

AHS Quick Facts

2021-22 FQ4

Quick Facts provide a snapshot of health care activity across the province and by zones, and demonstrates growth in services provided in the last few years.

Most of the reported results continue to be impacted by COVID-19.

Please use caution when comparing results from the current quarters during the pandemic with data from the previous years under normal operation.

Prepared by Data & Analytics

*The Quick Facts report is also available as an interactive dashboard:
[AHS Quick Facts: Welcome - AHS Tableau Server \(albertahealthservices.ca\)](https://albertahealthservices.ca)*

Most of the reported case volumes were impacted by COVID-19. Please use caution when comparing results from current quarters, during the pandemic, with the data from previous years under normal operation.

| Provincial | | | | | | | | | | | |
|---------------------------------------|---|------------|------------|----------------|-------------|-------------|-------------|-------------|----------------|----------------|------------|
| | Fiscal Year | | | Fiscal Quarter | | | | | Year to Date | | |
| | 2018-19 FY | 2019-20 FY | 2020-21 FY | 2020-21 FQ4 | 2021-22 FQ1 | 2021-22 FQ2 | 2021-22 FQ3 | 2021-22 FQ4 | 2020-21 FQ4YTD | 2021-22 FQ4YTD | |
| Primary Care/Population Health | Ambulatory Visits | 6,578,463 | 6,137,600 | 5,175,278 | 1,419,887 | 1,450,070 | 1,310,133 | 1,316,269 | 1,376,490 | 5,175,278 | 5,452,962 |
| | EMS Events | 560,434 | 589,498 | 602,283 | 150,881 | 165,921 | 175,154 | 168,793 | 163,030 | 602,283 | 672,898 |
| | Food Safety Inspections | 65,560 | 48,247 | 26,171 | 6,017 | 7,075 | 9,119 | 9,120 | 8,414 | 26,171 | 33,728 |
| | Health Link Calls - Retired Measure (as of 2021-22 Q3) | 694,313 | 891,931 | 2,291,243 | 792,076 | 1,330,245 | 732,953 | NA | NA | 2,291,243 | NA |
| | Health Link Calls Received - Clinical | NA | NA | NA | NA | 424,956 | 358,292 | 382,597 | 279,023 | NA | 1,444,868 |
| | Health Link Calls Received - Non-Clinical | NA | NA | NA | NA | 963,361 | 442,082 | 548,449 | 337,878 | NA | 2,291,770 |
| | Health Link Outbound Calls - Clinical | NA | NA | NA | NA | 13,622 | 8,936 | 15,809 | 21,408 | NA | 59,775 |
| | Health Link Outbound Calls - Non-Clinical | NA | NA | NA | NA | 126,543 | 134,640 | 127,711 | 105,314 | NA | 494,208 |
| Continuing Care | Number of Clients Placed from Acute / Subacute Hospital | 5,005 | 5,113 | 4,663 | 1,371 | 1,327 | 1,338 | 1,261 | 1,267 | 4,663 | 5,193 |
| | Number of Clients Placed from Community (home) | 3,093 | 3,408 | 2,764 | 925 | 913 | 885 | 881 | 792 | 2,764 | 3,471 |
| | Number of Unique Home Care Clients | 119,862 | 124,975 | 117,775 | 77,088 | 77,489 | 78,506 | 78,078 | 77,549 | 117,775 | 121,560 |
| Cancer Care | Cancer Patient Visits (patients may have multiple visits) | 668,817 | 704,191 | 737,212 | 190,731 | 202,603 | 198,397 | 199,232 | 194,567 | 737,212 | 794,799 |
| | Unique Cancer Patients | 59,249 | 62,513 | 60,902 | 32,618 | 33,864 | 33,919 | 34,134 | 33,679 | 60,902 | 64,496 |
| Acute Care | Emergency Department Visits (all sites) | 2,056,631 | 2,062,528 | 1,552,096 | 377,482 | 439,641 | 490,814 | 447,792 | 445,869 | 1,552,096 | 1,824,116 |
| | Urgent Care Visits | 197,401 | 202,925 | 148,166 | 37,547 | 45,149 | 52,321 | 48,402 | 48,089 | 148,166 | 193,961 |
| | Hospital Discharges | 401,208 | 399,281 | 358,107 | 89,758 | 98,065 | 94,998 | 90,897 | 92,000 | 358,107 | 375,960 |
| | Births | 50,793 | 49,981 | 46,603 | 11,401 | 12,441 | 12,567 | 11,412 | 10,872 | 46,603 | 47,292 |
| | Total Hospital Days | 2,853,001 | 2,852,150 | 2,505,858 | 645,049 | 655,584 | 654,035 | 645,020 | 658,964 | 2,505,858 | 2,613,603 |
| | Average Length of Stay (in days) | 7.1 | 7.1 | 7.0 | 7.2 | 6.7 | 6.9 | 7.1 | 7.2 | 7.0 | 7.0 |
| Diagnostic/Specific Procedures | Hip Replacements (scheduled and emergency) | 6,279 | 6,605 | 5,802 | 1,640 | 1,830 | 1,419 | 1,132 | 1,796 | 5,802 | 6,177 |
| | Knee Replacements (scheduled and emergency) | 6,617 | 6,233 | 5,125 | 1,514 | 1,818 | 1,146 | 731 | 1,578 | 5,125 | 5,273 |
| | Cataract Surgery | 40,554 | 45,236 | 44,289 | 16,323 | 13,359 | 11,011 | 11,463 | 11,911 | 44,289 | 47,744 |
| | Main Operating Room Activity | 291,450 | 289,567 | 271,131 | 78,313 | 77,977 | 62,470 | 59,182 | 71,746 | 271,131 | 271,375 |
| | MRI Exams | 204,744 | 201,118 | 205,793 | 57,285 | 58,900 | 60,486 | 58,490 | 57,365 | 205,793 | 235,241 |
| | CT Exams | 441,938 | 427,508 | 462,443 | 121,849 | 129,045 | 128,831 | 124,910 | 125,285 | 462,443 | 508,071 |
| | X-Ray | 1,845,811 | 1,846,918 | 1,532,099 | 393,588 | 426,536 | 437,082 | 412,825 | 421,089 | 1,532,099 | 1,697,532 |
| | Lab Tests | 80,237,687 | 80,528,613 | 72,491,239 | 19,784,946 | 20,768,403 | 20,530,486 | 20,477,636 | 20,373,137 | 72,491,239 | 82,149,662 |
| Addiction & Mental Health | Mental Health Discharges (acute care hospitals and standalone psychiatric facilities) | 29,936 | 31,154 | 31,791 | 8,433 | 8,828 | 8,190 | 8,279 | 7,758 | 31,791 | 33,055 |
| | Mental Health Discharges (acute care hospitals only) | 25,725 | 26,443 | 27,100 | 7,127 | 7,370 | 6,947 | 7,012 | 6,662 | 27,100 | 27,991 |
| | Addiction Residential Treatment and Detoxification Admissions | 10,557 | 10,356 | 8,166 | 2,136 | 2,221 | 2,331 | 2,348 | 2,354 | 8,166 | 9,254 |

