

## Patient Satisfaction Survey Results

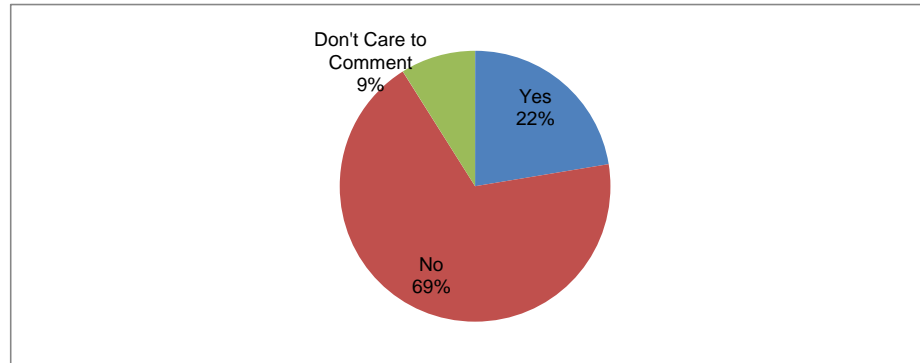
Survey Dates: June 2, 2014 - October 31, 2014

Total responses: 364

*\*N/A Responses have been removed from percentage calculations\**

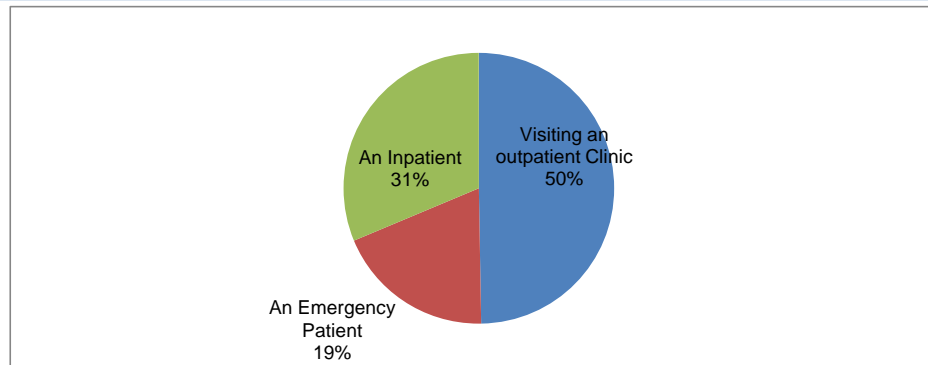
### Do you identify yourself as Aboriginal, Metis, or Inuit?

Option	Count	Percent
Yes	60	22.39%
No	184	68.66%
Don't Care to Comment	24	8.96%
<b>Total Responses</b>	<b>268</b>	



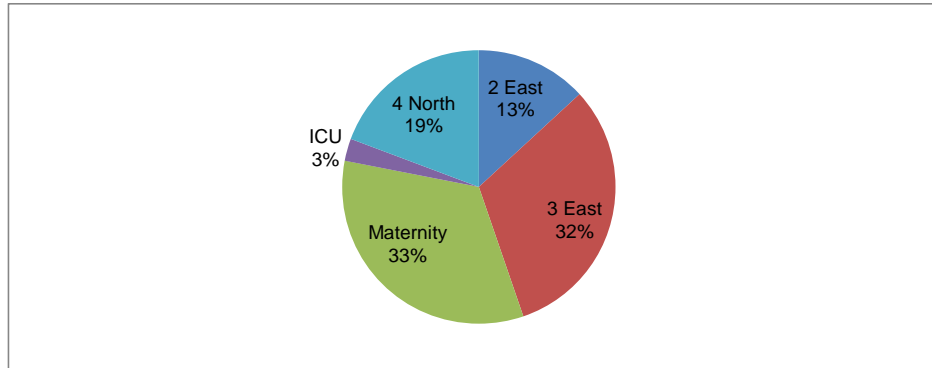
### Were you:

Option	Count	Percent
Visiting an outpatient Clinic	181	49.73%
An Emergency Patient	69	18.96%
An Inpatient	114	31.32%
<b>Total Responses</b>	<b>364</b>	



