

Patient Satisfaction Survey Results

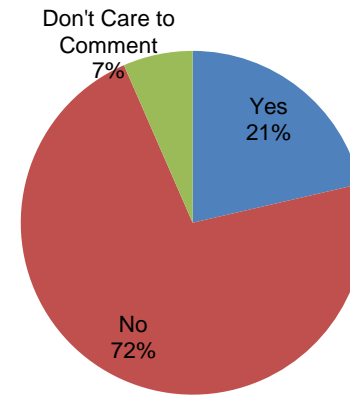
Survey Dates: June 17, 2015 - September 30, 2015

Total responses: 389

N/A Responses have been removed

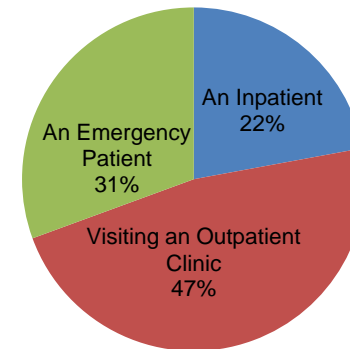
Do you identify yourself as Aboriginal, Metis, or Inuit:

Option	Count	Percent
Yes	62	21.38%
No	209	72.07%
Don't Care to Comment	19	6.55%
Total Responses	290	



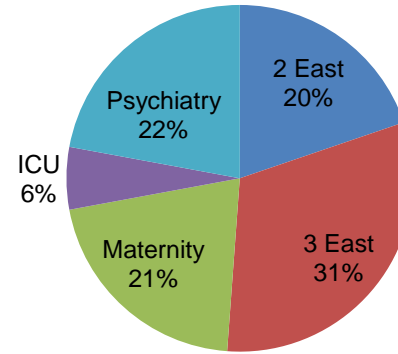
Were you:

Option	Count	Percent
An Inpatient	86	22.11%
Visiting an Outpatient Clinic	184	47.30%
An Emergency Patient	119	30.59%
Total Responses	389	



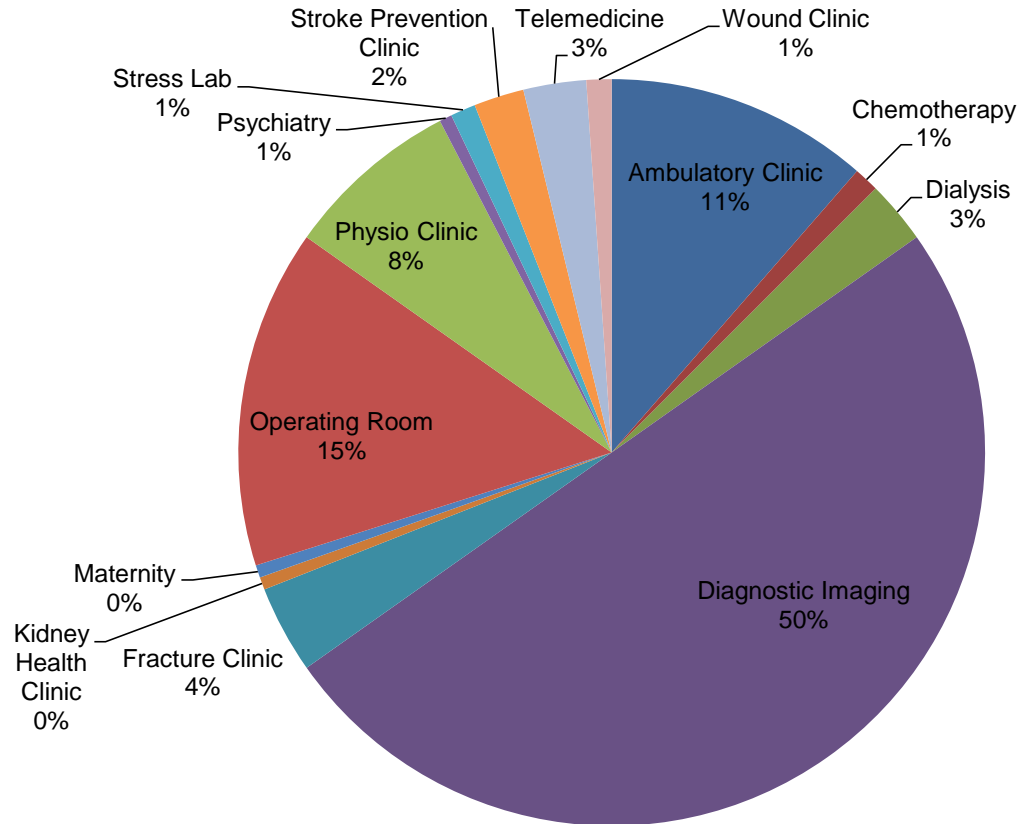
Which department were you an inpatient in:

Option	Count	Percent
2 East	17	19.77%
3 East	27	31.40%
Maternity	18	20.93%
ICU	5	5.81%
Psychiatry	19	22.09%
Total Responses	86	



Which outpatient clinic did you attend:

