

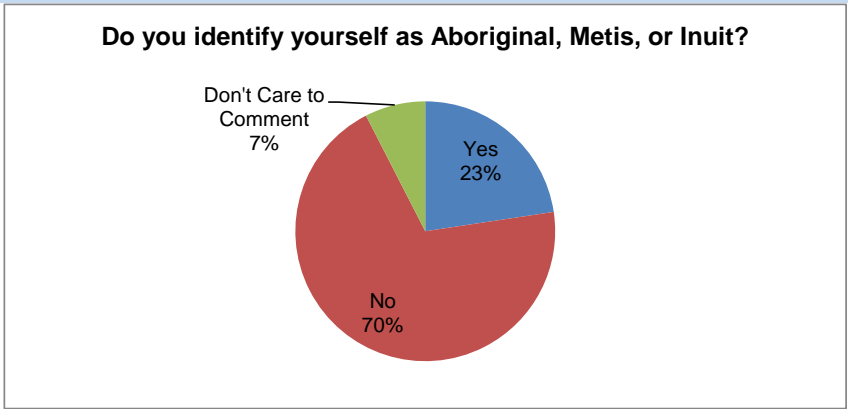
Patient Satisfaction Results (**Note: All "N/A" Responses have been removed from this data**)

Survey Dates: June 10, 2013 - October 7, 2013

Total responses: 349

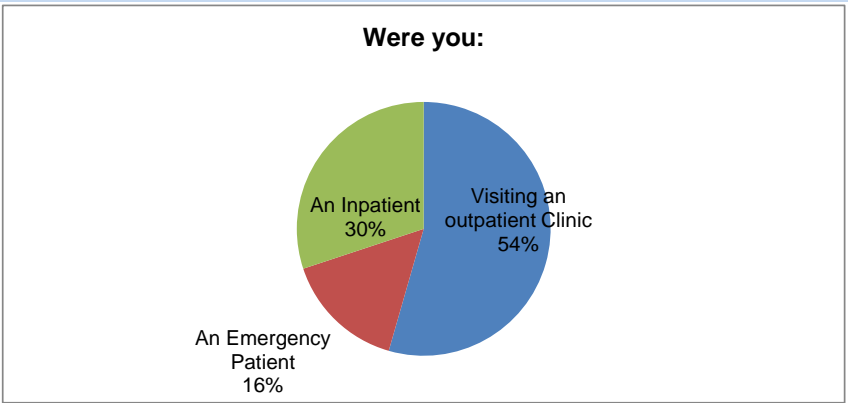
Do you identify yourself as Aboriginal, Metis, or Inuit?

Option	Count	Percent
Yes	57	22.62%
No	176	69.84%
Don't Care to Comment	19	7.54%



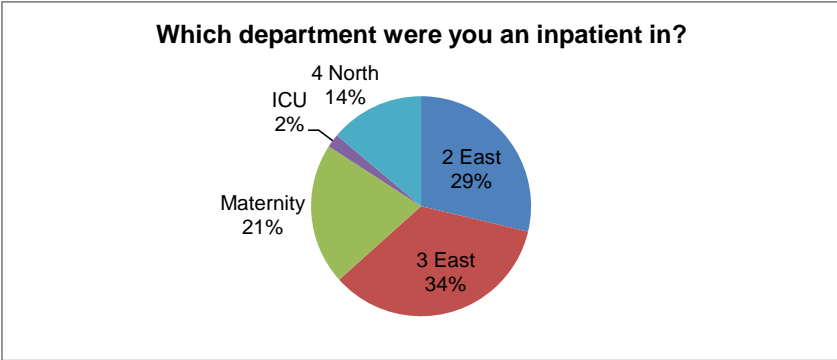
Were you:

Option	Count	Percent
Visiting an outpatient Clinic	190	54.44%
An Emergency Patient	54	15.47%
An Inpatient	105	30.09%



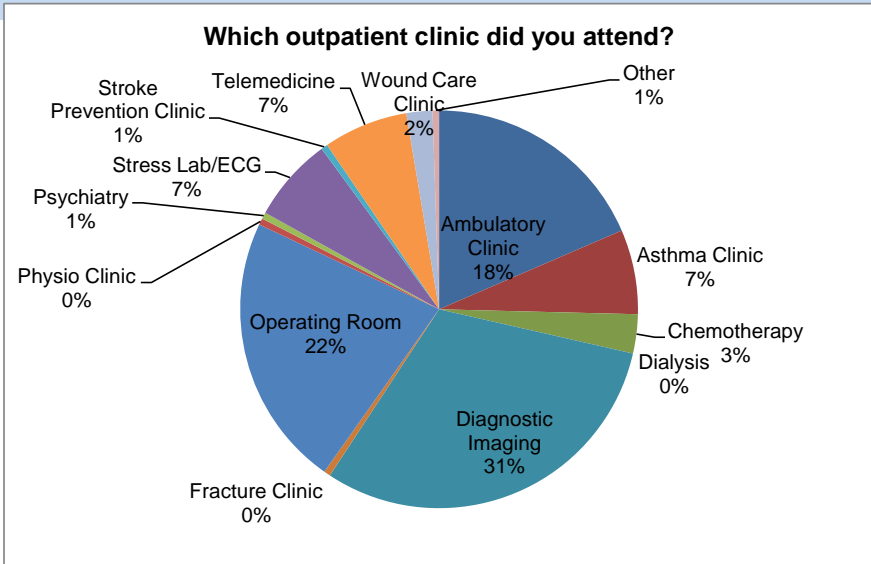
Which department were you an inpatient in?