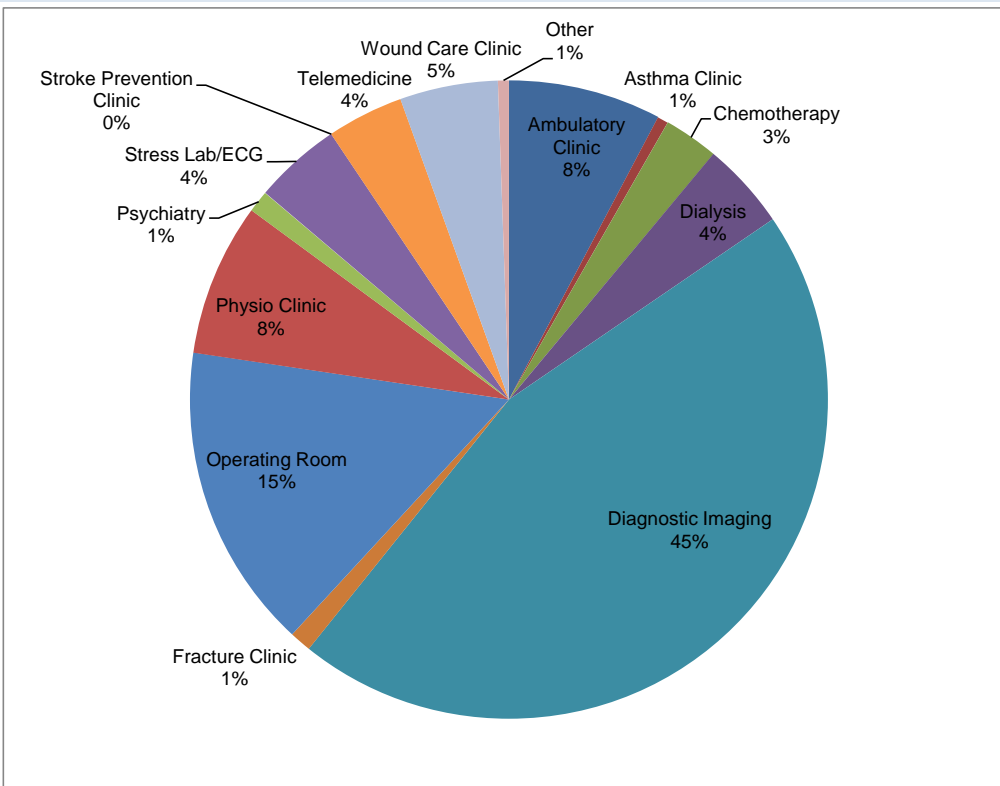
### Which department were you an inpatient in?

Option	Count	Percent
2 East	15	13.16%
3 East	36	31.58%
Maternity	38	33.33%
ICU	3	2.63%
Psychiatry	22	19.30%
<b>Total Responses</b>	<b>114</b>	



### Which outpatient clinic did you attend?

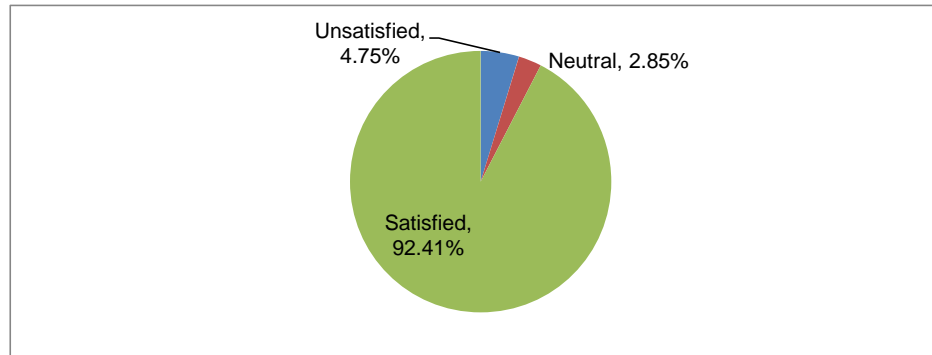
Option	Count	Percent
Ambulatory Clinic	14	7.73%
Asthma Clinic	1	0.55%
Chemotherapy	5	2.76%
Dialysis	8	4.42%
Diagnostic Imaging	82	45.30%
Fracture Clinic	2	1.10%
Operating Room	28	15.47%
Physio Clinic	14	7.73%
Psychiatry	2	1.10%
Stress Lab/ECG	8	4.42%
Stroke Prevention Clinic	0	0.00%
Telemedicine	7	3.87%
Wound Care Clinic	9	4.97%
Other	1	0.55%
<b>Total Responses</b>	<b>181</b>	



**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

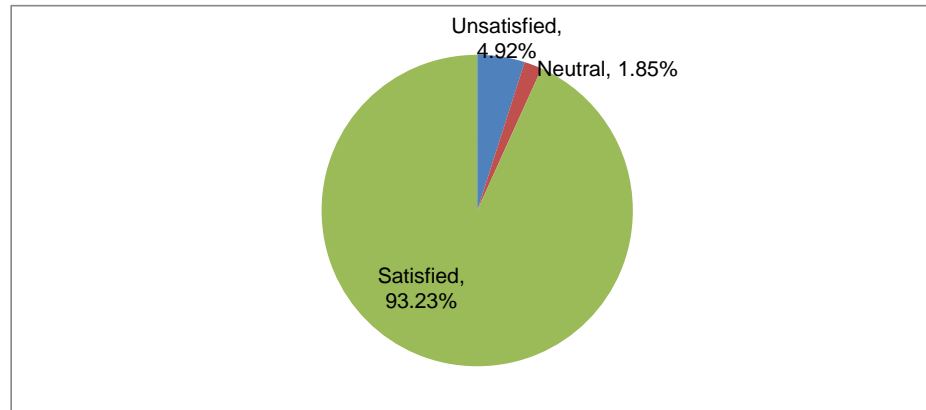
Option	Count	Percent
Unsatisfied	15	4.75%
Neutral	9	2.85%
Satisfied	292	92.41%
Subtotal:	316	
N/A Responses:	33	
<b>Total Responses</b>	<b>349</b>	



