

**NEWS RELEASE**

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**HQCA survey finds 66% of Albertans are satisfied with healthcare services***Overall satisfaction has gradually increased since 2003*

**(Calgary, AB)** – Today the Health Quality Council of Alberta (HQCA) released the results of its biennial survey of Albertans' satisfaction and experience with healthcare services. Overall, 66% of Albertans were satisfied with healthcare services they received, compared to 64% in 2012. These results have gradually improved from 52% in 2003.

The survey of 4,424 Albertans measures general perceptions of healthcare and actual healthcare experiences over the previous 12 months, as well as satisfaction with specific health services province-wide.

Most results in the 2014 survey remain relatively unchanged compared to the 2012 survey. However, there were some notable and significant improvements in a few areas:

- **77% of respondents** who received healthcare services in Alberta in 2014 rated the **quality** of care as excellent or good, which is the same as 2012 (77%).
- **52% of Albertans** rated **access** to healthcare services as easy, similar to 2012 (51%). However, significantly fewer respondents in 2014 said access was very difficult, compared to 2012.
- **52% of respondents** in 2014 rated how well **healthcare professionals coordinated their efforts** to serve their needs as very good or excellent, which is significantly higher than 2012 (49%). This is the first time a significant increase occurred in this area since 2003.
- **84%** of respondents said they have a **family doctor**, relatively unchanged from 2003. 85% of those with a **family doctor** are **satisfied** with the services they have received and 76% rate **ease of access to family doctor** services as **easy** (unchanged from 2012).
- **10% of Albertans** who received healthcare services in 2014 had a serious complaint (about their care). This is significantly fewer than 13% in 2012.

"The HQCA takes pride in bringing the voice of Albertans to health policy makers and health service providers through this research," notes Andrew Neuner, Chief Executive Officer, HQCA. "These results show we are clearly moving in the right direction, although there is still room for improvement in a number of areas."

The technical report and a summary of all of the findings are available at [www.hqca.ca](http://www.hqca.ca).

*The mandate of the Health Quality Council of Alberta is to promote and improve patient safety and health service quality on a province-wide basis.*

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**For more information:**

Celine Richter, Communications Lead  
403.297.4091 Cell 403.850.5067