Option	Count	Percent
2 East	29	28.71%
3 East	35	34.65%
Maternity	21	20.79%
ICU	2	1.98%
4 North	14	13.86%



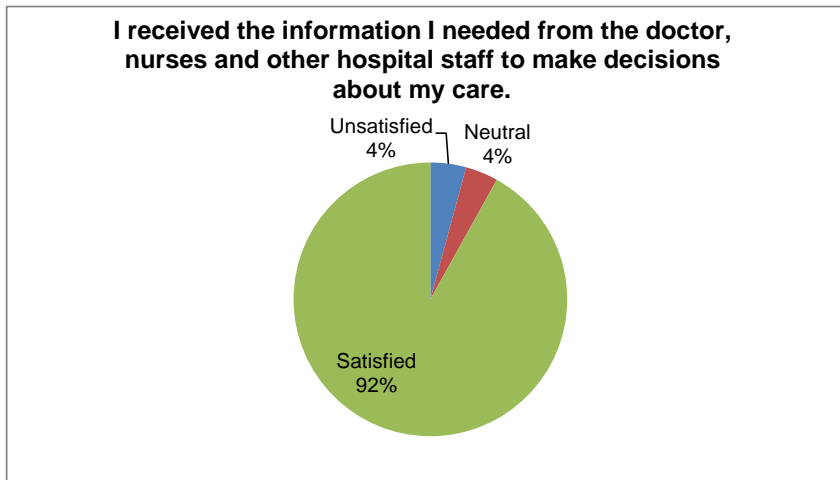
Which outpatient clinic did you attend?

Option	Count	Percent
Ambulatory Clinic	35	18.62%
Asthma Clinic	13	6.91%
Chemotherapy	6	3.19%
Dialysis	0	0.00%
Diagnostic Imaging	58	30.85%
Fracture Clinic	1	0.53%
Operating Room	42	22.34%
Physio Clinic	1	0.53%
Psychiatry	1	0.53%
Stress Lab/ECG	13	6.91%
Stroke Prevention Clinic	1	0.53%
Telemedicine	13	6.91%
Wound Care Clinic	4	2.13%
Other	1	0.53%



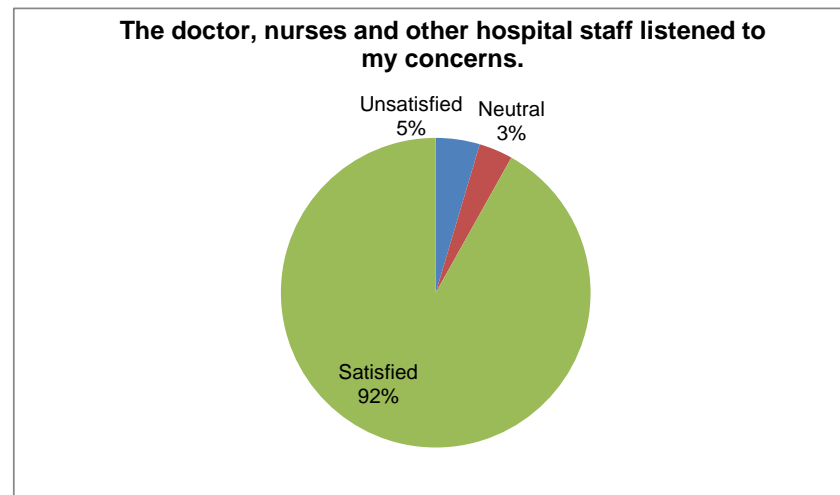
Question 1: I received the information I needed from the doctor, nurses and other hospital staff to make decisions about my care.
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	12	4.21%
Neutral	11	3.86%
Satisfied	262	91.93%



Question 2: The doctor, nurses and other hospital staff listened to my concerns.
1: unsatisfied -> 7: satisfied