Notes:

1. Ambulatory figures are updated using Connect Care for facilities on EPIC, and NACRS for facilities not on EPIC. EPIC figures are subject to further validation and potential change.
 2. The measure "Health Link Calls" is no longer being reported because Health Link has expanded their services and this measure no longer represents the Health Link business. This measure was changed as of 2021-22 FQ1 to four separate measures: 1) "Health Link Calls Received - Clinical", 2) "Health Link Calls Received - Non-Clinical", 3) "Health Link Outbound Calls - Clinical", and 4) "Health Link Outbound Calls - Non-Clinical". Clinical Calls Received include: Nurse, Addiction & Mental Health, COVID Clinical, and Rehabilitation Advice Line. Non-Clinical Calls Received include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, and Immunization Booking. Clinical Outbound Calls include: Nurse, Addiction & Mental Health, COVID Clinical, Rehabilitation Advice Line, and Dementia Advice Line. Non-Clinical Outbound Calls include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, Immunization Booking, 844 Coordinated Early Identification and Response Line, and COVID-19 Results Team. Zone calls received volumes do not add up to Provincial call volumes because zone information is not available for some services. Outbound call volume is reported at the Provincial Level only.

Data as of May 13, 2022

Most of the reported case volumes were impacted by COVID-19. Please use caution when comparing results from current quarters, during the pandemic, with the data from previous years under normal operation.

| Zone 1 South | | | | | | | | | | | |
|---------------------------------------|---|------------|------------|----------------|-------------|-------------|-------------|-------------|----------------|----------------|-----------|
| | Fiscal Year | | | Fiscal Quarter | | | | | Year to Date | | |
| | 2018-19 FY | 2019-20 FY | 2020-21 FY | 2020-21 FQ4 | 2021-22 FQ1 | 2021-22 FQ2 | 2021-22 FQ3 | 2021-22 FQ4 | 2020-21 FQ4YTD | 2021-22 FQ4YTD | |
| Primary Care/Population Health | Ambulatory Visits | 461,425 | 455,409 | 335,133 | 91,310 | 95,945 | 83,194 | 80,125 | 86,735 | 335,133 | 345,999 |
| | Food Safety Inspections | 4,926 | 3,557 | 1,951 | 391 | 319 | 736 | 824 | 642 | 1,951 | 2,521 |
| | Health Link Calls - Retired Measure (as of 2021-22 Q3) | 30,306 | 37,182 | 72,671 | 13,635 | 15,365 | 14,533 | NA | NA | 72,671 | NA |
| | Health Link Calls Received - Clinical | NA | NA | NA | NA | 10,855 | 11,826 | 20,560 | 13,976 | NA | 57,217 |
| | Health Link Calls Received - Non-Clinical | NA | NA | NA | NA | 4,511 | 3,412 | 25,518 | 13,673 | NA | 47,114 |
| Continuing Care | Number of Clients Placed from Acute / Subacute Hospital | 418 | 321 | 282 | 66 | 74 | 56 | 50 | 48 | 282 | 228 |
| | Number of Clients Placed from Community (home) | 490 | 549 | 665 | 207 | 190 | 168 | 209 | 188 | 665 | 755 |
| | Number of Unique Home Care Clients | 12,837 | 13,259 | 12,668 | 8,424 | 8,537 | 8,609 | 8,535 | 8,700 | 12,668 | 13,146 |
| Cancer Care | Cancer Patient Visits (patients may have multiple visits) | 32,437 | 35,948 | 41,189 | 10,519 | 11,850 | 11,636 | 11,063 | 10,560 | 41,189 | 45,109 |
| | Unique Cancer Patients | 3,045 | 3,183 | 3,523 | 2,023 | 2,188 | 2,163 | 2,176 | 2,221 | 3,523 | 3,832 |
| Acute Care | Emergency Department Visits (all sites) | 189,864 | 194,338 | 153,843 | 36,625 | 42,496 | 49,876 | 44,604 | 44,897 | 153,843 | 181,873 |
| | Hospital Discharges | 29,148 | 28,692 | 26,291 | 6,639 | 7,038 | 6,931 | 6,469 | 6,873 | 26,291 | 27,311 |
| | Births | 3,692 | 3,671 | 3,587 | 866 | 910 | 904 | 829 | 825 | 3,587 | 3,468 |
| | Total Hospital Days | 220,260 | 216,396 | 183,276 | 46,641 | 47,043 | 47,005 | 45,327 | 48,062 | 183,276 | 187,437 |
| | Average Length of Stay (in days) | 7.6 | 7.5 | 7.0 | 7.0 | 6.7 | 6.8 | 7.0 | 7.0 | 7.0 | 6.9 |
| Diagnostic/Specific Procedures | Hip Replacements (scheduled and emergency) | 583 | 619 | 547 | 152 | 163 | 165 | 111 | 200 | 547 | 639 |
| | Knee Replacements (scheduled and emergency) | 830 | 821 | 758 | 247 | 299 | 159 | 88 | 260 | 758 | 806 |
| | Cataract Surgery | 3,105 | 3,080 | 3,165 | 1,052 | 999 | 613 | 704 | 969 | 3,165 | 3,285 |
| | Main Operating Room Activity | 21,823 | 20,580 | 18,881 | 5,677 | 5,548 | 4,048 | 3,748 | 5,500 | 18,881 | 18,844 |
| | MRI Exams | 14,513 | 15,333 | 14,857 | 3,259 | 3,791 | 3,995 | 3,375 | 3,438 | 14,857 | 14,599 |
| | CT Exams | 31,640 | 32,976 | 36,574 | 9,257 | 9,924 | 10,134 | 9,379 | 9,875 | 36,574 | 39,312 |
| | X-Ray | 163,170 | 162,798 | 135,836 | 35,863 | 39,081 | 39,411 | 36,786 | 38,249 | 135,836 | 153,527 |
| | Lab Tests | 5,473,081 | 5,619,546 | 5,018,655 | 1,362,457 | 1,338,411 | 1,326,166 | 1,320,185 | 1,350,154 | 5,018,655 | 5,334,916 |
| Addiction & Mental Health | Mental Health Discharges (acute care hospitals and standalone psychiatric facilities) | 2,316 | 2,527 | 2,410 | 600 | 648 | 584 | 527 | 515 | 2,410 | 2,274 |
| | Mental Health Discharges (acute care hospitals only) | 2,316 | 2,527 | 2,410 | 600 | 648 | 584 | 527 | 515 | 2,410 | 2,274 |

