

**Lake of the Woods
District Hospital**

**2020 – 2021
PATIENT
EXPERIENCE
SURVEY RESULTS
FOR INPATIENTS AND
OUTPATIENTS**

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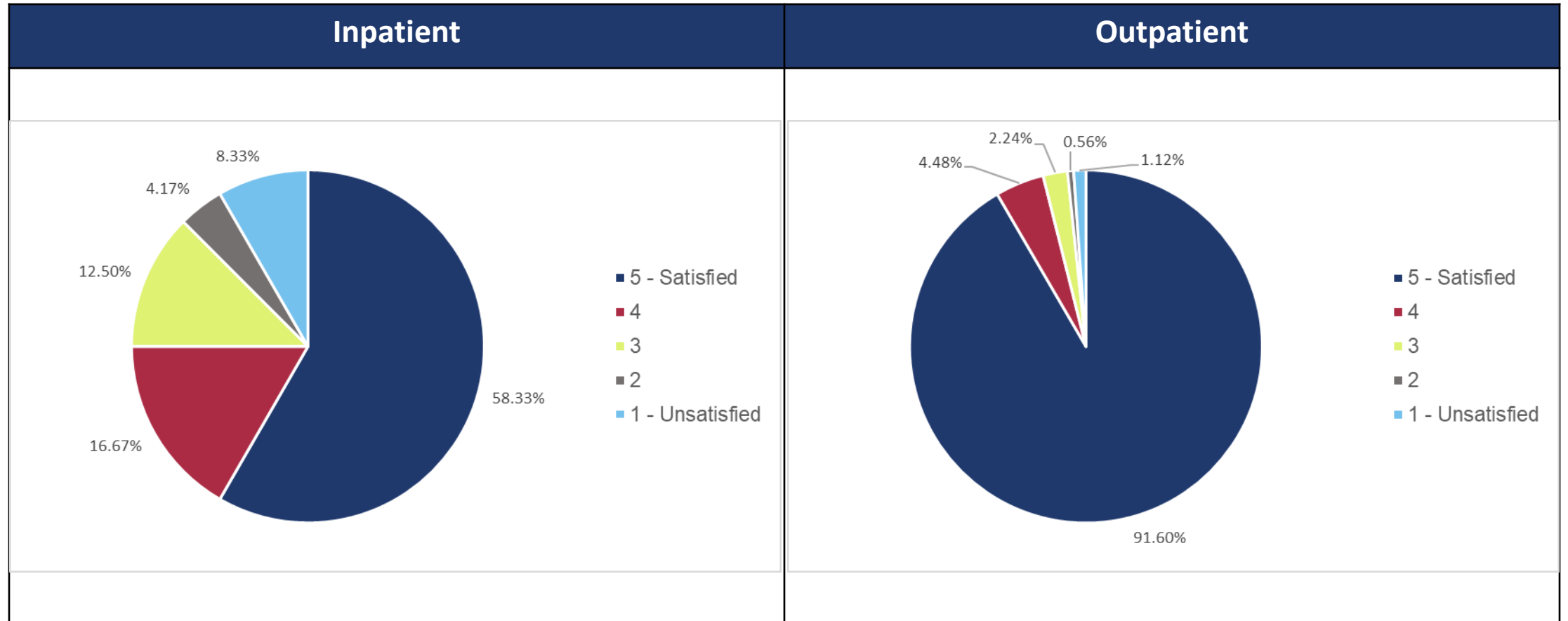
PATIENT EXPERIENCE SURVEY HIGHLIGHTS