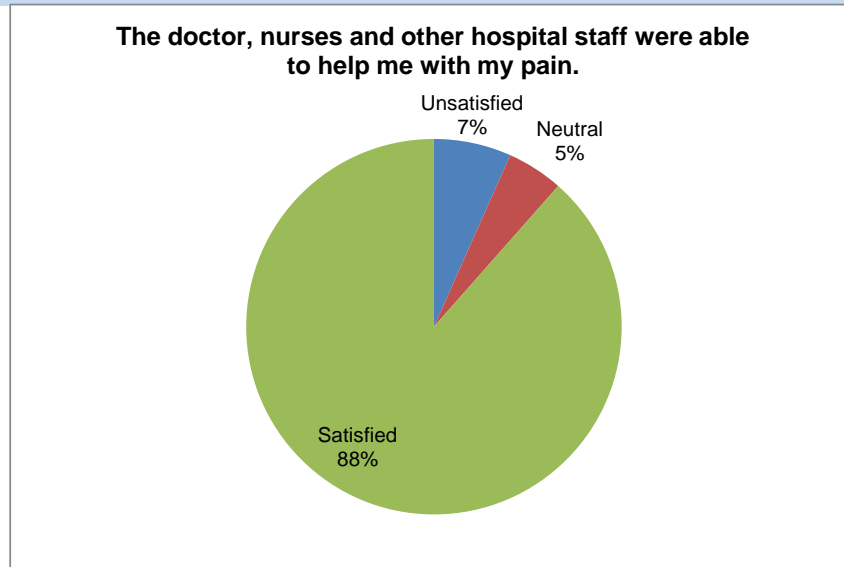
Option	Count	Percent
Unsatisfied	13	4.59%
Neutral	10	3.53%
Satisfied	260	91.87%



Question 3: The doctor, nurses and other hospital staff were able to help me with my pain.

1: unsatisfied -> 7: satisfied

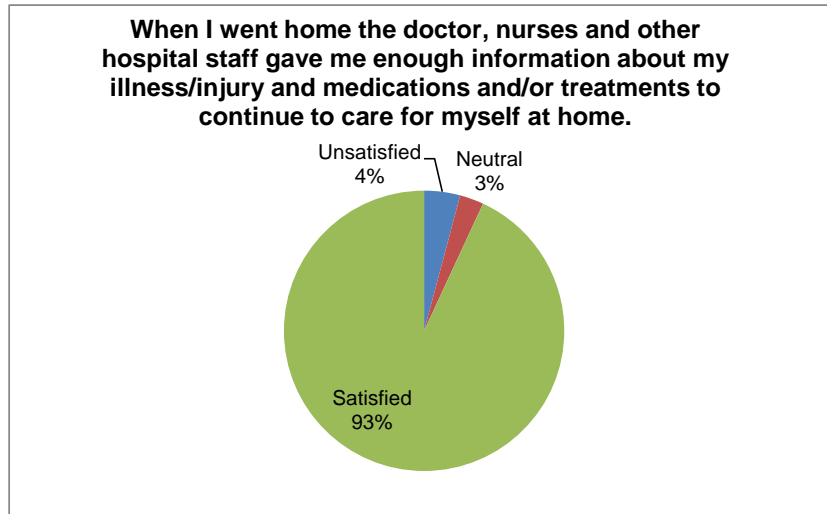
Option	Count	Percent
Unsatisfied	11	6.67%
Neutral	8	4.85%
Satisfied	146	88.48%



Question 4: When I went home the doctor, nurses and other hospital staff gave me enough information about my illness/injury and medications and/or treatments to continue to care for myself at home.

1: unsatisfied -> 7: satisfied

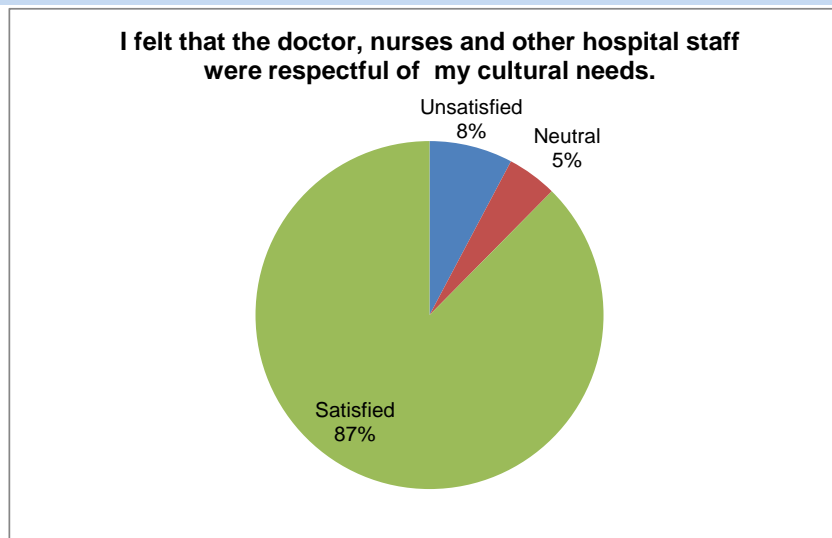
Option	Count	Percent
Unsatisfied	9	4.15%
Neutral	6	2.76%
Satisfied	202	93.09%



Question 5: I felt that the doctor, nurses and other hospital staff were respectful of my cultural needs.