**Question 2: The doctor, nurses and other hospital staff listened to my concerns.**

1: unsatisfied -> 7: satisfied

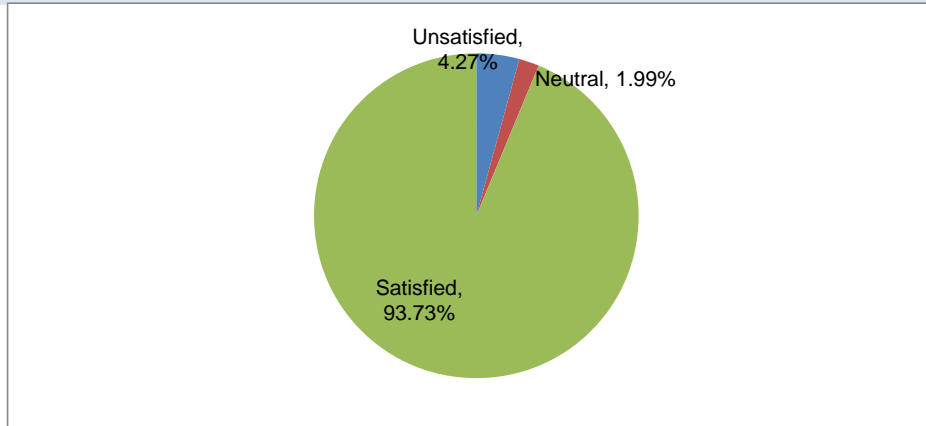
Option	Count	Percent
Unsatisfied	16	4.92%
Neutral	6	1.85%
Satisfied	303	93.23%
Subtotal:	325	
N/A Responses	32	
<b>Total Responses</b>	<b>357</b>	



**Question 3: The doctor, nurses and other hospital staff treated me with respect.**

1: unsatisfied -> 7: satisfied

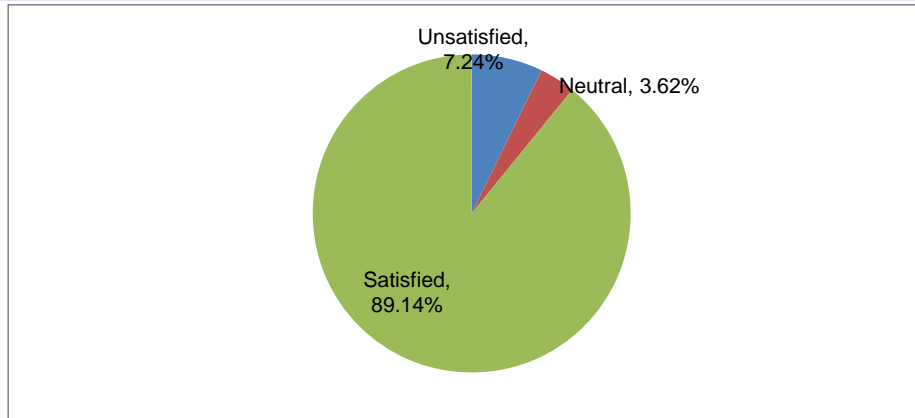
Option	Count	Percent
Unsatisfied	15	4.27%
Neutral	7	1.99%
Satisfied	329	93.73%
Subtotal		351
N/A Responses		7
<b>Total Responses</b>		<b>358</b>



**Question 4: The doctor, nurses and other hospital staff were able to help me with my pain.**

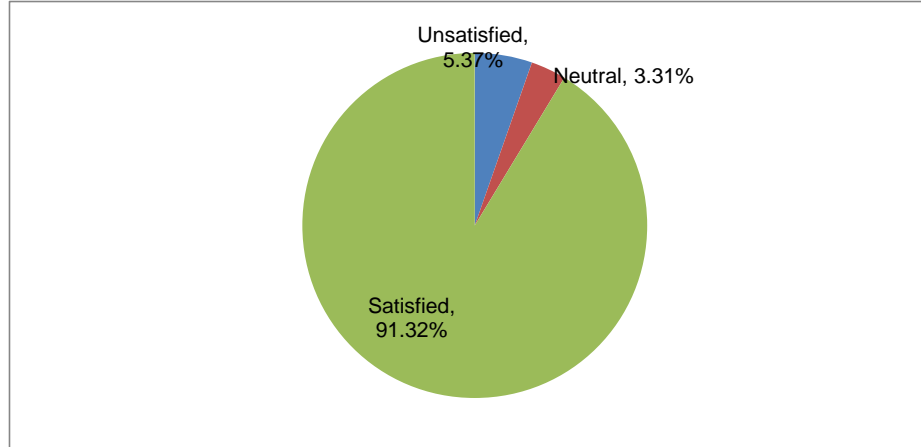
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	16	7.24%
Neutral	8	3.62%
Satisfied	197	89.14%
Subtotal		221
N/A Responses		136
<b>Total Responses</b>		<b>357</b>