- **Response rates:**

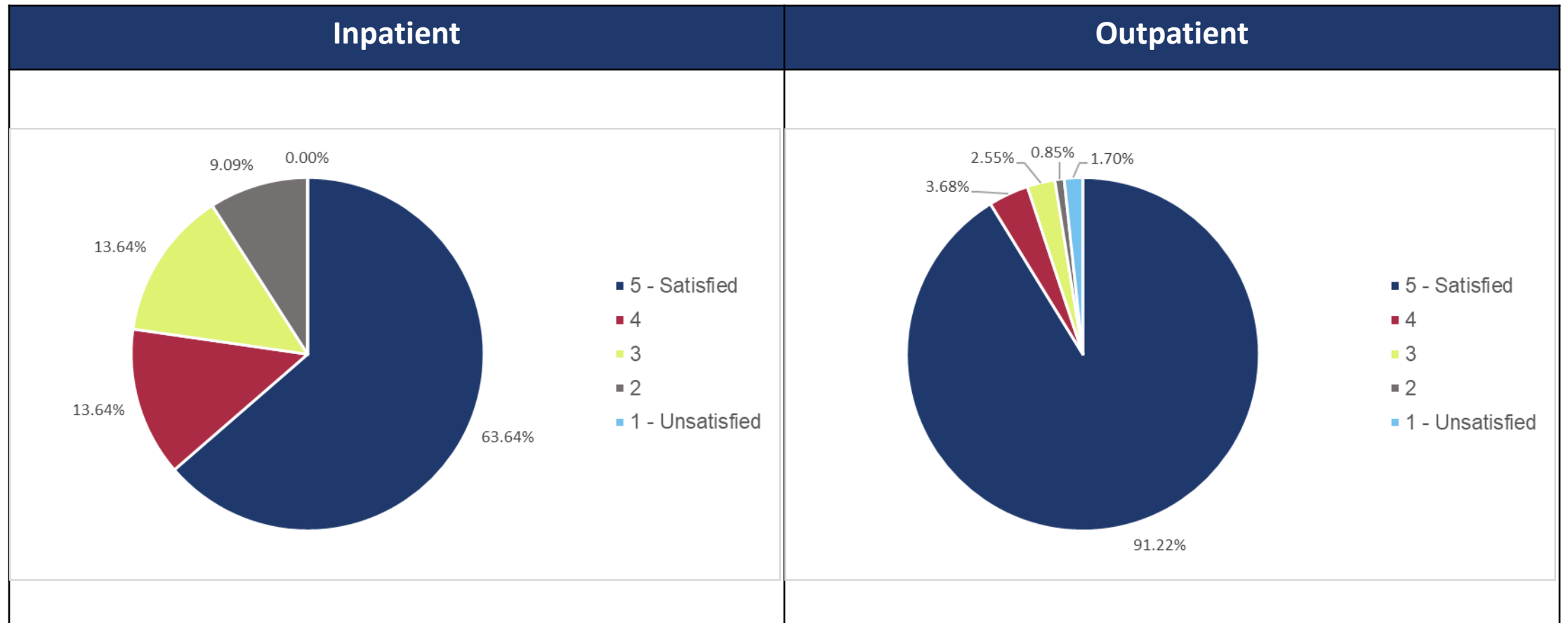
Inpatient	Outpatient
24 responses received	455 responses received

- **N/A responses have been removed.**
- **Survey was conducted from April 1, 2020 – March 31, 2021.**
- **Electronic and paper surveys were provided.**
- **The following slides will feature the responses to some of our key Patient Experience Survey questions.**