Notes:
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Data as of May 13, 2022

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| Zone 2 Calgary | | | | | | | | | | | |
|---------------------------------------|---|------------|------------|----------------|-------------|-------------|-------------|-------------|----------------|----------------|------------|
| | Fiscal Year | | | Fiscal Quarter | | | | | Year to Date | | |
| | 2018-19 FY | 2019-20 FY | 2020-21 FY | 2020-21 FQ4 | 2021-22 FQ1 | 2021-22 FQ2 | 2021-22 FQ3 | 2021-22 FQ4 | 2020-21 FQ4YTD | 2021-22 FQ4YTD | |
| Primary Care/Population Health | Ambulatory Visits | 2,663,827 | 2,764,235 | 2,434,524 | 670,897 | 670,139 | 594,124 | 623,924 | 647,262 | 2,434,524 | 2,535,449 |
| | Food Safety Inspections | 23,688 | 16,814 | 12,277 | 2,738 | 3,276 | 3,680 | 3,465 | 2,845 | 12,277 | 13,266 |
| | Health Link Calls - Retired Measure (as of 2021-22 Q3) | 289,203 | 314,209 | 443,913 | 109,200 | 138,294 | 113,283 | NA | NA | 443,913 | NA |
| | Health Link Calls Received - Clinical | NA | NA | NA | NA | 95,703 | 90,791 | 163,175 | 118,111 | NA | 467,780 |
| | Health Link Calls Received - Non-Clinical | NA | NA | NA | NA | 56,017 | 44,536 | 224,735 | 147,325 | NA | 472,613 |
| Continuing Care | Number of Clients Placed from Acute / Subacute Hospital | 1,783 | 1,746 | 1,641 | 489 | 455 | 438 | 471 | 474 | 1,641 | 1,838 |
| | Number of Clients Placed from Community (home) | 885 | 1,011 | 758 | 240 | 259 | 245 | 259 | 238 | 758 | 1,001 |
| | Number of Unique Home Care Clients | 35,881 | 37,305 | 36,480 | 23,388 | 23,532 | 23,474 | 23,388 | 23,167 | 36,480 | 37,855 |
| Cancer Care | Cancer Patient Visits (patients may have multiple visits) | 221,104 | 230,955 | 241,589 | 62,257 | 65,485 | 64,457 | 65,329 | 63,383 | 241,589 | 258,654 |
| | Unique Cancer Patients | 25,356 | 26,094 | 26,092 | 14,351 | 15,022 | 14,949 | 15,120 | 14,921 | 26,092 | 28,270 |
| Acute Care | Emergency Department Visits (all sites) | 476,267 | 488,612 | 387,467 | 95,599 | 109,113 | 117,858 | 113,787 | 110,815 | 387,467 | 451,573 |
| | Urgent Care Visits | 185,450 | 189,776 | 138,305 | 35,081 | 41,949 | 48,406 | 44,942 | 44,729 | 138,305 | 180,026 |
| | Hospital Discharges | 145,427 | 145,962 | 132,800 | 33,870 | 36,593 | 34,570 | 33,676 | 34,610 | 132,800 | 139,449 |
| | Births | 18,195 | 18,116 | 16,939 | 4,182 | 4,630 | 4,614 | 4,301 | 4,032 | 16,939 | 17,577 |
| | Total Hospital Days | 1,036,176 | 1,024,585 | 923,534 | 242,592 | 238,078 | 232,474 | 236,962 | 243,048 | 923,534 | 950,562 |
| | Average Length of Stay (in days) | 7.1 | 7.0 | 7.0 | 7.2 | 6.5 | 6.7 | 7.0 | 7.0 | 7.0 | 6.8 |
| Diagnostic/Specific Procedures | Hip Replacements (scheduled and emergency) | 2,321 | 2,292 | 2,212 | 641 | 643 | 481 | 431 | 649 | 2,212 | 2,204 |
| | Knee Replacements (scheduled and emergency) | 2,398 | 2,345 | 2,094 | 594 | 669 | 446 | 317 | 641 | 2,094 | 2,073 |
| | Cataract Surgery | 14,425 | 18,050 | 18,800 | 7,697 | 4,623 | 4,790 | 5,229 | 4,038 | 18,800 | 18,680 |
| | Main Operating Room Activity | 102,108 | 103,514 | 99,702 | 29,760 | 27,321 | 21,845 | 21,786 | 24,496 | 99,702 | 95,448 |
| | MRI Exams | 78,231 | 78,925 | 83,670 | 23,518 | 24,057 | 25,246 | 25,158 | 24,140 | 83,670 | 98,601 |
| | CT Exams | 162,445 | 157,162 | 172,842 | 45,531 | 47,472 | 47,051 | 47,166 | 46,442 | 172,842 | 188,131 |
| | X-Ray | 542,446 | 543,709 | 459,010 | 120,264 | 127,243 | 129,956 | 123,636 | 126,640 | 459,010 | 507,475 |
| | Lab Tests | 31,010,367 | 31,087,855 | 27,042,062 | 7,481,905 | 7,692,894 | 7,602,787 | 7,619,619 | 7,488,229 | 27,042,062 | 30,403,529 |
| Addiction & Mental Health | Mental Health Discharges (acute care hospitals and standalone psychiatric facilities) | 11,312 | 11,586 | 12,062 | 3,324 | 3,312 | 3,091 | 3,274 | 3,080 | 12,062 | 12,757 |
| | Mental Health Discharges (acute care hospitals only) | 10,792 | 11,083 | 11,728 | 3,236 | 3,215 | 3,001 | 3,184 | 3,010 | 11,728 | 12,410 |