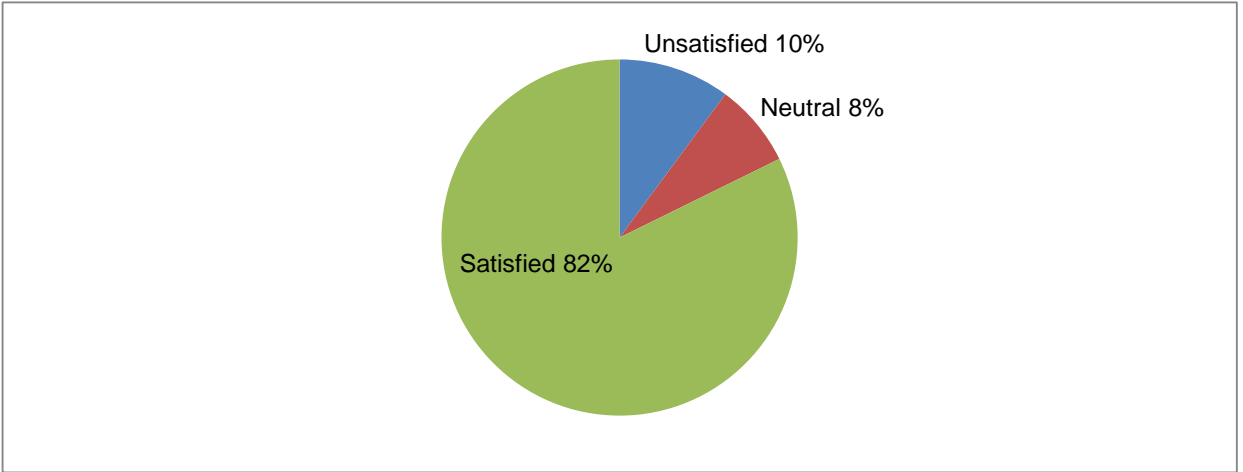
Option	Count	Percent
Ambulatory Clinic	21	11.41%
Chemotherapy	2	1.09%
Dialysis	5	2.72%
Diagnostic Imaging	92	50.00%
Fracture Clinic	7	3.80%
Kidney Health Clinic	1	0.54%
Maternity	1	0.54%
Operating Room	27	14.67%
Physio Clinic	14	7.61%
Psychiatry	1	0.54%
Stress Lab	2	1.09%
Stroke Prevention Clinic	4	2.17%
Telemedicine	5	2.72%
Wound Clinic	2	1.09%
Total Responses	184	



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

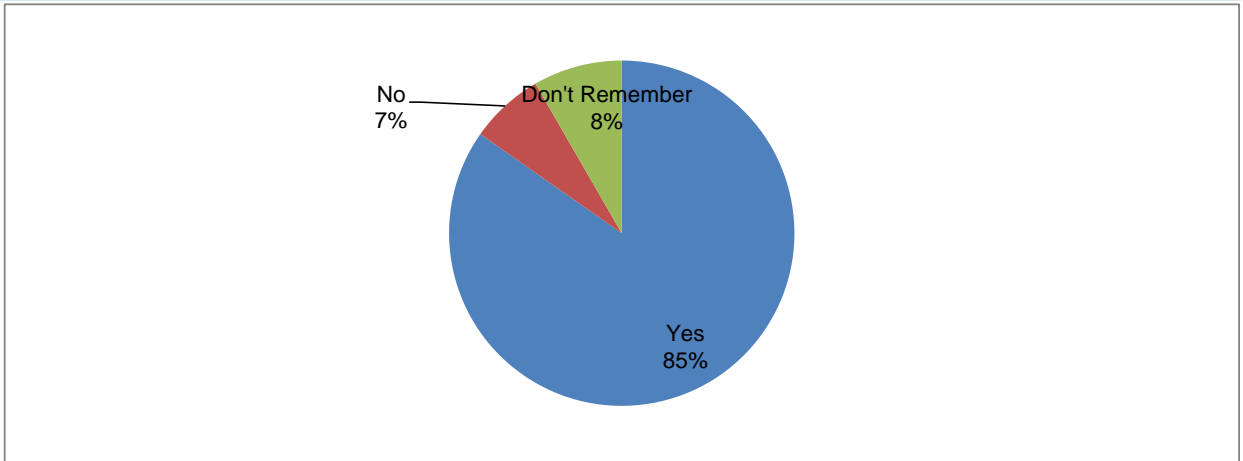
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	8	10.13%
Neutral	6	7.59%
Satisfied	65	82.28%
Total Responses	79	



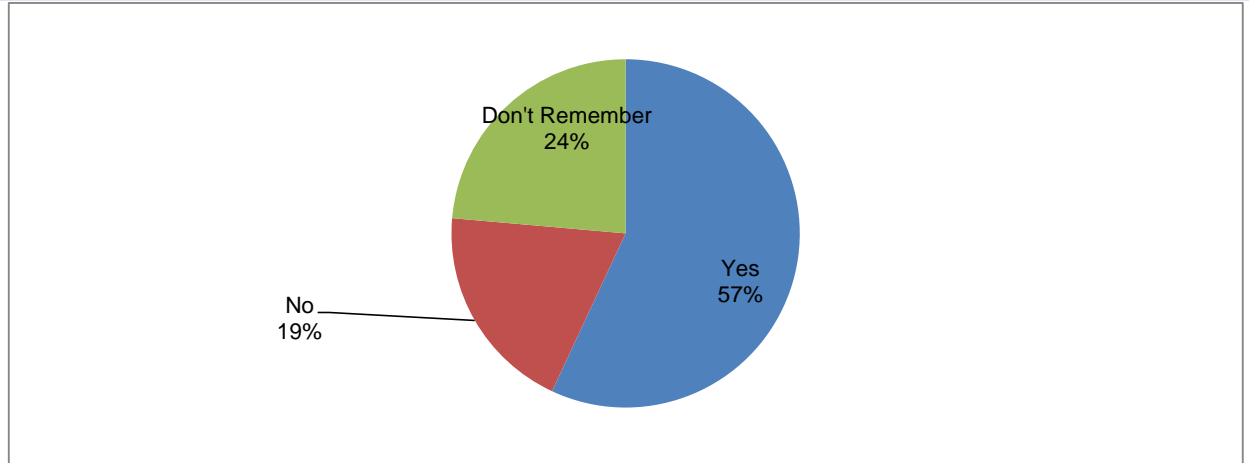
Question 2: I was shown where my call bell was:

Option	Count	Percent
Yes	61	84.72%
No	5	6.94%
Don't Remember	6	8.33%
Total Responses	72	



Question 3: If you were an inpatient, you were given a patient safety brochure called: "Your Healthcare, Be Involved":