1: unsatisfied -> 7: satisfied

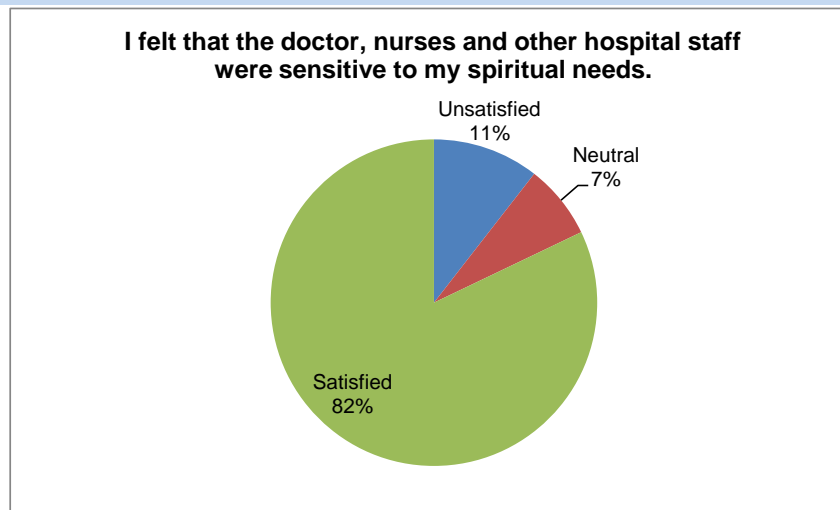
Option	Count	Percent
Unsatisfied	10	7.75%
Neutral	6	4.65%
Satisfied	113	87.60%



Question 6: I felt that the doctor, nurses and other hospital staff were sensitive to my spiritual needs.

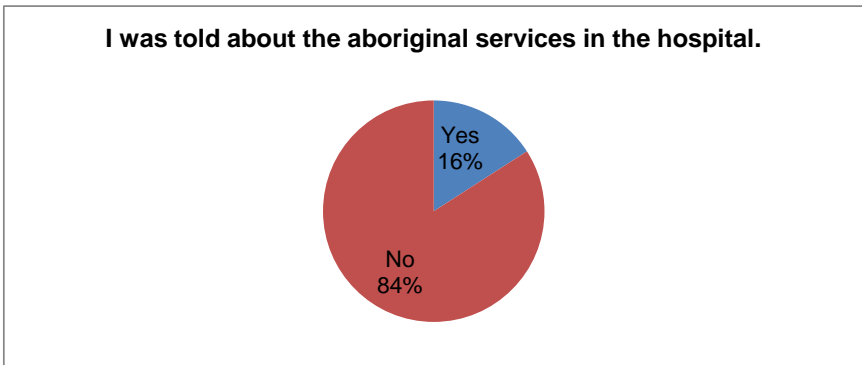
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	10	10.53%
Neutral	7	7.37%
Satisfied	78	82.11%



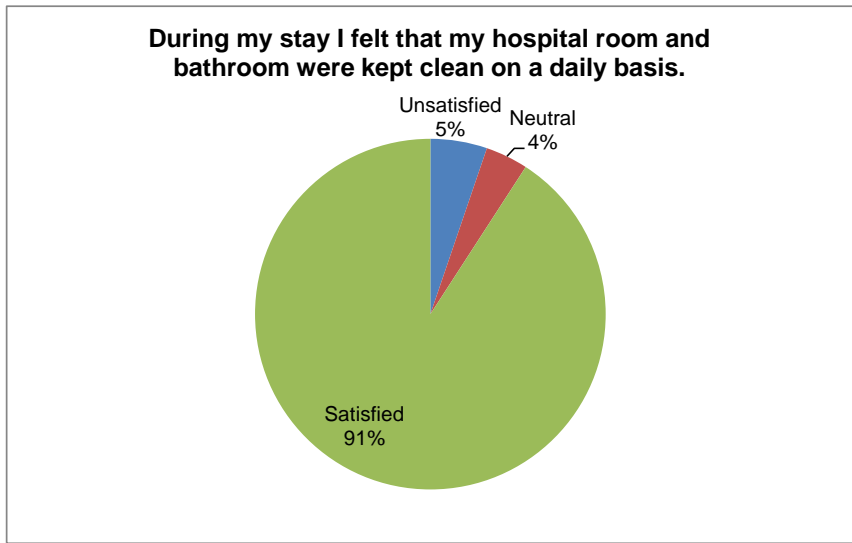
Question 7: I was told about the aboriginal services in the hospital.