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Data as of May 13, 2022

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| Zone 3 Central | | | | | | | | | | | |
|---------------------------------------|---|------------|------------|----------------|-------------|-------------|-------------|-------------|----------------|----------------|-----------|
| | Fiscal Year | | | Fiscal Quarter | | | | | Year to Date | | |
| | 2018-19 FY | 2019-20 FY | 2020-21 FY | 2020-21 FQ4 | 2021-22 FQ1 | 2021-22 FQ2 | 2021-22 FQ3 | 2021-22 FQ4 | 2020-21 FQ4YTD | 2021-22 FQ4YTD | |
| Primary Care/Population Health | Ambulatory Visits | 493,336 | 485,158 | 402,111 | 110,000 | 113,112 | 100,893 | 93,012 | 100,553 | 402,111 | 407,570 |
| | Food Safety Inspections | 7,511 | 5,788 | 3,437 | 924 | 940 | 1,316 | 1,409 | 1,569 | 3,437 | 5,234 |
| | Health Link Calls - Retired Measure (as of 2021-22 Q3) | 56,202 | 61,687 | 102,548 | 25,694 | 29,569 | 23,664 | NA | NA | 102,548 | NA |
| | Health Link Calls Received - Clinical | NA | NA | NA | NA | 19,486 | 19,364 | 32,613 | 21,592 | NA | 93,055 |
| | Health Link Calls Received - Non-Clinical | NA | NA | NA | NA | 10,084 | 5,383 | 34,118 | 19,406 | NA | 68,991 |
| Continuing Care | Number of Clients Placed from Acute / Subacute Hospital | 760 | 870 | 695 | 179 | 222 | 193 | 193 | 170 | 695 | 778 |
| | Number of Clients Placed from Community (home) | 552 | 598 | 461 | 133 | 111 | 142 | 118 | 108 | 461 | 479 |
| | Number of Unique Home Care Clients | 19,659 | 20,689 | 19,731 | 12,807 | 12,869 | 13,187 | 13,153 | 12,845 | 19,731 | 20,455 |
| Cancer Care | Cancer Patient Visits (patients may have multiple visits) | 34,856 | 37,857 | 42,855 | 10,876 | 11,819 | 10,860 | 11,110 | 10,790 | 42,855 | 44,579 |
| | Unique Cancer Patients | 3,268 | 3,586 | 3,980 | 2,249 | 2,311 | 2,343 | 2,343 | 2,377 | 3,980 | 4,308 |
| Acute Care | Emergency Department Visits (all sites) | 328,256 | 325,882 | 239,571 | 57,815 | 68,863 | 79,169 | 67,179 | 66,513 | 239,571 | 281,724 |
| | Hospital Discharges | 42,801 | 41,726 | 37,651 | 9,600 | 10,407 | 9,779 | 9,342 | 9,013 | 37,651 | 38,541 |
| | Births | 4,364 | 4,038 | 3,743 | 922 | 1,031 | 997 | 861 | 833 | 3,743 | 3,722 |
| | Total Hospital Days | 334,361 | 333,885 | 271,031 | 70,032 | 75,884 | 74,558 | 71,142 | 74,822 | 271,031 | 296,406 |
| | Average Length of Stay (in days) | 7.8 | 8.0 | 7.2 | 7.3 | 7.3 | 7.6 | 7.6 | 8.3 | 7.2 | 7.7 |
| Diagnostic/Specific Procedures | Hip Replacements (scheduled and emergency) | 654 | 683 | 630 | 194 | 208 | 136 | 132 | 192 | 630 | 668 |
| | Knee Replacements (scheduled and emergency) | 706 | 664 | 595 | 206 | 208 | 112 | 92 | 158 | 595 | 570 |
| | Cataract Surgery | 4,221 | 4,040 | 4,213 | 1,412 | 1,399 | 874 | 864 | 933 | 4,213 | 4,070 |
| | Main Operating Room Activity | 29,573 | 29,469 | 29,638 | 8,533 | 8,603 | 6,487 | 5,973 | 7,464 | 29,638 | 28,527 |
| | MRI Exams | 13,089 | 13,845 | 14,975 | 3,836 | 4,012 | 3,873 | 4,061 | 3,927 | 14,975 | 15,873 |
| | CT Exams | 42,698 | 42,457 | 45,600 | 11,407 | 12,611 | 12,425 | 12,570 | 12,417 | 45,600 | 50,023 |
| | X-Ray | 255,168 | 262,054 | 211,462 | 53,955 | 60,193 | 62,348 | 57,454 | 59,081 | 211,462 | 239,076 |
| | Lab Tests | 6,707,603 | 6,856,791 | 6,101,730 | 1,660,744 | 1,751,473 | 1,691,408 | 1,642,118 | 1,678,656 | 6,101,730 | 6,763,655 |
| Addiction & Mental Health | Mental Health Discharges (acute care hospitals and standalone psychiatric facilities) | 4,624 | 5,065 | 4,620 | 1,234 | 1,373 | 1,220 | 1,158 | 1,216 | 4,620 | 4,967 |
| | Mental Health Discharges (acute care hospitals only) | 2,611 | 2,787 | 2,613 | 670 | 725 | 689 | 597 | 663 | 2,613 | 2,674 |