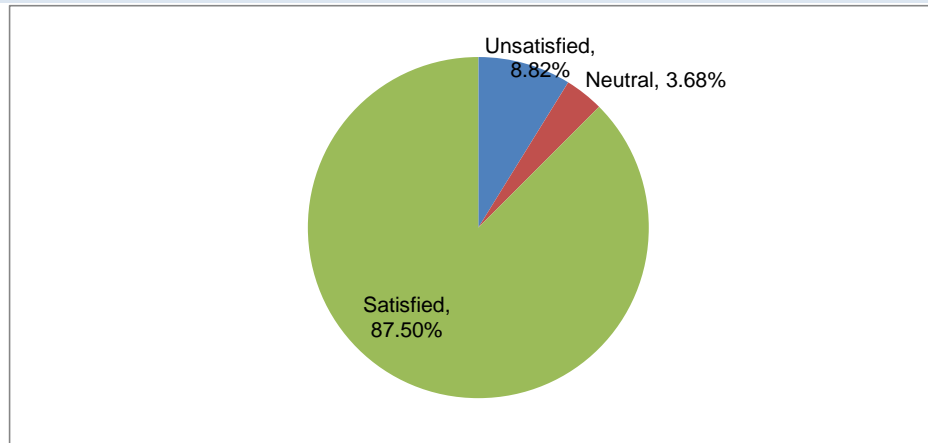
**Question 5: When I went home the doctor, nurses and other hospital staff gave me enough information about my illness/injury and medications and/or treatments to continue to care for myself at home.** 1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	13	5.37%
Neutral	8	3.31%
Satisfied	221	91.32%
Subtotal:	242	
N/A Responses	99	
<b>Total Responses</b>	<b>341</b>	



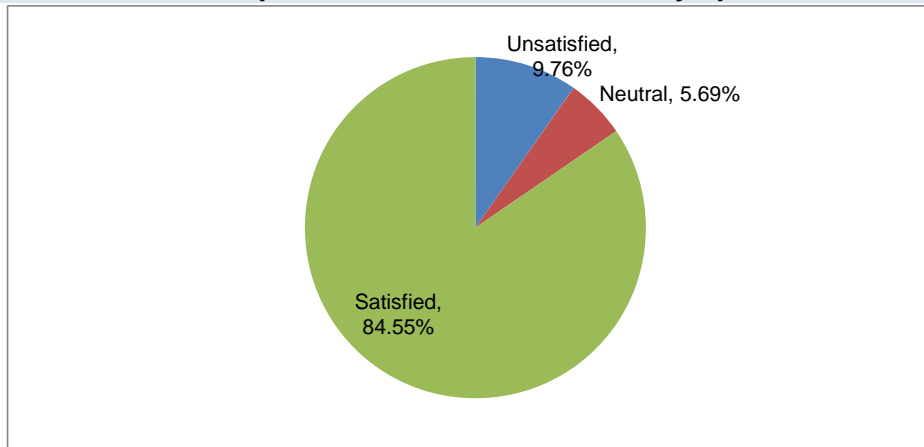
**Question 6: I felt that the doctor, nurses and other hospital staff were respectful of my cultural needs.** 1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	12	8.82%
Neutral	5	3.68%
Satisfied	119	87.50%
Subtotal	136	
N/A Responses	214	
<b>Total Responses</b>	<b>350</b>	



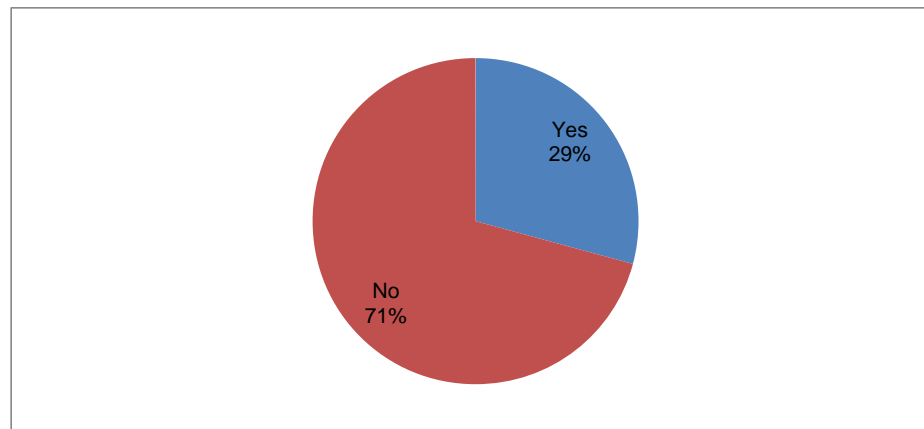
**Question 7: I felt that the doctor, nurses and other hospital staff were sensitive to my spiritual needs.**