Option	Count	Percent
Yes	7	15.91%
No	37	84.09%



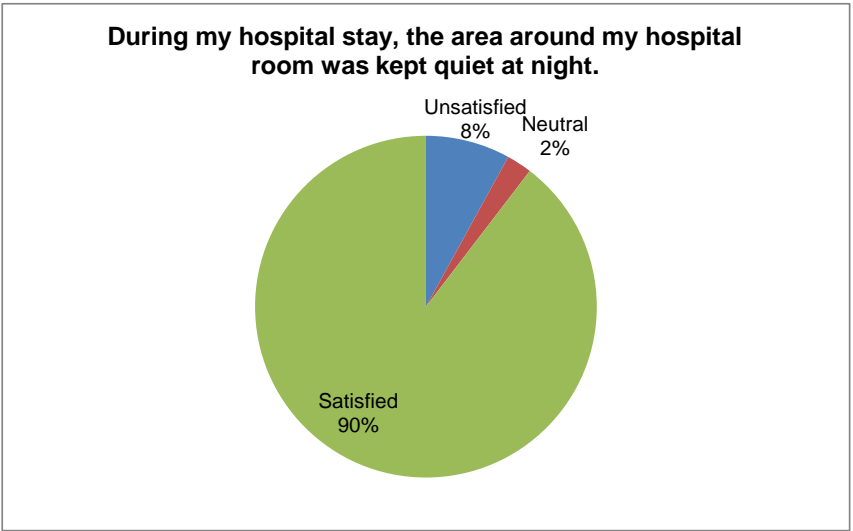
Question 8: During my stay I felt that my hospital room and bathroom were kept clean on a daily basis.
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	8	5.23%
Neutral	6	3.92%
Satisfied	139	90.85%



Question 9: During my hospital stay, the area around my hospital room was kept quiet at night.
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	10	8.00%
Neutral	3	2.40%
Satisfied	112	89.60%



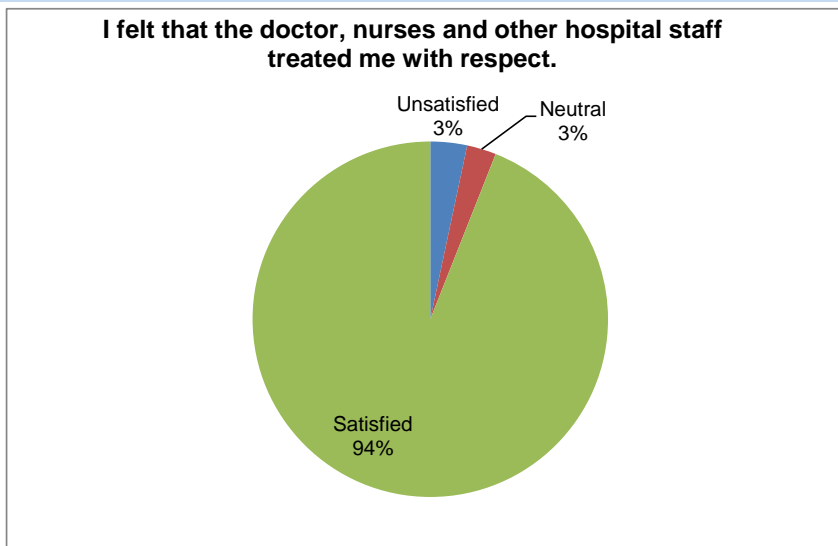
Question 10: I would rate my overall satisfaction with my experience with the hospital as:
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	10	3.50%
Neutral	12	4.20%
Satisfied	264	92.31%



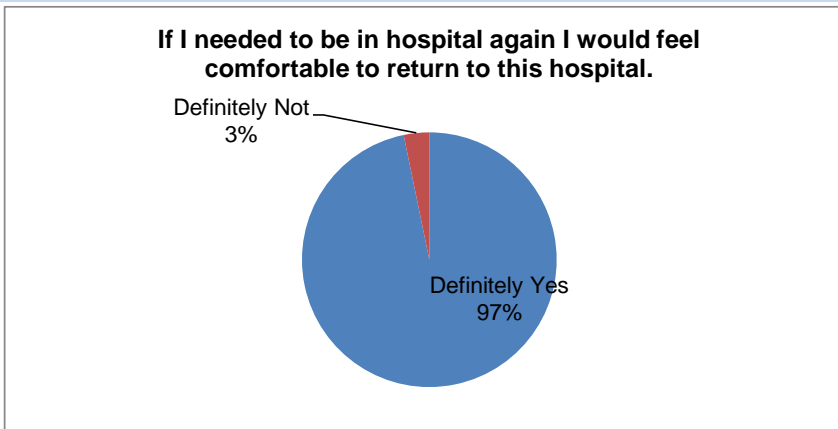
Question 11: I felt that the doctor, nurses and other hospital staff treated me with respect.
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	10	3.33%
Neutral	8	2.67%
Satisfied	282	94.00%



