

Patient Experience Survey Results for Inpatients

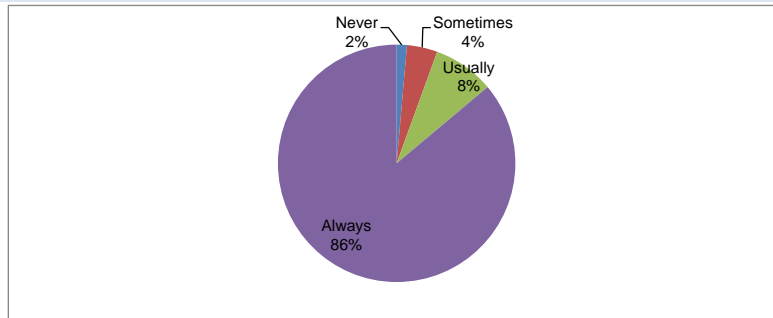
Survey Dates: July 25, 2016- December 31, 2016

Total responses: 72

N/A Responses have been removed

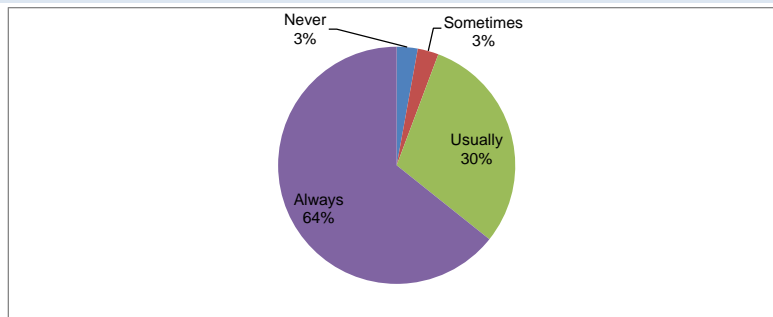
1.) During this hospital stay, how often did nurses treat you with courtesy and respect?

Option	Count	Percent
Never	1	1.39%
Sometimes	3	4.17%
Usually	6	8.33%
Always	62	86.11%
	72	



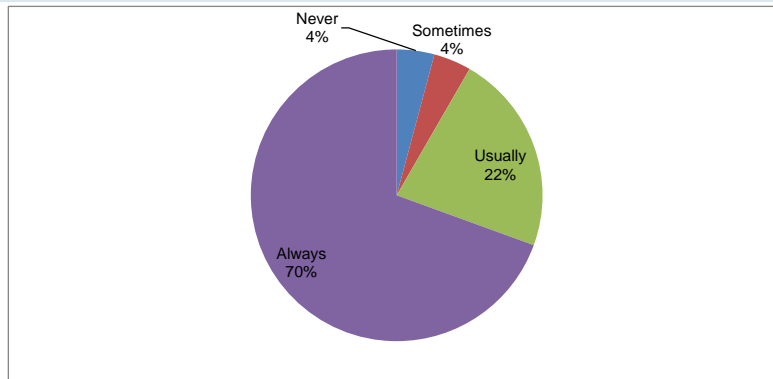
2.) During this hospital stay, how often did nurses listen carefully to you?

Option	Count	Percent
Never	2	2.86%
Sometimes	2	2.86%
Usually	21	30.00%
Always	45	64.29%
	70	



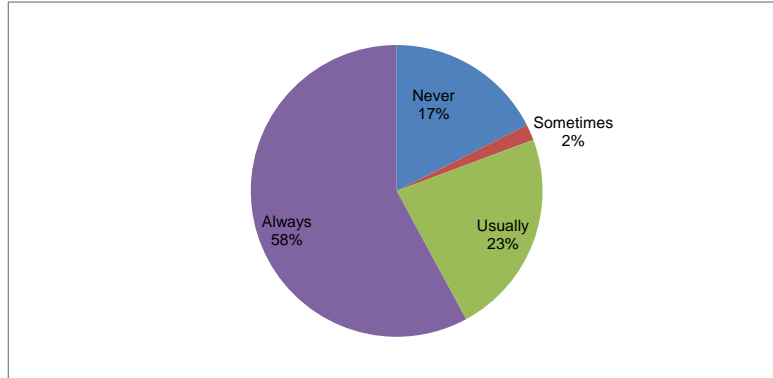
3.) During this hospital stay, how often did nurse explain things in a way you could understand?