Option	Count	Percent
Unsatisfied	12	9.76%
Neutral	7	5.69%
Satisfied	104	84.55%
Subtotal	123	
N/A Responses	228	
<b>Total Responses</b>	<b>351</b>	



**Question 8: I was told about the aboriginal services in the hospital.**

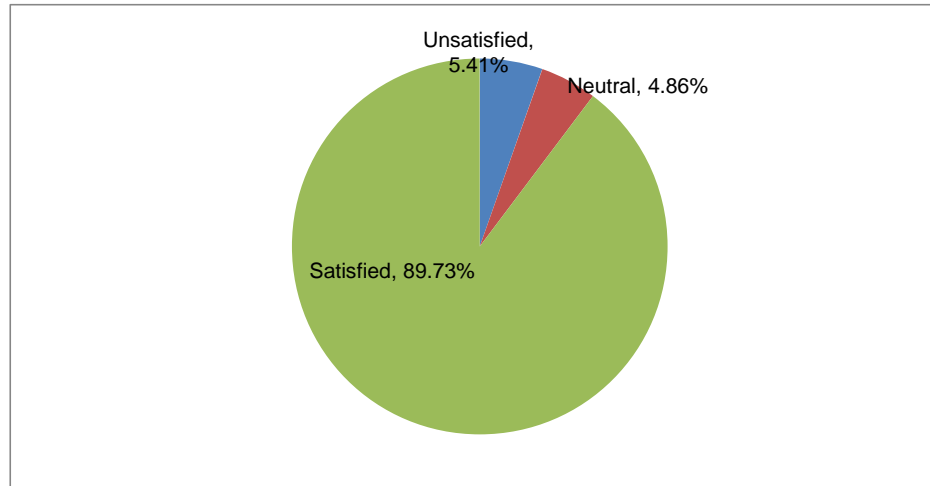
Option	Count	Percent
Yes	19	29.23%
No	46	70.77%
Subtotal	65	
N/A Responses	280	
<b>Total Responses</b>	<b>345</b>	



**Question 9: During my stay I felt that my hospital room and bathroom were kept clean on a daily basis. 1:**

unsatisfied -> 7: satisfied

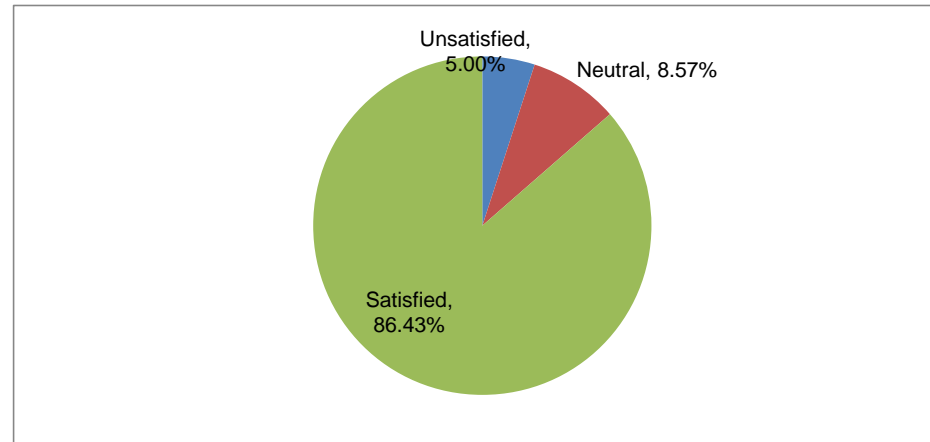
Option	Count	Percent
Unsatisfied	10	5.41%
Neutral	9	4.86%
Satisfied	166	89.73%
Subtotal	185	
N/A Responses	166	
<b>Total Responses</b>	<b>351</b>	



**Question 10: During my hospital stay, the area around my hospital room was kept quiet at night. 1:**

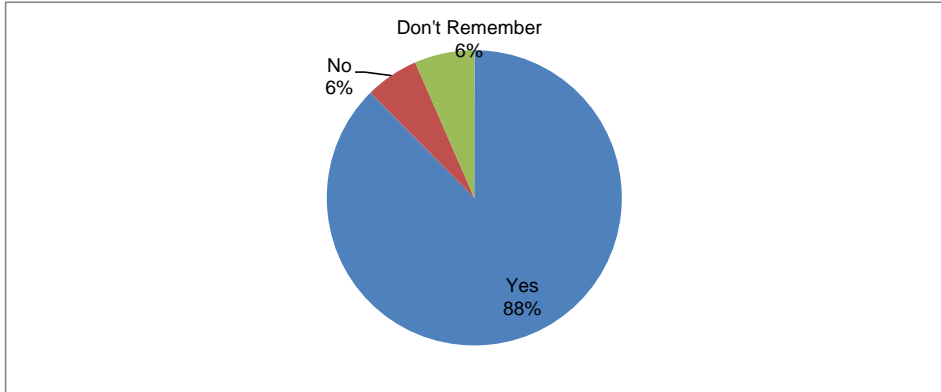
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	7	5.00%
Neutral	12	8.57%
Satisfied	121	86.43%
Subtotal	140	
N/A Responses	210	
<b>Total Responses</b>	<b>350</b>	