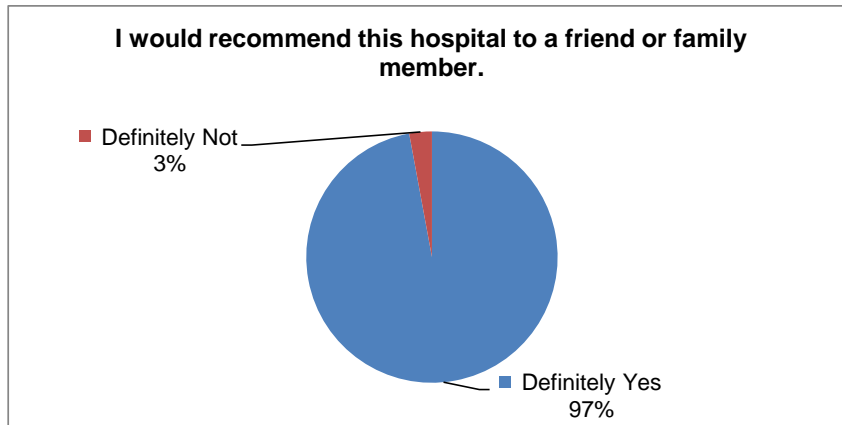
Question 12: If I needed to be in hospital again I would feel comfortable to return to this hospital.

Option	Count	Percent
Definitely Yes	299	96.76%
Definitely Not	10	3.24%



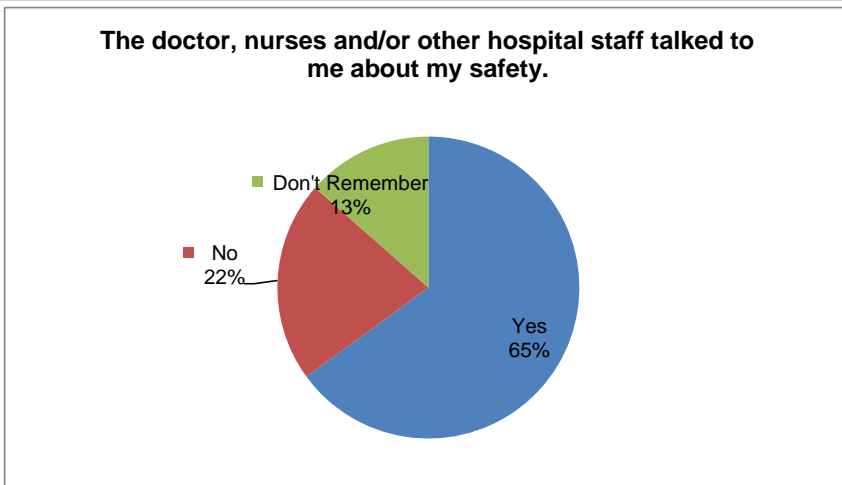
Question 13: I would recommend this hospital to a friend or family member.

Option	Count	Percent
Definitely Yes	301	97.10%
Definitely Not	9	2.90%



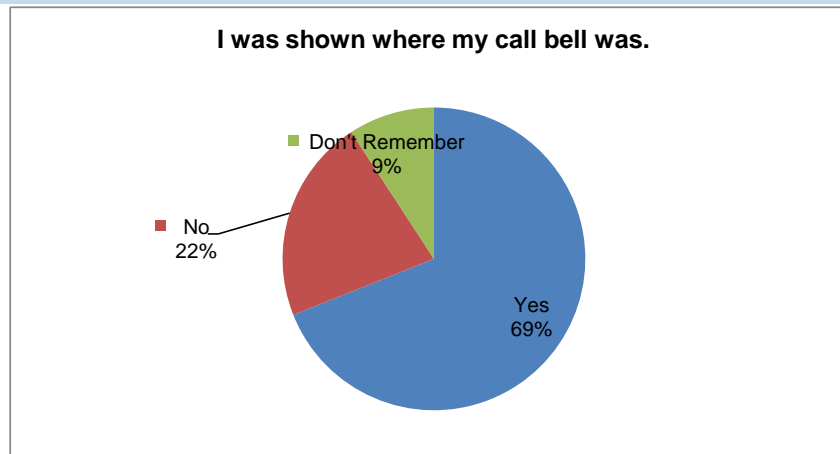
Question 14: The doctor, nurses and/or other hospital staff talked to me about my safety.