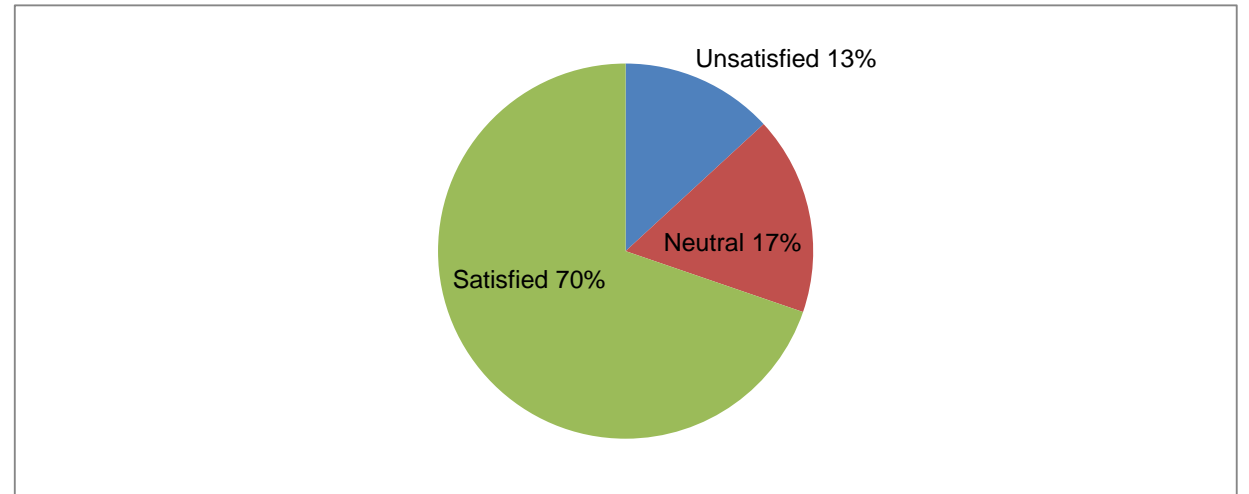
Option	Count	Percent
Yes	41	56.94%
No	14	19.44%
Don't Remember	17	23.61%
Total Responses	72	



Question 4: How satisfied were you with the food you received while an inpatient in the hospital:

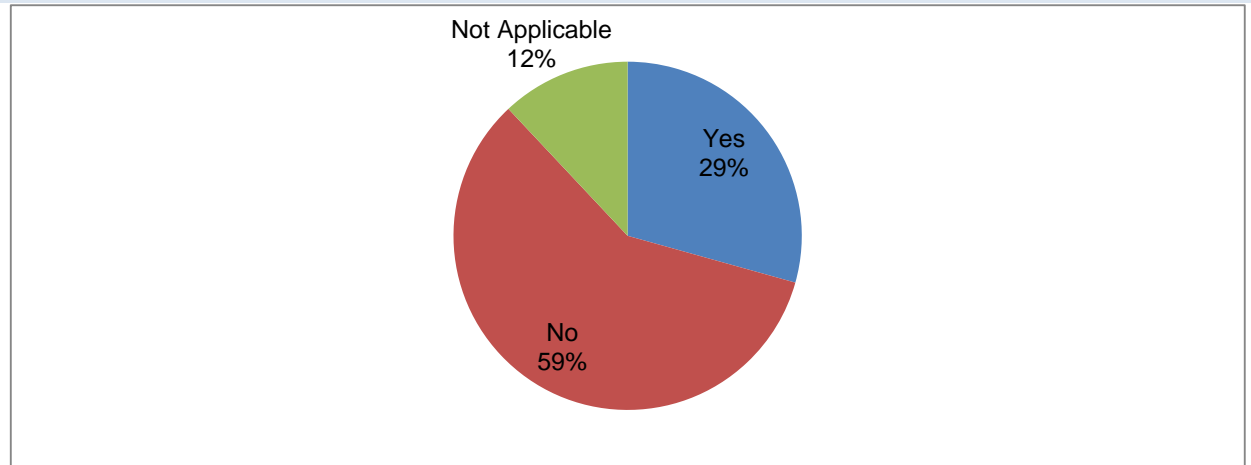
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	10	13.16%
Neutral	13	17.11%
Satisfied	53	69.74%
Total Responses	76	



Question 5: Did you order meals using "Room Service":

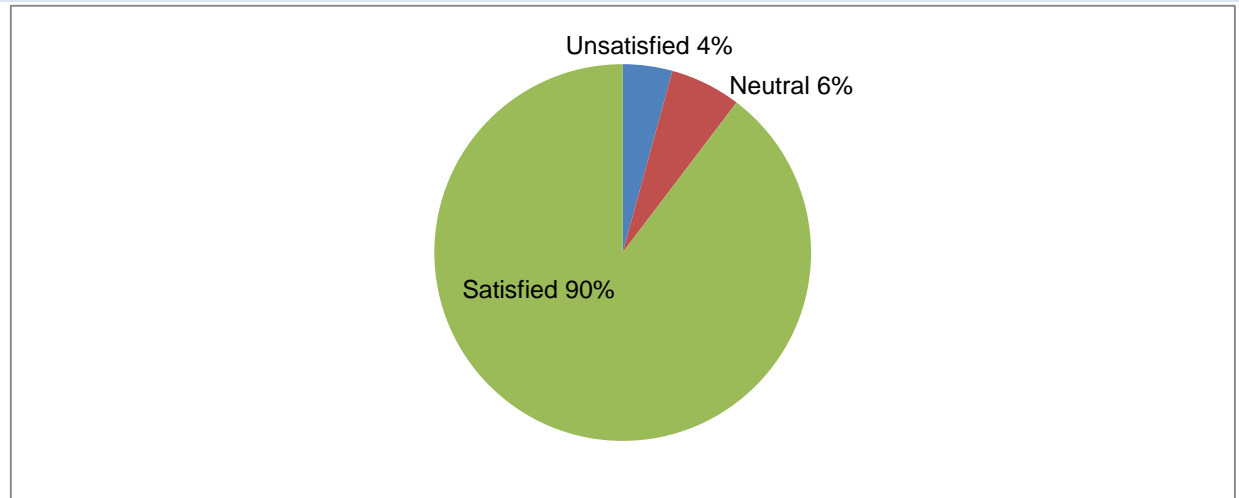
Option	Count	Percent
Yes	22	29.33%
No	44	58.67%
Not Applicable	9	12.00%
Total Responses	75	