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Data as of May 13, 2022

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| Zone 4 Edmonton | | | | | | | | | | | |
|---------------------------------------|---|------------|------------|----------------|-------------|-------------|-------------|-------------|----------------|----------------|------------|
| | Fiscal Year | | | Fiscal Quarter | | | | | Year to Date | | |
| | 2018-19 FY | 2019-20 FY | 2020-21 FY | 2020-21 FQ4 | 2021-22 FQ1 | 2021-22 FQ2 | 2021-22 FQ3 | 2021-22 FQ4 | 2020-21 FQ4YTD | 2021-22 FQ4YTD | |
| Primary Care/Population Health | Ambulatory Visits | 2,555,649 | 2,044,111 | 1,680,525 | 456,431 | 487,738 | 452,150 | 445,902 | 461,928 | 1,680,525 | 1,847,718 |
| | Food Safety Inspections | 16,673 | 13,140 | 4,920 | 1,024 | 1,580 | 2,097 | 2,262 | 2,004 | 4,920 | 7,943 |
| | Health Link Calls - Retired Measure (as of 2021-22 Q3) | 263,928 | 301,610 | 450,111 | 102,227 | 129,987 | 124,087 | NA | NA | 450,111 | NA |
| | Health Link Calls Received - Clinical | NA | NA | NA | NA | 90,134 | 92,662 | 127,094 | 97,482 | NA | 407,372 |
| | Health Link Calls Received - Non-Clinical | NA | NA | NA | NA | 66,714 | 64,311 | 207,862 | 137,276 | NA | 476,163 |
| Continuing Care | Number of Clients Placed from Acute / Subacute Hospital | 1,600 | 1,685 | 1,546 | 508 | 438 | 502 | 400 | 462 | 1,546 | 1,802 |
| | Number of Clients Placed from Community (home) | 925 | 1,000 | 685 | 280 | 293 | 260 | 230 | 188 | 685 | 971 |
| | Number of Unique Home Care Clients | 37,292 | 38,894 | 35,108 | 23,341 | 23,487 | 24,204 | 24,271 | 24,298 | 35,108 | 36,611 |
| Cancer Care | Cancer Patient Visits (patients may have multiple visits) | 363,466 | 380,991 | 388,054 | 101,151 | 107,520 | 105,699 | 105,600 | 102,406 | 388,054 | 421,225 |
| | Unique Cancer Patients | 27,726 | 28,810 | 28,013 | 14,012 | 14,425 | 14,596 | 14,592 | 14,326 | 28,013 | 29,298 |
| Acute Care | Emergency Department Visits (all sites) | 552,341 | 553,259 | 417,548 | 102,585 | 121,368 | 132,430 | 123,062 | 124,927 | 417,548 | 501,787 |
| | Urgent Care Visits | 11,951 | 13,149 | 9,861 | 2,466 | 3,200 | 3,915 | 3,460 | 3,360 | 9,861 | 13,935 |
| | Hospital Discharges | 143,163 | 142,911 | 125,791 | 31,049 | 35,194 | 34,672 | 32,799 | 33,339 | 125,791 | 136,004 |
| | Births | 18,949 | 18,693 | 17,247 | 4,212 | 4,623 | 4,759 | 4,291 | 4,097 | 17,247 | 17,770 |
| | Total Hospital Days | 998,979 | 1,003,776 | 892,479 | 225,776 | 235,394 | 237,157 | 231,787 | 237,184 | 892,479 | 941,522 |
| | Average Length of Stay (in days) | 7.0 | 7.0 | 7.1 | 7.3 | 6.7 | 6.8 | 7.1 | 7.1 | 7.1 | 6.9 |
| Diagnostic/Specific Procedures | Hip Replacements (scheduled and emergency) | 2,337 | 2,604 | 1,984 | 538 | 711 | 549 | 392 | 679 | 1,984 | 2,331 |
| | Knee Replacements (scheduled and emergency) | 2,199 | 1,940 | 1,285 | 362 | 537 | 345 | 205 | 454 | 1,285 | 1,541 |
| | Cataract Surgery | 16,642 | 18,572 | 16,682 | 5,641 | 5,875 | 4,288 | 4,437 | 5,627 | 16,682 | 20,227 |
| | Main Operating Room Activity | 112,356 | 111,803 | 99,503 | 27,217 | 30,596 | 24,898 | 23,590 | 29,023 | 99,503 | 108,067 |
| | MRI Exams | 85,649 | 81,244 | 81,166 | 23,139 | 23,448 | 23,851 | 22,608 | 22,149 | 81,166 | 92,056 |
| | CT Exams | 168,599 | 158,734 | 170,929 | 45,843 | 49,148 | 48,883 | 46,168 | 46,247 | 170,929 | 190,446 |
| | X-Ray | 601,553 | 594,029 | 479,779 | 119,942 | 134,620 | 138,467 | 134,138 | 133,813 | 479,779 | 541,038 |
| | Lab Tests | 29,879,909 | 29,928,105 | 26,177,090 | 7,320,066 | 8,009,641 | 7,887,486 | 7,935,880 | 7,915,777 | 26,177,090 | 31,748,784 |
| Addiction & Mental Health | Mental Health Discharges (acute care hospitals and standalone psychiatric facilities) | 8,745 | 9,168 | 9,979 | 2,640 | 2,876 | 2,718 | 2,729 | 2,404 | 9,979 | 10,727 |
| | Mental Health Discharges (acute care hospitals only) | 7,067 | 7,238 | 7,629 | 1,986 | 2,163 | 2,096 | 2,113 | 1,931 | 7,629 | 8,303 |