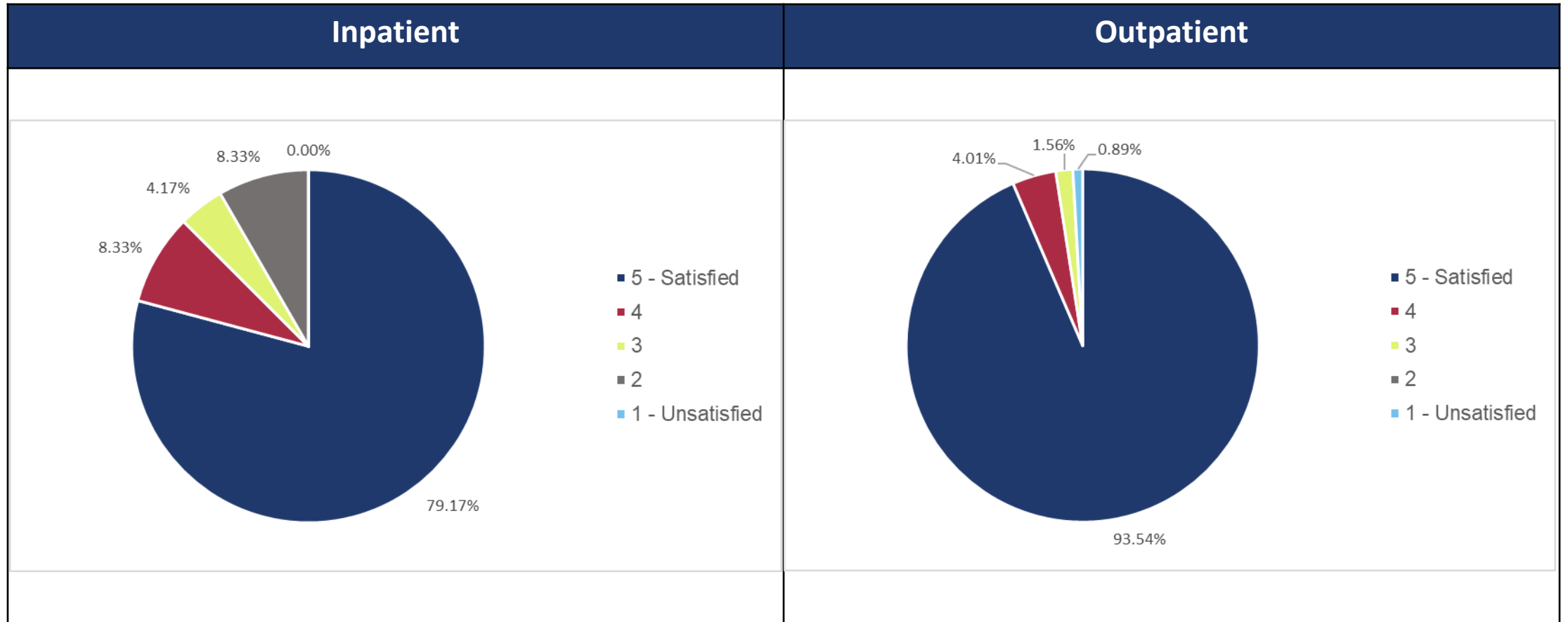
“I RECEIVED THE INFORMATION I NEEDED TO MAKE DECISIONS ABOUT MY CARE”:



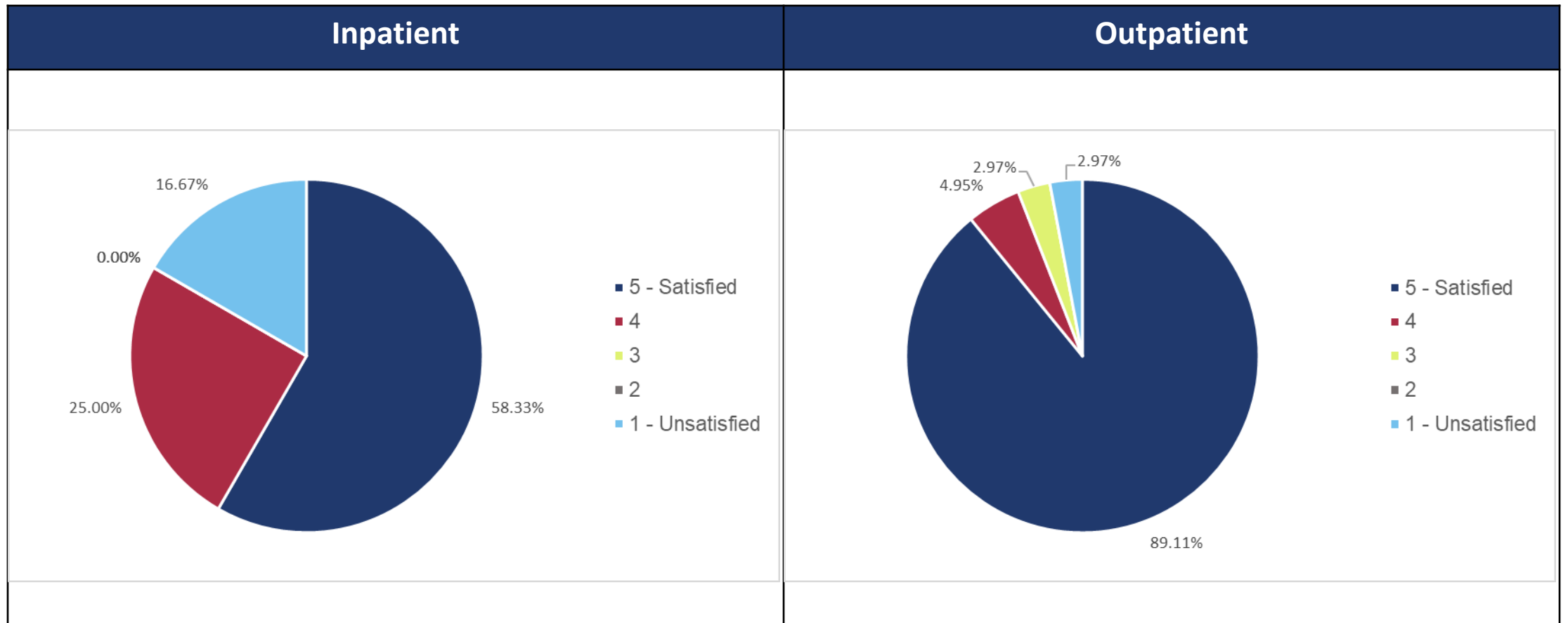
“MY CONCERNS WERE LISTENED TO”:



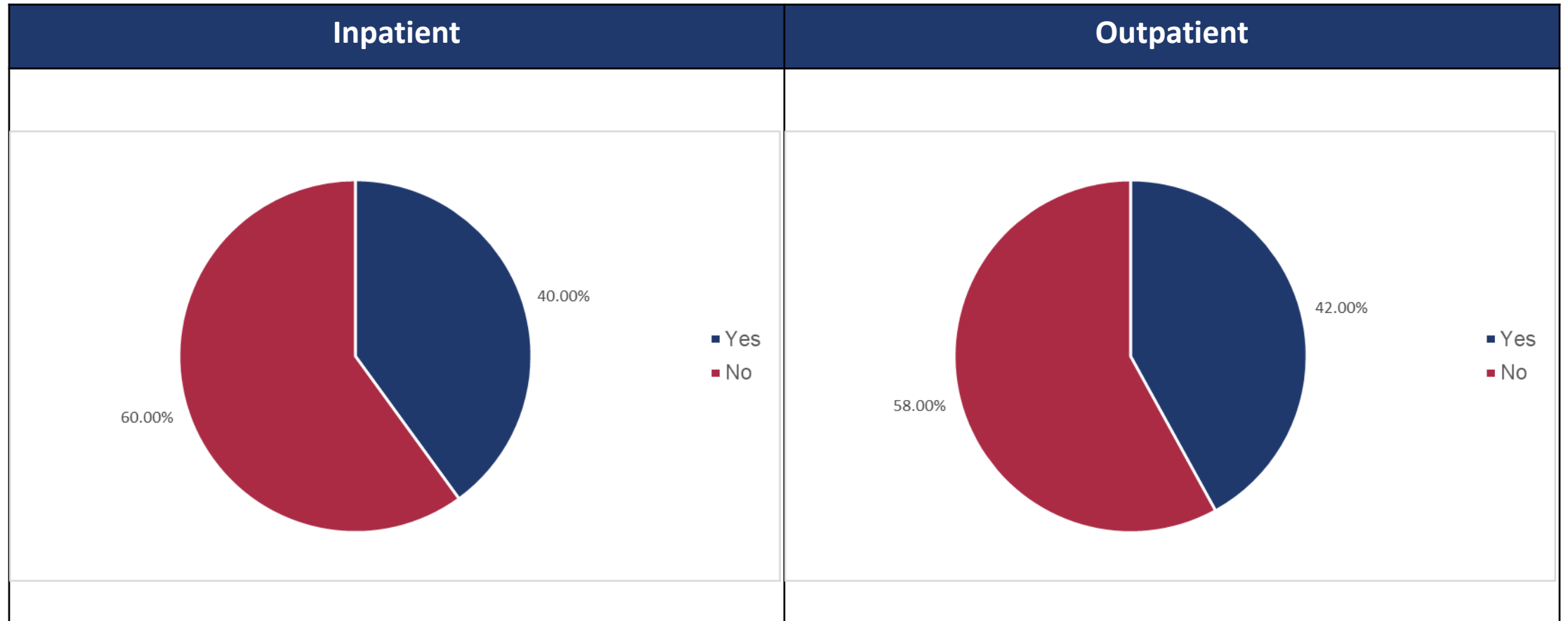
“I WAS TREATED WITH RESPECT”:



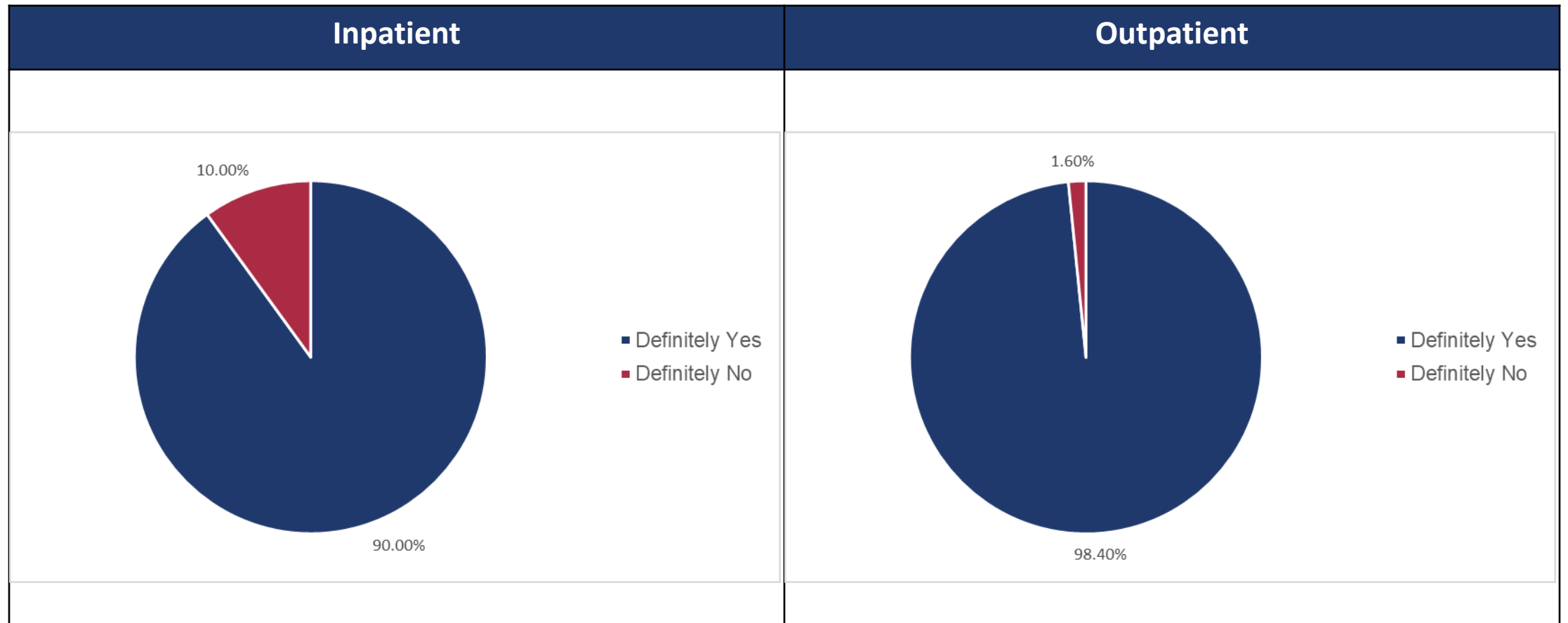
“I FELT THAT MY CULTURAL NEEDS WERE RESPECTED”:



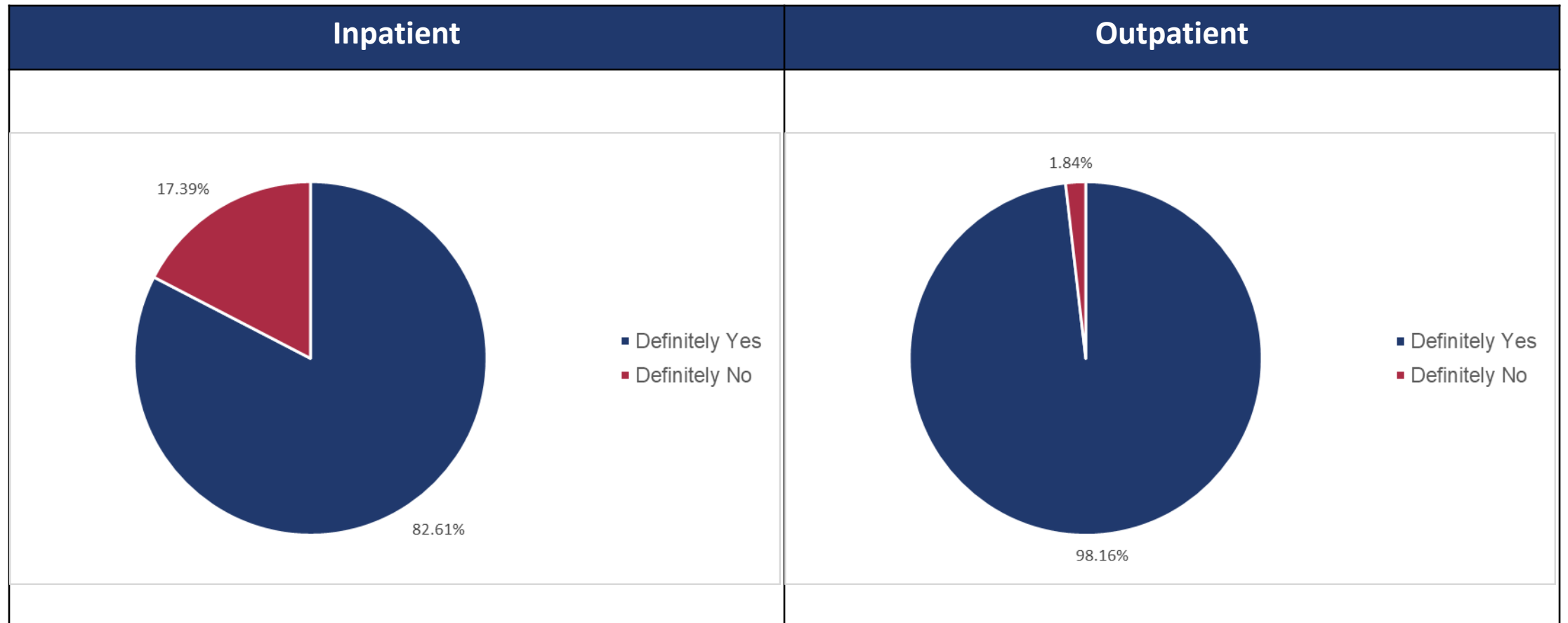
“IF YOU ARE INDIGENOUS, METIS, OR INUIT, WERE YOU AWARE OF THE FOLLOWING CULTURAL SUPPORT SERVICES PROVIDED IN THE HOSPITAL TO MEET YOUR NEEDS: TRADITIONAL HEALING, INTERPRETER SERVICES, AND CULTURAL SUPPORT”:



“I WOULD RECOMMEND THIS HOSPITAL TO A FRIEND OR FAMILY MEMBER”:



“IF I NEEDED TO BE IN HOSPITAL AGAIN, I WOULD FEEL COMFORTABLE TO RETURN TO THIS HOSPITAL”:



Thank you.

Questions?