Question 6: I received the information I needed from the doctor, nurses and other hospital staff to make decisions about my care:

1: unsatisfied -> 7: satisfied

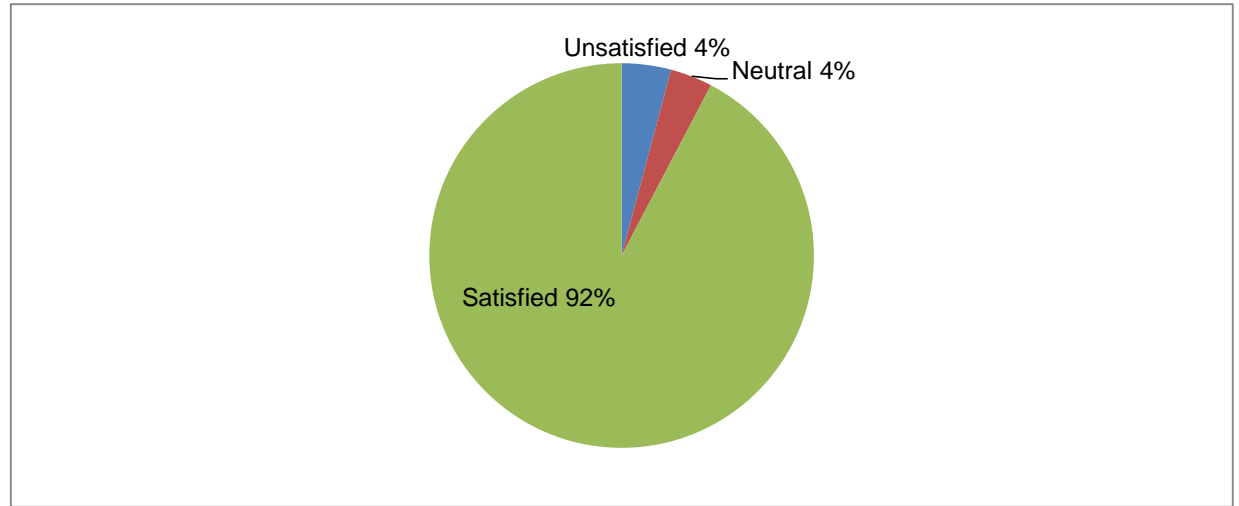
Option	Count	Percent
Unsatisfied	14	4.26%
Neutral	20	6.08%
Satisfied	295	89.67%
Total Responses	329	



Question 7: The doctor, nurses and other hospital staff listened to my concerns:

1: unsatisfied -> 7: satisfied

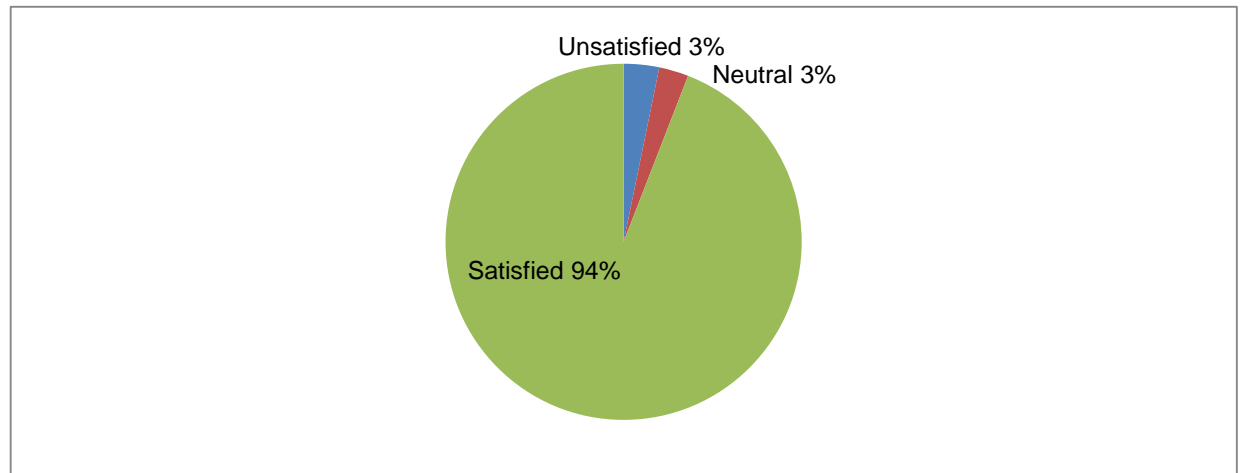
Option	Count	Percent
Unsatisfied	14	4.14%
Neutral	12	3.55%
Satisfied	312	92.31%
Total Responses	338	



Question 8: The doctor, nurses and other hospital staff treated me with respect:

1: unsatisfied -> 7: satisfied

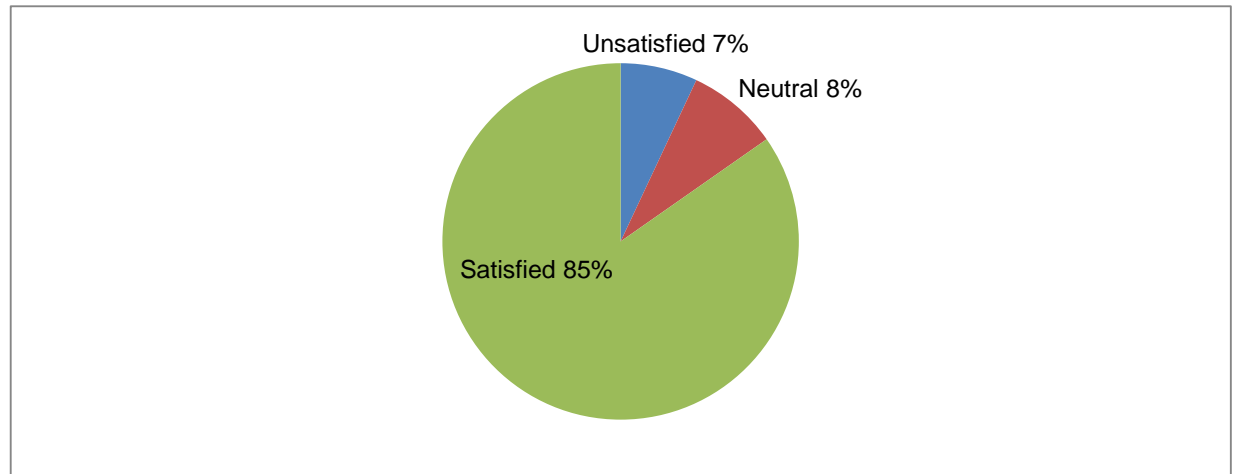
Option	Count	Percent
Unsatisfied	12	3.22%
Neutral	10	2.68%
Satisfied	351	94.10%
Total Responses	373	



