

## Outpatient Experience Survey Results

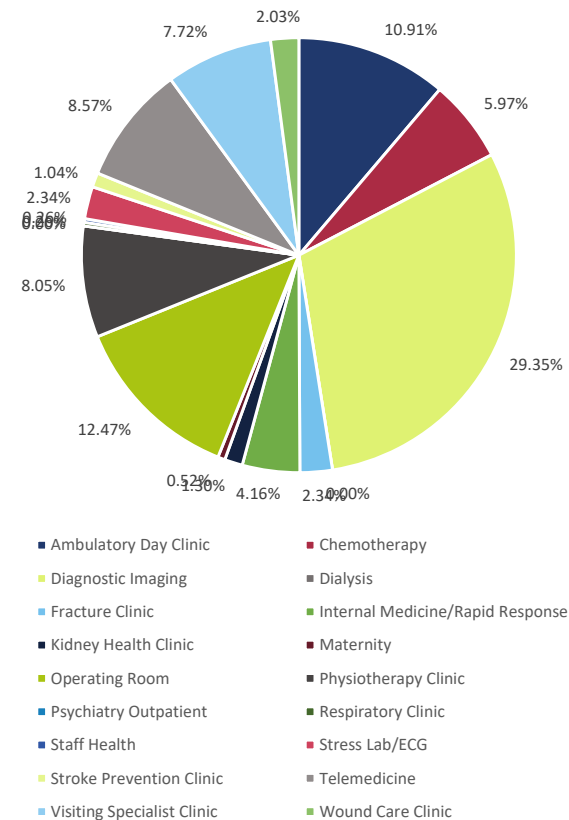
Survey Dates: April 1, 2019 - March 31, 2022

Total responses: 492

\*N/A Responses have been removed\*

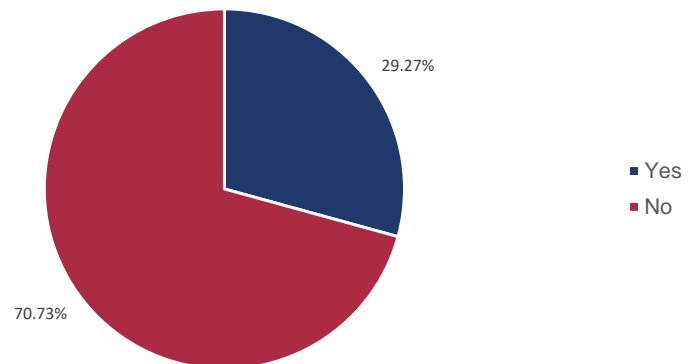
### 1.a.) Were you visiting an Outpatient Clinic?

Option	Count	Percent
Ambulatory Day Clinic	42	10.91%
Chemotherapy	23	5.97%
Diagnostic Imaging	113	29.35%
Dialysis	0	0.00%
Fracture Clinic	9	2.34%
Internal Medicine/Rapid Response	16	4.16%
Kidney Health Clinic	5	1.30%
Maternity	2	0.52%
Operating Room	48	12.47%
Physiotherapy Clinic	31	8.05%
Psychiatry Outpatient	0	0.00%
Respiratory Clinic	1	0.26%
Staff Health	1	0.26%
Stress Lab/ECG	9	2.34%
Stroke Prevention Clinic	4	1.04%
Telemedicine	33	8.57%
Visiting Specialist Clinic	38	7.72%
Wound Care Clinic	10	2.03%
<b>Total Responses:</b>	<b>385</b>	



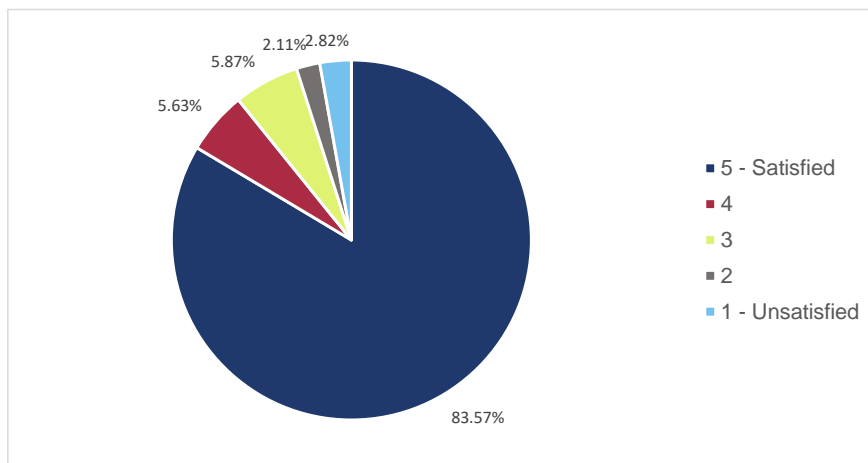
### 1.b.) Were you a patient of the Emergency Department?