Notes:
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 2. The measure "Health Link Calls" is no longer being reported because Health Link has expanded their services and this measure no longer represents the Health Link business. This measure was changed as of 2021-22 FQ1 to four separate measures: 1) "Health Link Calls Received - Clinical", 2) "Health Link Calls Received - Non-Clinical", 3) "Health Link Outbound Calls - Clinical", and 4) "Health Link Outbound Calls - Non-Clinical". Clinical Calls Received include: Nurse, Addiction & Mental Health, COVID Clinical, and Rehabilitation Advice Line. Non-Clinical Calls Received include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, and Immunization Booking. Clinical Outbound Calls include: Nurse, Addiction & Mental Health, COVID Clinical, Rehabilitation Advice Line, and Dementia Advice Line. Non-Clinical Outbound Calls include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, Immunization Booking, 844 Coordinated Early Identification and Response Line, and COVID-19 Results Team. Zone calls received volumes do not add up to Provincial call volumes because zone information is not available for some services. Outbound call volume is reported at the Provincial Level only.

Data as of May 13, 2022

Most of the reported case volumes were impacted by COVID-19. Please use caution when comparing results from current quarters, during the pandemic, with the data from previous years under normal operation.

| Zone 5 North | | | | | | | | | | | |
|---------------------------------------|---|------------|------------|----------------|-------------|-------------|-------------|-------------|----------------|----------------|-----------|
| | Fiscal Year | | | Fiscal Quarter | | | | | Year to Date | | |
| | 2018-19 FY | 2019-20 FY | 2020-21 FY | 2020-21 FQ4 | 2021-22 FQ1 | 2021-22 FQ2 | 2021-22 FQ3 | 2021-22 FQ4 | 2020-21 FQ4YTD | 2021-22 FQ4YTD | |
| Primary Care/Population Health | Ambulatory Visits | 404,226 | 388,687 | 322,985 | 91,249 | 83,136 | 79,772 | 73,306 | 80,012 | 322,985 | 316,226 |
| | Food Safety Inspections | 12,762 | 8,948 | 3,586 | 940 | 960 | 1,290 | 1,160 | 1,354 | 3,586 | 4,764 |
| | Health Link Calls - Retired Measure (as of 2021-22 Q3) | 54,674 | 60,829 | 103,464 | 25,801 | 34,124 | 24,372 | NA | NA | 103,464 | NA |
| | Health Link Calls Received - Clinical | NA | NA | NA | NA | 21,945 | 19,535 | 32,974 | 21,494 | NA | 95,948 |
| | Health Link Calls Received - Non-Clinical | NA | NA | NA | NA | 12,179 | 5,647 | 35,448 | 20,047 | NA | 73,321 |
| Continuing Care | Number of Clients Placed from Acute / Subacute Hospital | 444 | 491 | 499 | 129 | 138 | 149 | 147 | 113 | 499 | 547 |
| | Number of Clients Placed from Community (home) | 241 | 250 | 195 | 65 | 60 | 70 | 65 | 70 | 195 | 265 |
| | Number of Unique Home Care Clients | 14,193 | 14,828 | 13,788 | 9,128 | 9,064 | 9,032 | 8,731 | 8,539 | 13,788 | 13,493 |
| Cancer Care | Cancer Patient Visits (patients may have multiple visits) | 16,954 | 18,440 | 23,525 | 5,928 | 5,929 | 5,745 | 6,130 | 7,428 | 23,525 | 25,232 |
| | Unique Cancer Patients | 2,314 | 2,199 | 2,477 | 1,244 | 1,330 | 1,218 | 1,260 | 1,216 | 2,477 | 2,524 |
| Acute Care | Emergency Department Visits (all sites) | 509,903 | 500,437 | 353,667 | 84,858 | 97,801 | 111,481 | 99,160 | 98,717 | 353,667 | 407,159 |
| | Hospital Discharges | 40,669 | 39,990 | 35,574 | 8,600 | 8,833 | 9,046 | 8,611 | 8,165 | 35,574 | 34,655 |
| | Births | 5,593 | 5,463 | 5,087 | 1,219 | 1,247 | 1,293 | 1,130 | 1,085 | 5,087 | 4,755 |
| | Total Hospital Days | 263,225 | 273,508 | 235,538 | 60,008 | 59,185 | 62,841 | 59,802 | 55,848 | 235,538 | 237,676 |
| | Average Length of Stay (in days) | 6.5 | 6.8 | 6.6 | 7.0 | 6.7 | 6.9 | 6.9 | 6.8 | 6.6 | 6.9 |
| Diagnostic/Specific Procedures | Hip Replacements (scheduled and emergency) | 384 | 407 | 429 | 115 | 105 | 88 | 66 | 76 | 429 | 335 |
| | Knee Replacements (scheduled and emergency) | 484 | 463 | 393 | 105 | 105 | 84 | 29 | 65 | 393 | 283 |
| | Cataract Surgery | 2,161 | 1,494 | 1,429 | 521 | 463 | 446 | 229 | 344 | 1,429 | 1,482 |
| | Main Operating Room Activity | 25,590 | 24,201 | 23,407 | 7,126 | 5,949 | 5,192 | 4,085 | 5,263 | 23,407 | 20,489 |
| | MRI Exams | 13,262 | 11,771 | 11,125 | 3,533 | 3,592 | 3,521 | 3,288 | 3,711 | 11,125 | 14,112 |
| | CT Exams | 36,556 | 36,179 | 36,498 | 9,811 | 9,890 | 10,338 | 9,627 | 10,304 | 36,498 | 40,159 |
| | X-Ray | 283,474 | 284,328 | 246,012 | 63,564 | 65,399 | 66,900 | 60,811 | 63,306 | 246,012 | 256,416 |
| | Lab Tests | 4,893,157 | 4,991,265 | 4,475,438 | 1,209,970 | 1,193,184 | 1,198,747 | 1,181,051 | 1,190,363 | 4,475,438 | 4,763,345 |
| Addiction & Mental Health | Mental Health Discharges (acute care hospitals and standalone psychiatric facilities) | 2,939 | 2,808 | 2,720 | 635 | 619 | 577 | 591 | 543 | 2,720 | 2,330 |
| | Mental Health Discharges (acute care hospitals only) | 2,939 | 2,808 | 2,720 | 635 | 619 | 577 | 591 | 543 | 2,720 | 2,330 |