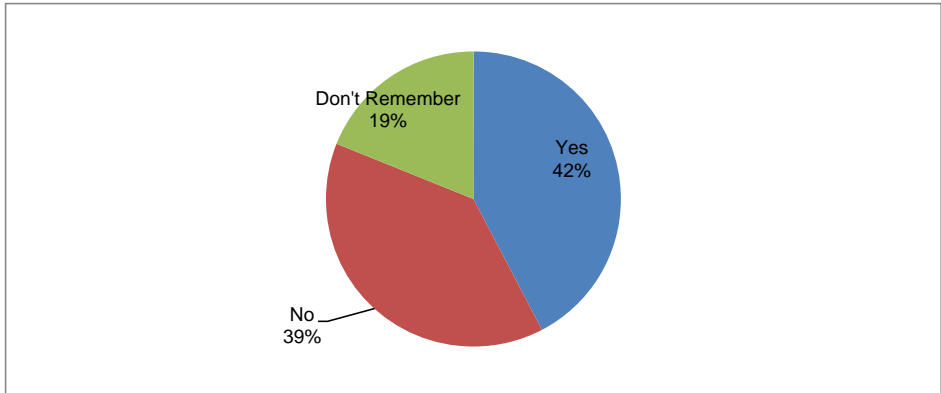
**Question 11: I was shown where my call bell was.**

Option	Count	Percent
Yes	120	87.59%
No	8	5.84%
Don't Remember	9	6.57%
Subtotal	137	
N/A Responses	196	
<b>Total Responses</b>	<b>333</b>	



**Question 12: I was told about, or given information on, the importance of hand washing.**

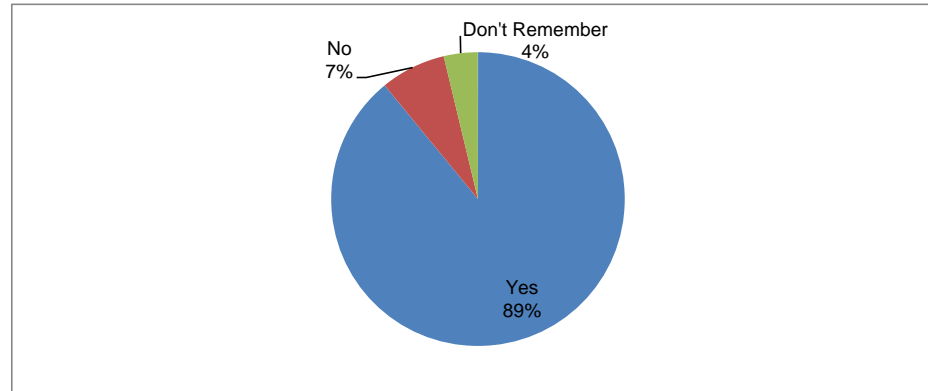
Option	Count	Percent
Yes	132	42.31%
No	121	38.78%
Don't Remember	59	18.91%
<b>Total Responses</b>	<b>312</b>	





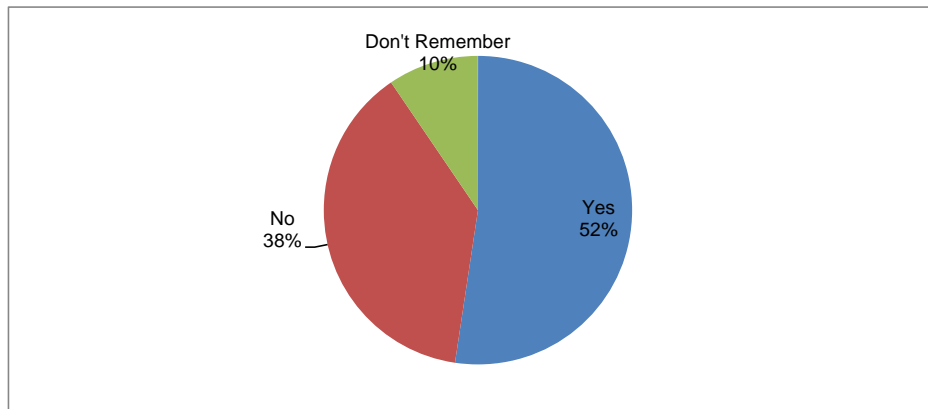
**Question 13: I was asked my name, birthdate, etc. prior to receiving medications, treatments etc.**

Option	Count	Percent
Yes	285	89.06%
No	23	7.19%
Don't Remember	12	3.75%
<b>Total Responses</b>	<b>320</b>	