Option	Count	Percent
Yes	178	64.96%
No	59	21.53%
Don't Remember	37	13.50%



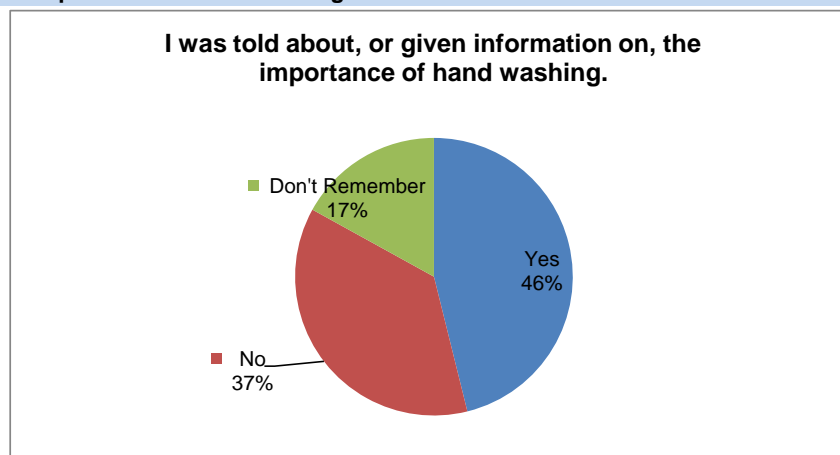
Question 15: I was shown where my call bell was.

Option	Count	Percent
Yes	120	68.97%
No	38	21.84%
Don't Remember	16	9.20%



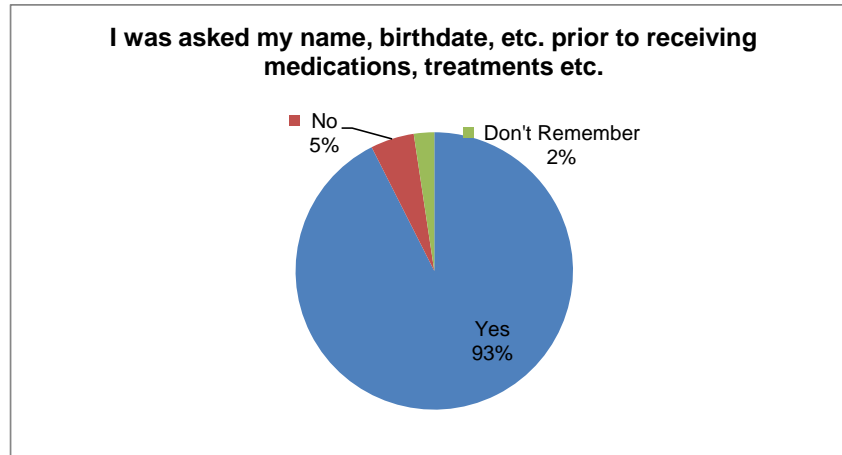
Question 16: I was told about, or given information on, the importance of hand washing.

Option	Count	Percent
Yes	125	46.13%
No	100	36.90%
Don't Remember	46	16.97%



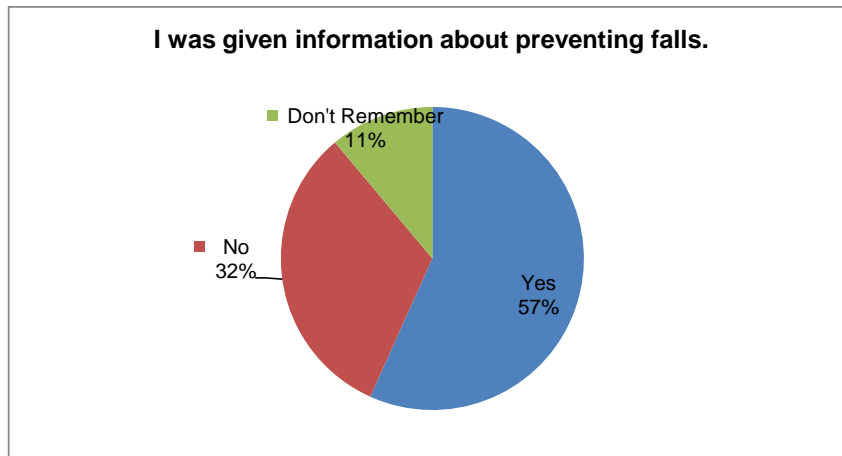
Question 17: I was asked my name, birthdate, etc. prior to receiving medications, treatments etc.