Notes:
 1. Ambulatory figures are updated using Connect Care for facilities on EPIC, and NACRS for facilities not on EPIC. EPIC figures are subject to further validation and potential change.
 2. The measure "Health Link Calls" is no longer being reported because Health Link has expanded their services and this measure no longer represents the Health Link business. This measure was changed as of 2021-22 FQ1 to four separate measures: 1) "Health Link Calls Received - Clinical", 2) "Health Link Calls Received - Non-Clinical", 3) "Health Link Outbound Calls - Clinical", and 4) "Health Link Outbound Calls - Non-Clinical". Clinical Calls Received include: Nurse, Addiction & Mental Health, COVID Clinical, and Rehabilitation Advice Line. Non-Clinical Calls Received include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, and Immunization Booking. Clinical Outbound Calls include: Nurse, Addiction & Mental Health, COVID Clinical, Rehabilitation Advice Line, and Dementia Advice Line. Non-Clinical Outbound Calls include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, Immunization Booking, 844 Coordinated Early Identification and Response Line, and COVID-19 Results Team. Zone calls received volumes do not add up to Provincial call volumes because zone information is not available for some services. Outbound call volume is reported at the Provincial Level only.

Data as of May 13, 2022

| Quick Facts | Definition |
|--|---|
| PRIMARY CARE / POPULATION HEALTH | |
| Ambulatory Visits | Ambulatory visits include a wide range of services across clinic, other location, and day surgery visits and all modes of contact. This includes care provided on an outpatient basis, including diagnosis, observation, consultation, treatment, intervention and rehabilitation services. Chartered Surgical Facilities (CSF) are included. Volumes exclude Emergency Department (ED) and Urgent Care Centre (UCC). Advanced Ambulatory Care Centre (AACC) visits are included. |
| EMS Events | Number of Emergency Medical Services (EMS) emergency calls and events, including inter-facility transfers and other event types. |
| Food Safety Inspections | Number of food safety inspections conducted. Public Health Inspectors inspect food facilities and work collaboratively with food facility owners and operators to help ensure compliance with the requirements of the Public Health Act and the Food Regulation. Through unannounced inspections, follow-up of public complaints, and construction/renovation consultations, AHS helps protect Albertans and make our communities healthier. |
| Health Link Calls Received - Clinical | Reflects the call volume received by Health Link for clinical services. Clinical calls include: Nurse, Addiction & Mental Health, COVID Clinical, and Rehabilitation Advice Line. Zone call volumes do not add up to Provincial call volumes because Zone information is not available for some services. |
| Health Link Calls Received - Non-Clinical | Reflects the call volume received by Health Link for non-clinical services. Non-Clinical calls include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, and Immunization Booking. Zone call volumes do not add up to Provincial call volumes because Zone information is not available for some services. |
| Health Link Outbound Calls - Clinical | Reflects the outgoing call volumes from Health Link. Clinical calls include: Nurse, Addiction & Mental Health, COVID Clinical, Rehabilitation Advice Line, and Dementia Advice Line. This measure is reported at the Province level only. |
| Health Link Outbound Calls - Non-Clinical | Reflects the outgoing call volumes from Health Link. Non-Clinical calls include: Information & Referral, Influenza, COVID Non-Clinical, Catch a Break, Tobacco, Central Access, Immunization Booking, 844 Coordinated Early Identification and Response Line, and COVID-19 Results Team. This measure is reported at the Province level only. |

| CONTINUING CARE | |
|---|--|
| Number of People Placed from Acute / Subacute Hospital | Total number of people placed in a continuing care facility (long-term care or designated supportive living) in the reporting period, including people from acute hospital care and subacute hospital care. |
| Number of People Placed from Community (home) | Total number of people placed in a continuing care facility (long-term care or designated supportive living) in the reporting period from the community (home). |
| Number of Unique Home Care Clients | Total number of unique individuals with an active registration/referral in/to a Home Care Program during the reporting period. Individuals of all age groups are eligible for, and recipients of, Home Care Services. This also includes clients within categories of short term, long term, and palliative, as well as day programs and Supportive Living Settings. These services are provided to individuals living with frailty, disability, acute or chronic illness living at home or in a supportive living setting. Clients are counted one time provincially, per reporting period, and one time. A unique count of clients (using Alberta PHN) is recorded regardless of client group or system/zone of registration; thereby streamlining client movement. Clients with missing or invalid PHNs have been excluded. |