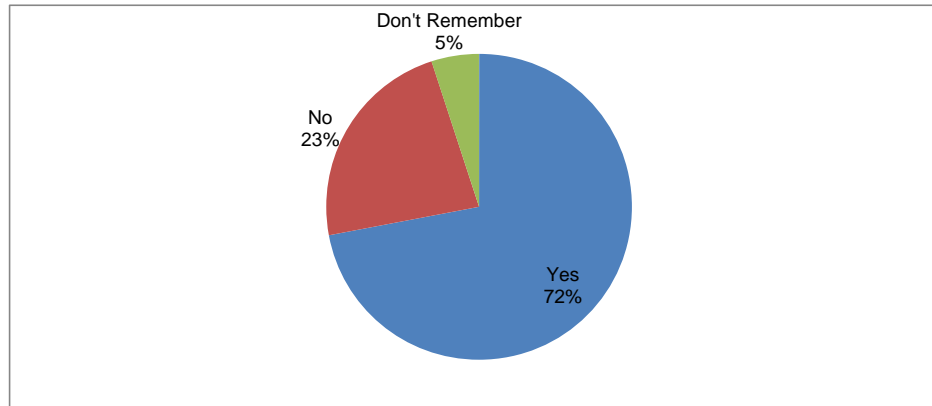
**Question 14: I was given information about preventing falls.**

Option	Count	Percent
Yes	77	52.38%
No	56	38.10%
Don't Remember	14	9.52%
Subtotal	147	
N/A Responses	184	
<b>Total Responses</b>	<b>331</b>	



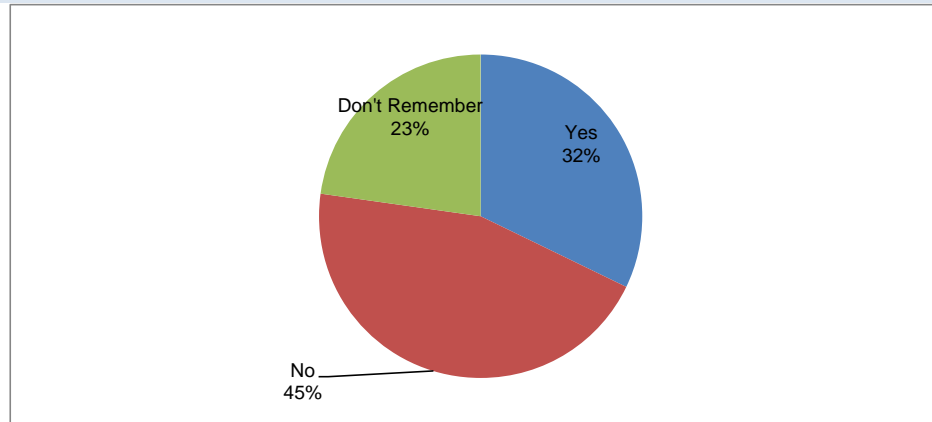
**Question 15: I was asked for a list of my medications.**

Option	Count	Percent
Yes	229	72.01%
No	73	22.96%
Don't Remember	16	5.03%
<b>Total Responses</b>	<b>318</b>	



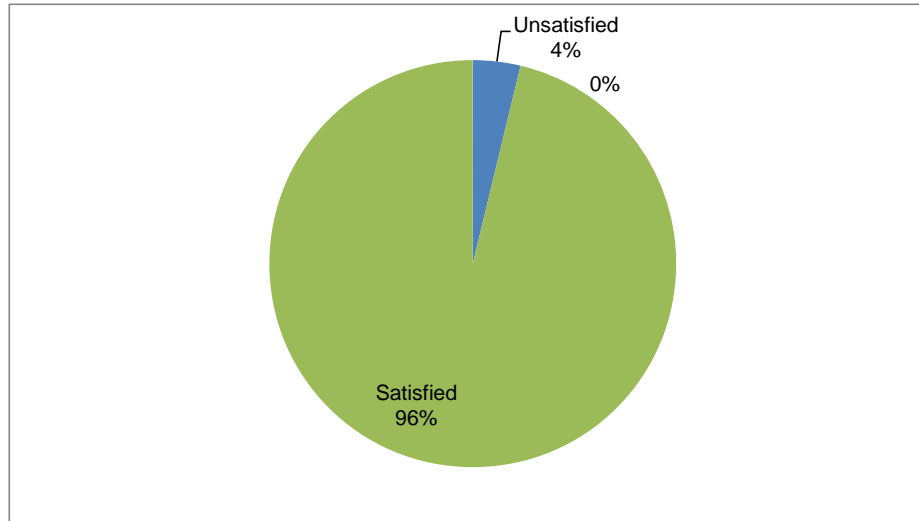
**Question 16: If you were an inpatient, you were given a patient safety brochure called: "Your Healthcare, Be Involved"?**

Option	Count	Percent
Yes	65	32.18%
No	91	45.05%
Don't Remember	46	22.77%
<b>Total Responses</b>	<b>202</b>	