Option	Count	Percent
Yes	144	29.27%
No	348	70.73%
<b>Total Responses</b>	<b>492</b>	



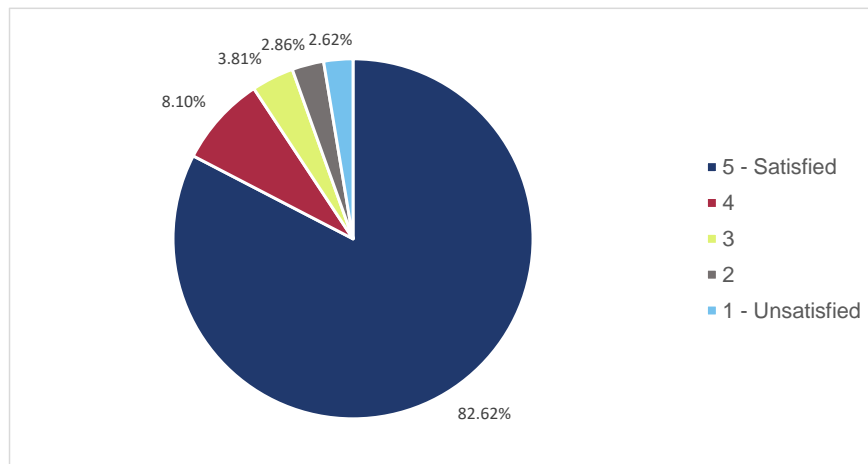
## 2.) I received the information I needed to make decisions about my care:

Option	Count	Percent
5 - Satisfied	356	83.57%
4	24	5.63%
3	25	5.87%
2	9	2.11%
1 - Unsatisfied	12	2.82%
<b>Total Responses</b>	<b>426</b>	



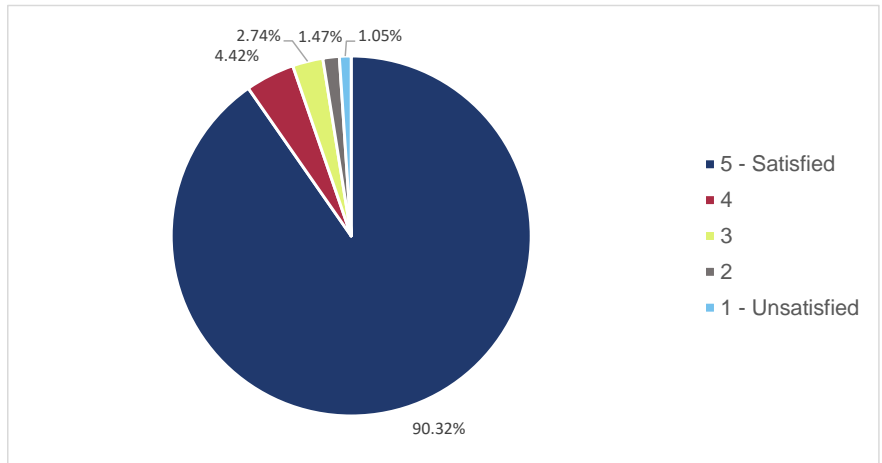
## 3.) My concerns were listened to:

Option	Count	Percent
5 - Satisfied	347	82.62%
4	34	8.10%
3	16	3.81%
2	12	2.86%
1 - Unsatisfied	11	2.62%
<b>Total Responses</b>	<b>420</b>	



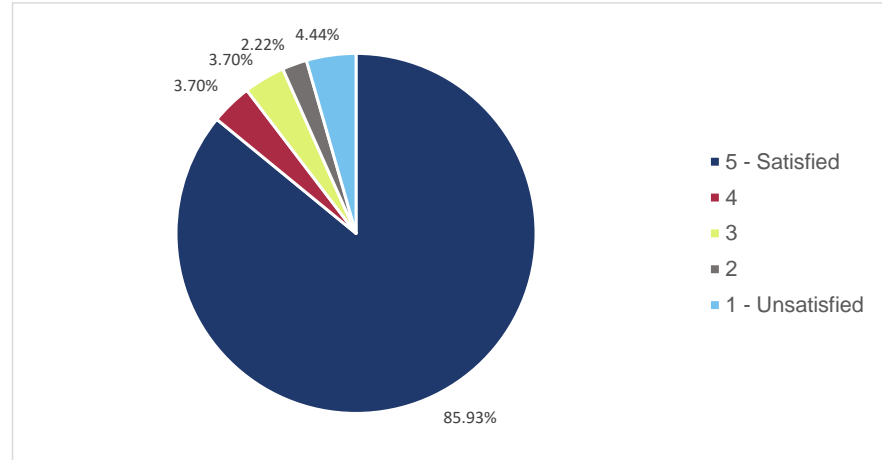
#### 4.) I was treated with respect:

Option	Count	Percent
5 - Satisfied	429	90.32%
4	21	4.42%
3	13	2.74%
2	7	1.47%
1 - Unsatisfied	5	1.05%
<b>Total Responses</b>	<b>475</b>	



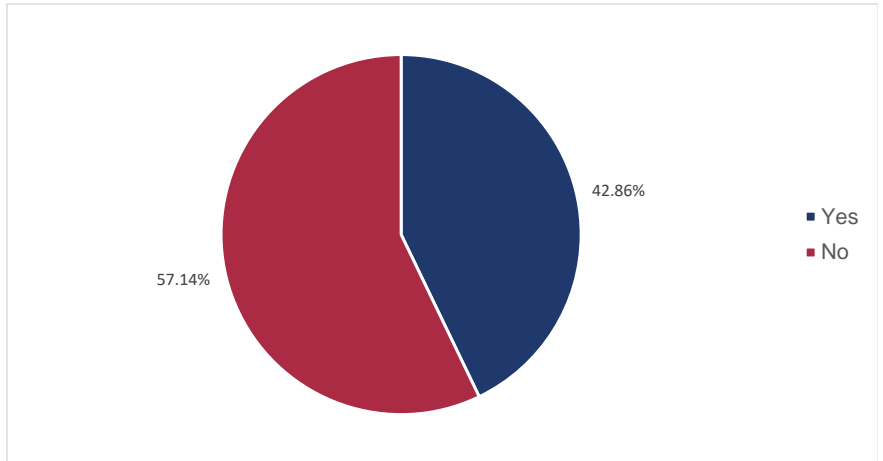
#### 8.) I felt that my cultural needs were respected:

Option	Count	Percent
5 - Satisfied	116	85.93%
4	5	3.70%
3	5	3.70%
2	3	2.22%
1 - Unsatisfied	6	4.44%
<b>Total Responses</b>	<b>135</b>	



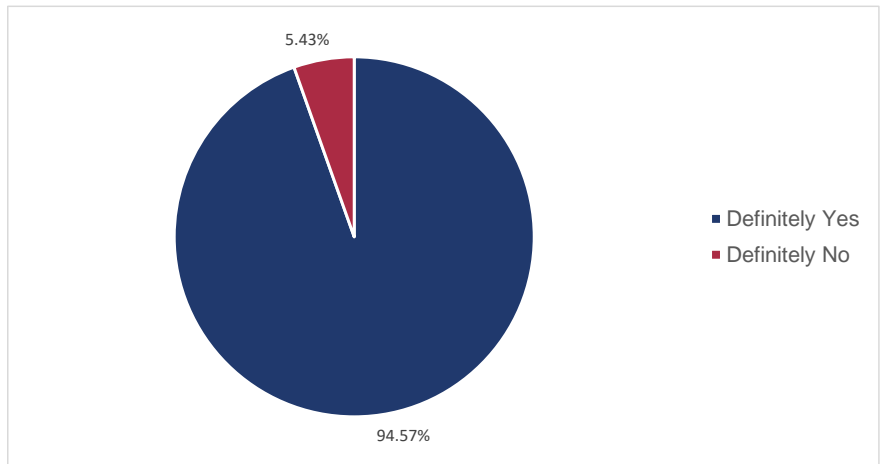
10.) If you are Indigenous, Metis, or Inuit, were you aware of the following cultural services provided in the hospital to meet your needs: Traditional Healing, Interpreter Services, and Cultural Support

Option	Count	Percent
Yes	21	42.86%
No	28	57.14%
<b>Total Responses</b>	<b>49</b>	



15.) I would recommend this hospital to a friend or family member:

Option	Count	Percent
Definitely Yes	383	94.57%
Definitely No	22	5.43%
<b>Total Responses</b>	<b>405</b>	



16.) If I needed to be in hospital again, I would feel comfortable to return to this hospital:

Option	Count	Percent
Definitely Yes	390	94.20%
Definitely No	24	5.80%
<b>Total Responses</b>	<b>414</b>	

