) or by phone: toll-free at 1.855.508.8162.