**Question 17: The Laboratory staff was courteous and professional when taking my blood.**

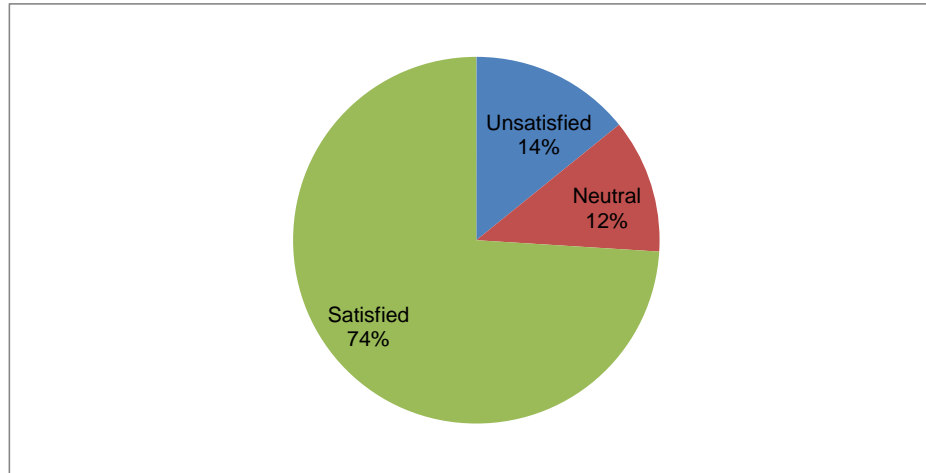
Option	Count	Percent
Unsatisfied	6	3.77%
Neutral	0	0.00%
Satisfied	153	96.23%
Subtotal	159	
N/A Responses	175	
<b>Total Responses</b>	<b>334</b>	



**Question 18: How satisfied were you with the food you received while an inpatient in the hospital?**

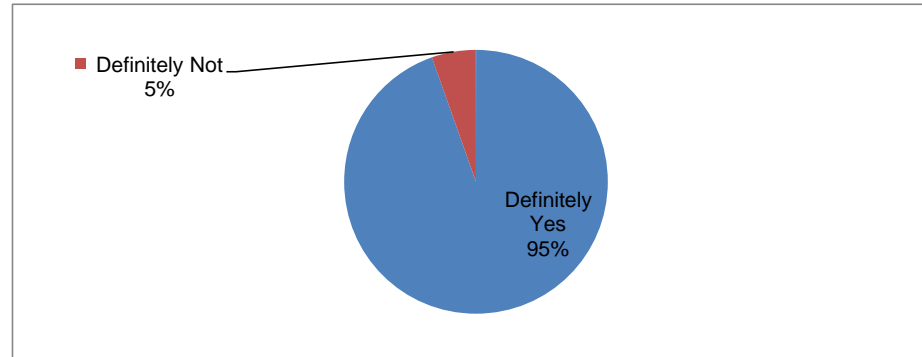
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	18	14.17%
Neutral	15	11.81%
Satisfied	94	74.02%
Subtotal	127	
N/A Responses	204	
<b>Total Responses</b>	<b>331</b>	



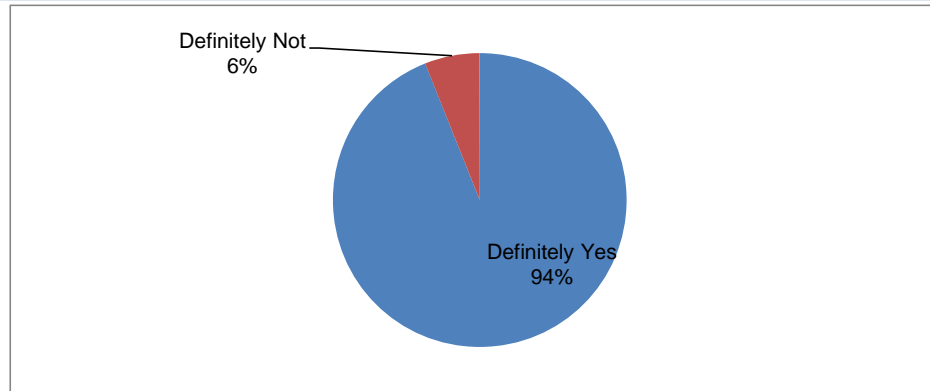
**Question 19: I would recommend this hospital to a friend or family member.**

Option	Count	Percent
Definitely Yes	296	94.57%
Definitely Not	17	5.43%
<b>Total Responses</b>	<b>313</b>	



**Question 20: If I needed to be in hospital again I would feel comfortable to return to this hospital.**

Option	Count	Percent
Definitely Yes	310	93.94%
Definitely Not	20	6.06%
<b>Total Responses</b>	<b>330</b>	



**Question 21: I would rate my overall satisfaction with my experience with the hospital as:**

1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	19	5.56%
Neutral	11	3.22%
Satisfied	312	91.23%
Subtotal	342	
N/A Responses	10	
<b>Total Responses</b>	<b>352</b>	