Option	Count	Percent
Yes	273	92.54%
No	15	5.08%
Don't Remember	7	2.37%



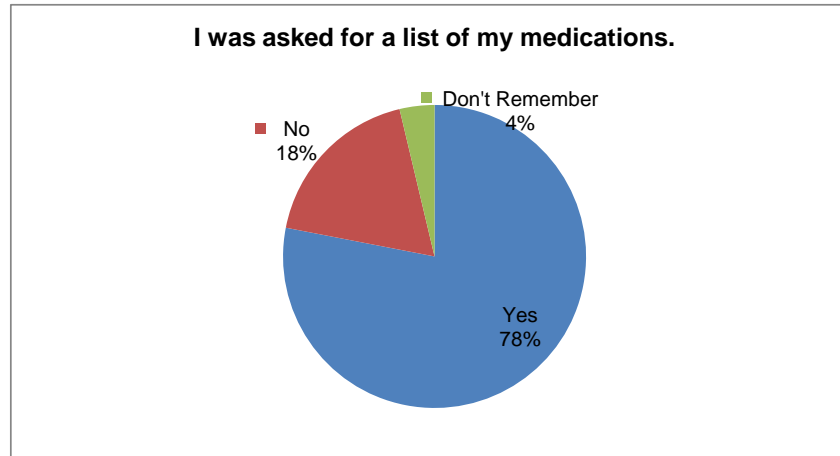
Question 18: I was given information about preventing falls.

Option	Count	Percent
Yes	97	56.73%
No	55	32.16%
Don't Remember	19	11.11%



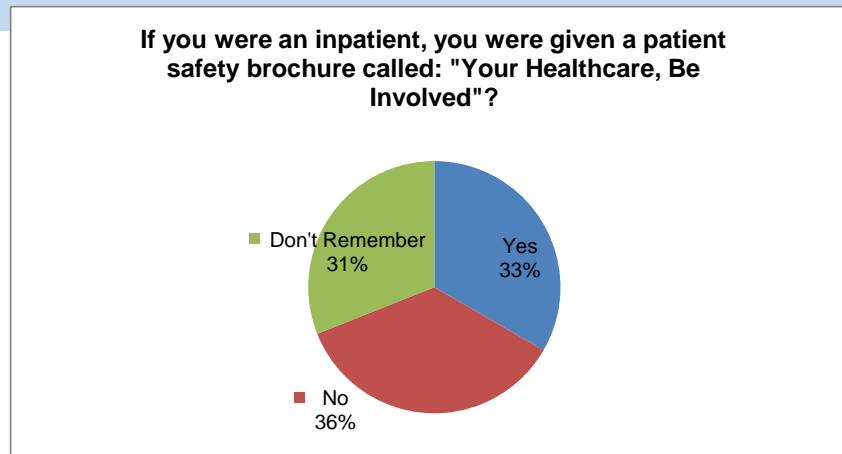
Question 19: I was asked for a list of my medications.

Option	Count	Percent
Yes	231	78.04%
No	54	18.24%
Don't Remember	11	3.72%



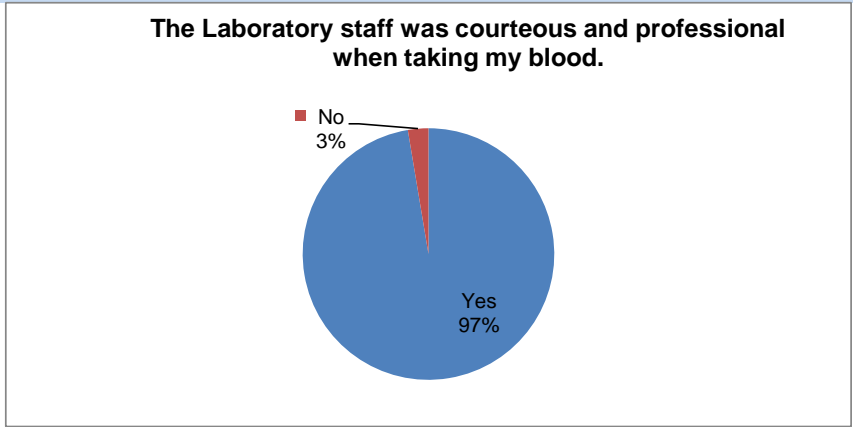
Question 20: If you were an inpatient, you were given a patient safety brochure called: "Your Healthcare, Be Involved"?

Option	Count	Percent
Yes	58	33.33%
No	62	35.63%
Don't Remember	54	31.03%



Question 21: The Laboratory staff was courteous and professional when taking my blood.

Option	Count	Percent
Yes	148	97.37%
No	4	2.63%



Question 22: How satisfied were you with the food you received while an inpatient in the hospital?

1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	14	10.22%
Neutral	20	14.60%
Satisfied	103	75.18%