Question 9: The doctor, nurses and other hospital staff were able to help me with my pain:

1: unsatisfied -> 7: satisfied

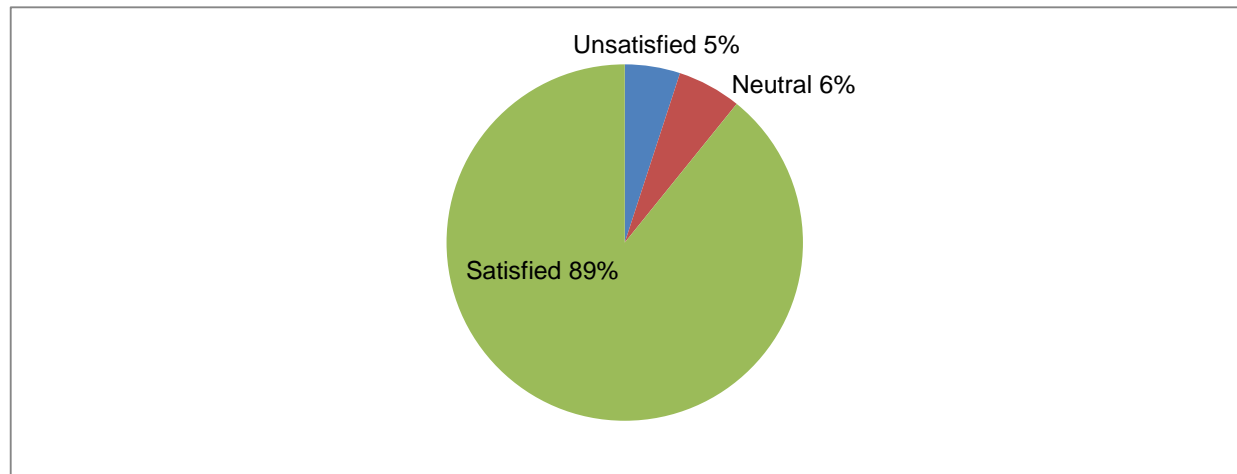
Option	Count	Percent
Unsatisfied	16	6.99%
Neutral	19	8.30%
Satisfied	194	84.72%
Total Responses	229	



Question 10: 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

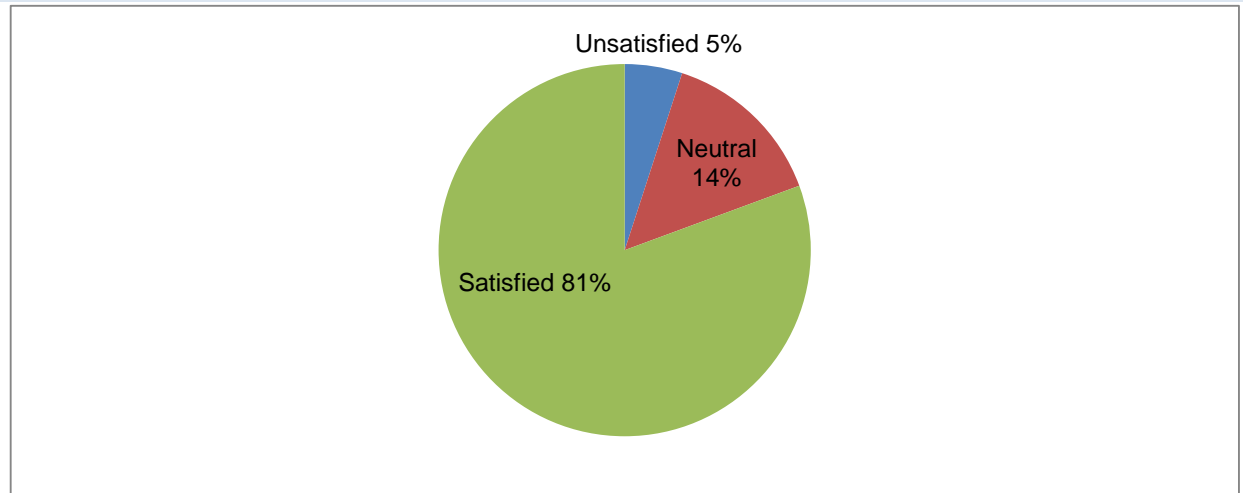
Option	Count	Percent
Unsatisfied	13	5.02%
Neutral	15	5.79%
Satisfied	231	89.19%
Total Responses	259	



Question 11: I felt that the doctor, nurses and other hospital staff were respectful of my cultural needs:

1: unsatisfied -> 7: satisfied

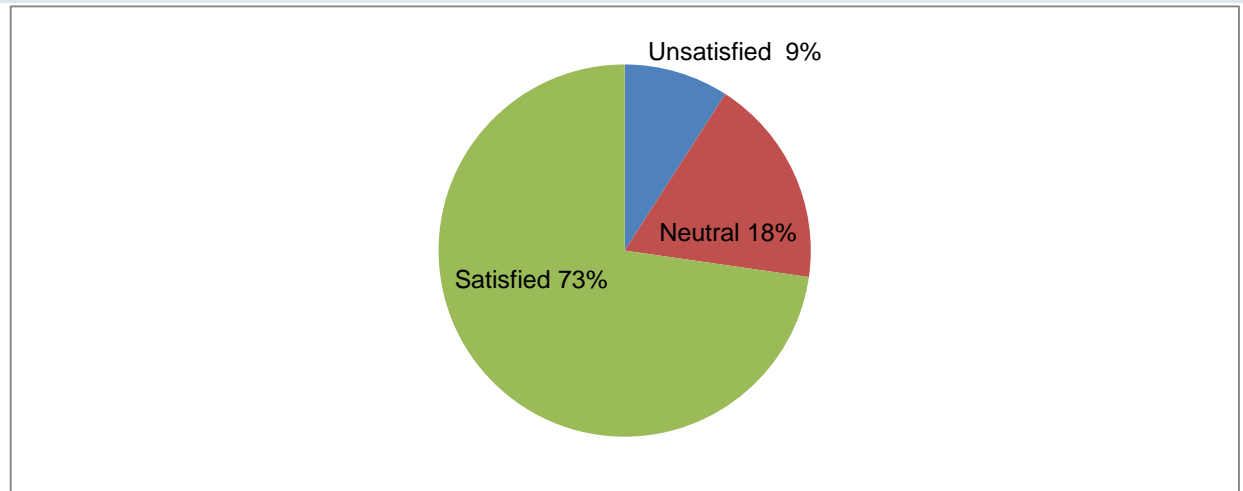
Option	Count	Percent
Unsatisfied	8	5.00%
Neutral	23	14.38%
Satisfied	129	80.63%
Total Responses	160	



Question 12: I felt that the doctor, nurses and other hospital staff were sensitive to my spiritual needs:

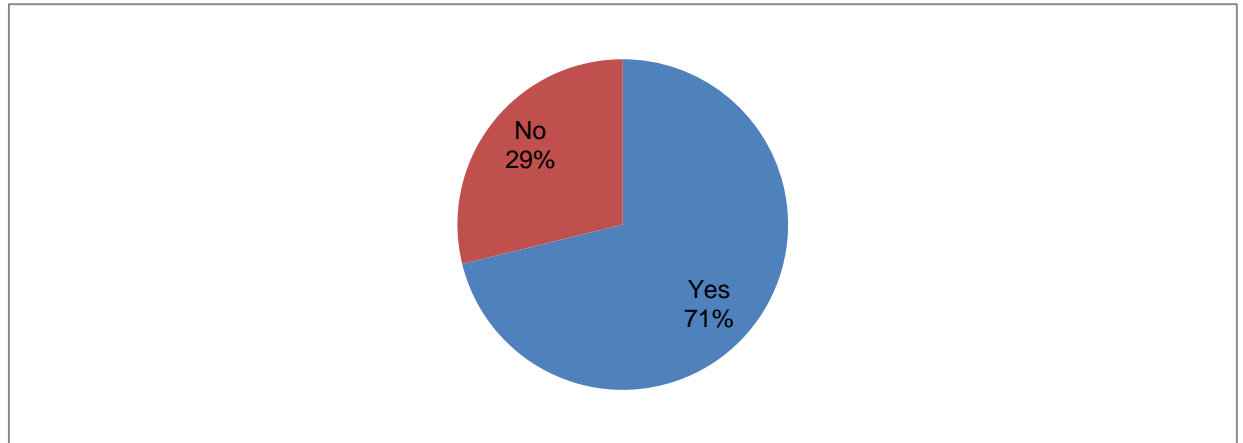
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	10	9.09%
Neutral	20	18.18%
Satisfied	80	72.73%
Total Responses	110	



Question 13: I am aware of the Aboriginal services in the hospital:

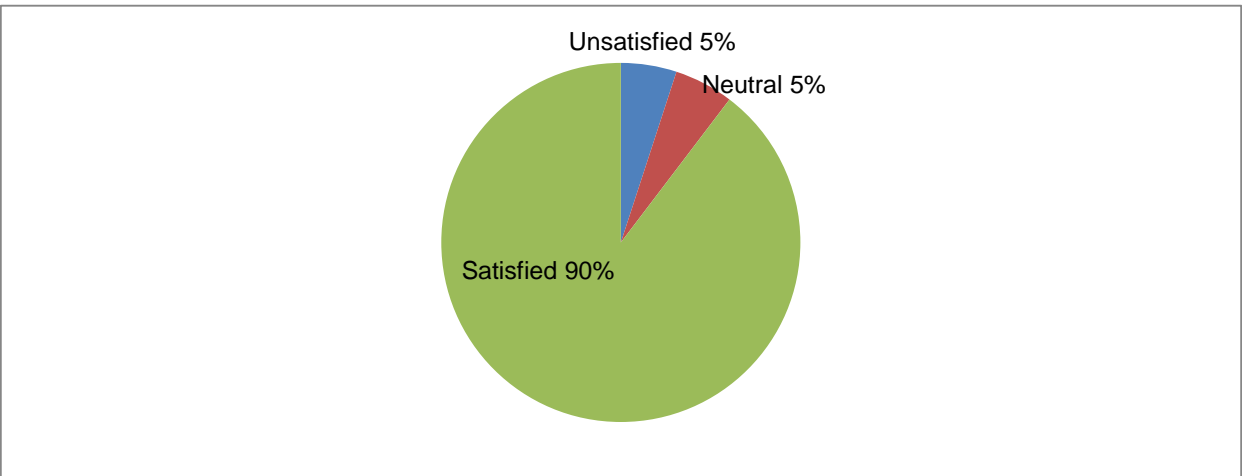
Option	Count	Percent
Yes	79	71.17%
No	32	28.83%
Total Responses	111	



Question 14: I felt that my hospital room and bathroom were clean:

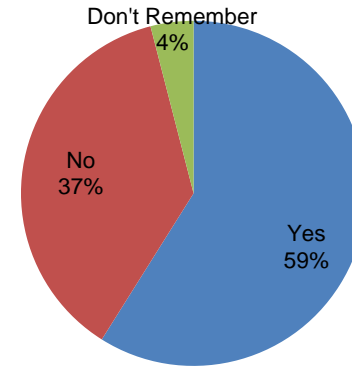
1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	16	5.02%
Neutral	17	5.33%
Satisfied	286	89.66%
Total Responses	319	



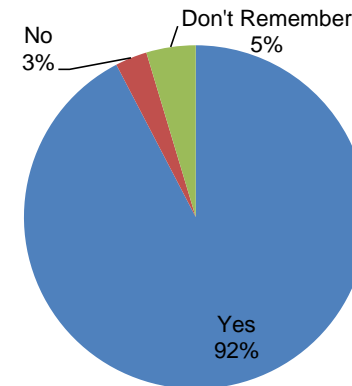
Question 15: I was told about, or given information on, the importance of hand washing:

Option	Count	Percent
Yes	132	58.93%
No	83	37.05%
Don't Remember	9	4.02%
Total Responses	224	



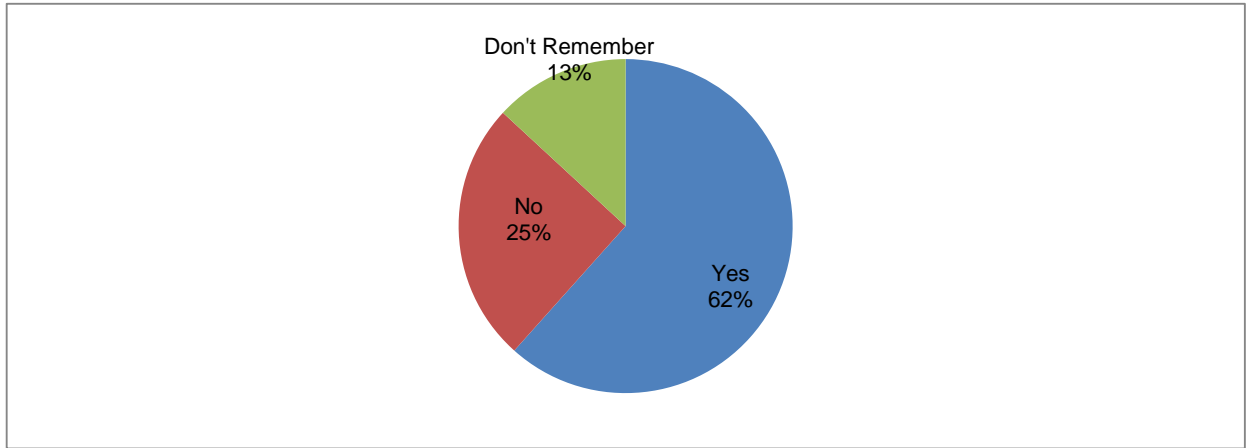
Question 16: I was asked my name and birthdate prior to receiving medications, treatments etc.:

Option	Count	Percent
Yes	338	92.35%
No	11	3.01%
Don't Remember	17	4.64%
Total Responses	366	



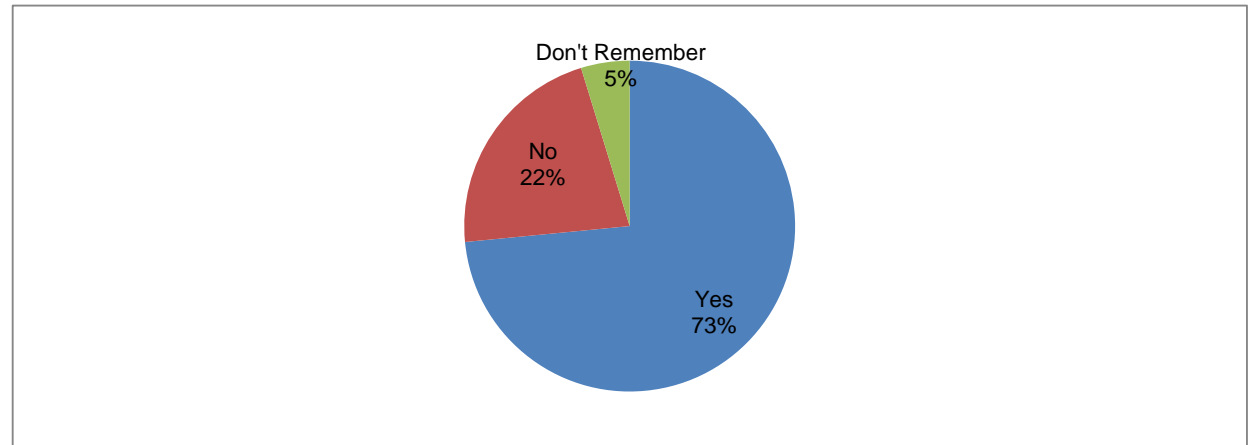
Question 17: I was asked about and/or given information on my risk of falling:

Option	Count	Percent
Yes	122	61.62%
No	50	25.25%
Don't Remember	26	13.13%
Total Responses	198	