| Quick Facts | Definition |
|--|---|
| ACUTE CARE | |
| Emergency Department Visits (all sites) | <p>Number of visits to an Emergency Department for any mode of contact, including left against medical advice (LAMA) and left without being seen (LWBS). Volumes include the Northeast Health Centre, which is a stand-alone ED.</p> <p>Emergency Departments are for those who are seriously ill or injured, with potentially life-threatening conditions.</p> |
| Urgent Care Visits | <p>Number of visits to a designated Urgent Care Centre (UCC) for any mode of contact, including Left Against Medical Advice (LAMA) and Left Without Being Seen (LWBS).</p> <p>An Urgent Care Centre (UCC) is a community-based service delivery site (non-hospital setting) where higher level assessment, diagnostic and treatment services are provided for unscheduled clients who require immediate medical attention for injuries /illnesses, including potentially life threatening conditions, that require human and technical resources more intensive than what is available in a physicians' office. There are six Urgent Care Centres in Alberta.</p> |
| Hospital Discharges | <p>Number of inpatient acute care discharges/separations from hospitals. Discharges are counted when patient leaves the hospital. All discharges are counted, including patients that left against medical advice, deaths and transfers out of facility.</p> <p>Acute inpatient care provides necessary treatment for a disease or severe episode of illness for a short period of time, with the goal of discharging patients as soon as they are stable.</p> |
| Live Births | <p>Number of live births in an acute care hospital and those born in the emergency department, clinic or ambulance bay of the acute health care facility. Effective April 1 2021, live infants/newborns are included if their first admission to the acute care facility is within 24 hours of birth (previously excluded). Exclude stillbirths.</p> |
| Total Hospital Days | <p>Total number of inpatient days at an acute care hospital (admission date to discharge date). Volumes include acute, subacute and alternate level of care (ALC) days in an acute care hospital.</p> |
| Average Length of Stay (in days) | <p>The average length of stay (days) for discharged inpatients acute care hospitals. Includes acute, subacute and alternate level of care (ALC) days in an acute care hospital. <i>Calculation: Total hospital days / Total separations (discharges, deaths, transfers).</i></p> |

| DIAGNOSTIC / SPECIFIC PROCEDURES | |
|--|--|
| Hip Replacements (scheduled and emergency) | <p>Number of hip replacements including emergency, total, partial and revision joint replacement procedures. Bilateral replacements are counted as two procedures.</p> <p>Hip replacement surgery or arthroplasty is a procedure in which a surgeon surgically removes a hip joint and replaces it with an artificial joint often made of metal and/or plastic components.</p> |
| Knee Replacements (scheduled and emergency) | <p>Number of hip replacements including emergency, total, partial and revision joint replacement procedures. Bilateral replacements are counted as two procedures.</p> <p>Knee replacement surgery or arthroplasty is a procedure in which a surgeon surgically removes a knee joint and replaces it with an artificial joint often made of metal and/or plastic components.</p> |

| Quick Facts | Definition |
|-------------------------------------|---|
| Cataract Surgery | <p>Number of lens extractions for any reason. Bilateral cataract lens extractions are counted as one procedure.</p> <p>Cataract surgery is a procedure that removes the lens inside your eye that has become cloudy and replaced with an artificial lens to restore clear vision.</p> |
| Main Operating Room Activity | <p>Number of cases done in the main operating rooms/theatres (emergent, urgent, elective, scheduled, etc.) including inpatient, day surgery, cesarean section, and scopes if done in the Main OR. Excludes procedures performed in the minor surgery room, endoscopy suites, emergency department, patient rooms, labor & delivery, intensive care etc.</p> |
| MRI Exams | <p>Number of Magnetic Resonance Imaging (MRI) exams. Includes out-sourced exams.</p> <p>MRI is a non-invasive imaging technology that produces three dimensional detailed anatomical images. It is often used for disease detection, diagnosis, and treatment monitoring.</p> |
| CT Exams | <p>Number of Computerized Tomography (CT) scans.</p> <p>A CT scan combines a series of two-dimensional X-ray images taken from different directions around your body to create tomographic (three dimensional) images from cross-sectional (slices) of the tissues inside your body. CT scan images provide more-detailed information than plain X-rays do.</p> |
| X-rays | <p>Number of general radiology x-rays. Volumes include bone densitometry and mammography. Medical x-rays use high-energy electromagnetic radiation to produce images of tissues and structures inside the body.</p> |
| Lab Tests | <p>Number of laboratory test, including provincial and COVID test numbers. Volumes include testing performed at Alberta Precision Laboratories (AHS, CLS, Covenant Health, Lamont and Provincial Laboratory for Public Health (PLPH)) and DLDx (DynaLife Diagnostic). Volumes exclude procurements and ECGs.</p> |

| CANCER CARE | |
|--|---|
| Cancer Patient Visits (patients may have multiple visits) | <p>Number of visits to an ambulatory clinic in a cancer centre. These volumes represents all visits to all facilities by all patients. Individuals may present at these facilities for multiple visits.</p> |
| Unique Cancer Patients | <p>Number of unique individual cancer patients who attended a Cancer Care or Cancer Control visit during the time period. A patient may attend appointments across multiple zones during the reporting period, but would only be counted once for the provincial volumes.</p> |

| Quick Facts | Definition |
|--|---|
| ADDICTION & MENTAL HEALTH | |
| Mental Health Discharges (acute care hospitals and standalone psychiatric facilities) | Number of mental health discharges from an acute care hospital and the standalone psychiatric facilities. Standalone psychiatric facilities: Alberta Hospital Edmonton, Southern Alberta Forensic Psychiatric Centre (Calgary), Centennial Centre for Mental Health and Brain Injury (CCMHBI) (Ponoka), Claresholm Centre for Mental Health and Addictions and Villa Caritas (Edmonton). |
| Mental Health Discharges (acute care hospitals only) | Number of mental health discharges from an acute care hospital. |
| Addiction Residential Treatment & Detoxification Admissions | Number of Admissions to an Addiction Residential Treatment & Detoxification centre. Residential treatment describes either a mental health facility or a drug and/or alcohol or process addiction treatment program that is provided to patients in a residential setting. Some residential treatment centers specialize in only one illness, such as eating disorders or substance abuse. Others treat people with a variety of diagnoses or dual diagnosis of substance abuse and a psychiatric diagnosis. |