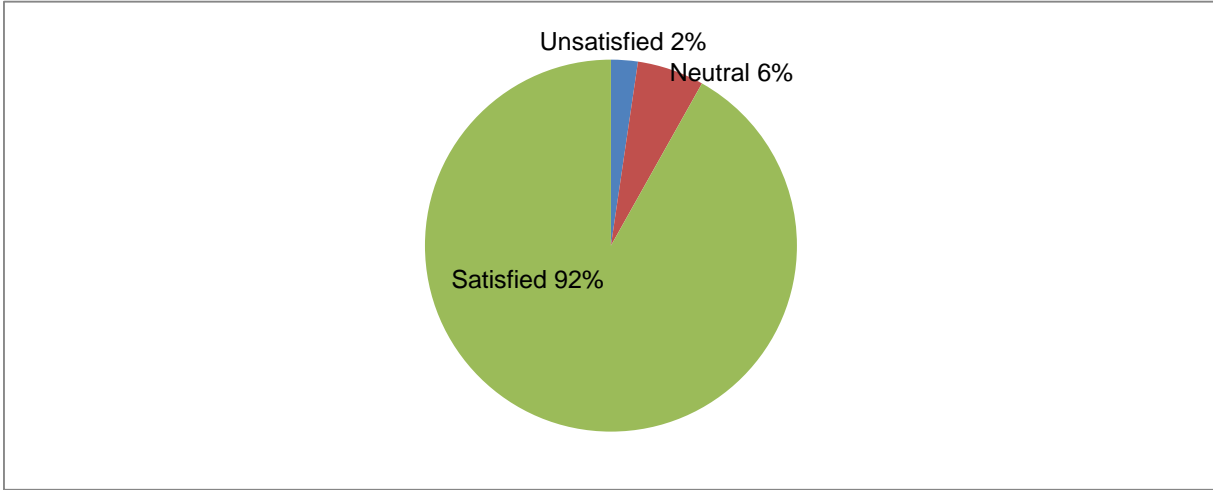
Question 18: I was asked for a list of my medications:

Option	Count	Percent
Yes	263	73.46%
No	78	21.79%
Don't Remember	17	4.75%
Total Responses	358	



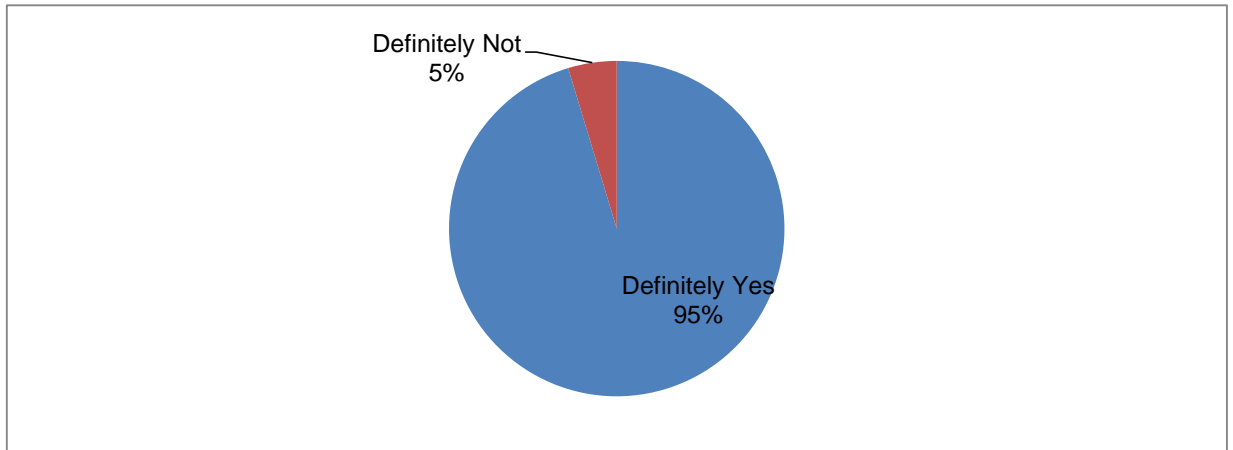
Question 19: The Laboratory staff member was courteous and professional when taking my blood:

Option	Count	Percent
Unsatisfied	4	2.33%
Neutral	10	5.81%
Satisfied	158	91.86%
Total Responses	172	



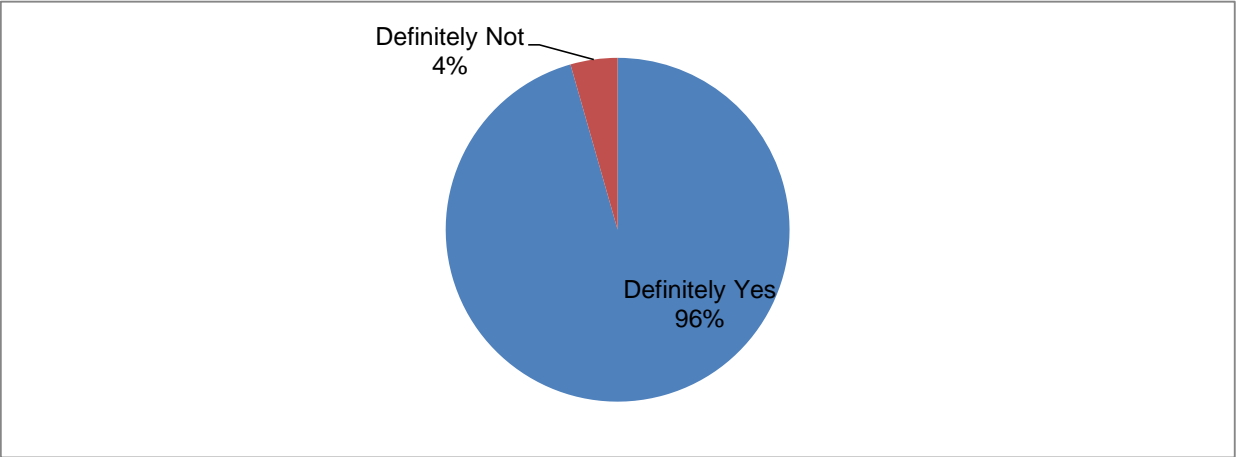
Question 20: I would recommend this hospital to a friend or family member:

Option	Count	Percent
Definitely Yes	326	95.32%
Definitely Not	16	4.68%
Total Responses	342	



Question 21: If I needed to be in hospital again I would feel comfortable to return to this hospital:

Option	Count	Percent
Definitely Yes	324	95.58%
Definitely Not	15	4.42%
Total Responses	339	



Question 22: I would rate my overall satisfaction with my experience with the hospital as:

1: unsatisfied -> 7: satisfied

Option	Count	Percent
Unsatisfied	17	4.68%
Neutral	14	3.86%
Satisfied	332	91.46%
Total Responses	363	