Option	Count	Percent
Never	3	4.17%
Sometimes	3	4.17%
Usually	16	22.22%
Always	50	69.44%
	72	



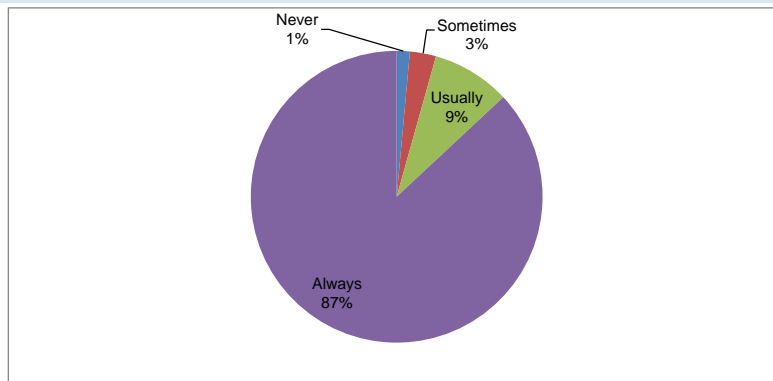
4.) During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

Option	Count	Percent
Never	10	17.54%
Sometimes	1	1.75%
Usually	13	22.81%
Always	33	57.89%
	57	



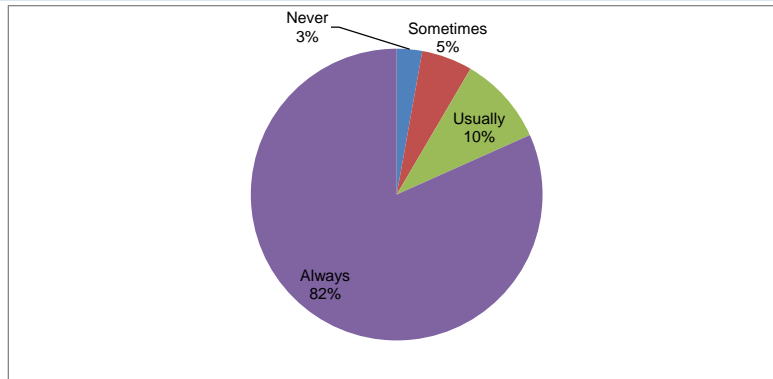
5.) During this hospital stay, how often did doctors treat you with courtesy and respect?

Option	Count	Percent
Never	1	1.45%
Sometimes	2	2.90%
Usually	6	8.70%
Always	60	86.96%
	69	



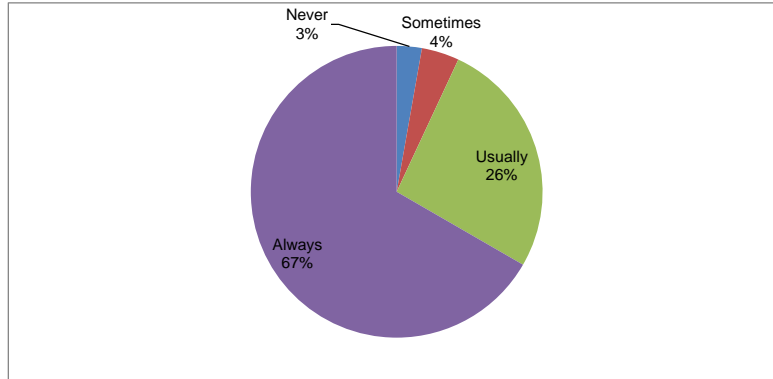
6.) During this hospital stay, how often did doctors listen carefully to you?

Option	Count	Percent
Never	2	2.82%
Sometimes	4	5.63%
Usually	7	9.86%
Always	58	81.69%
	71	



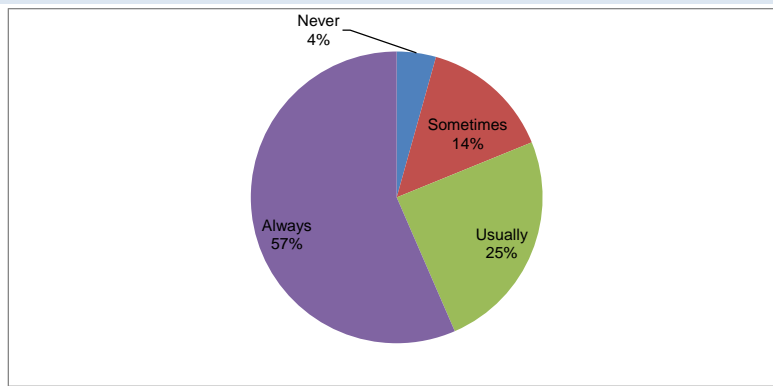
7.) During this hospital stay, how often did doctors explain things in a way you could understand?

Option	Count	Percent
Never	2	2.78%
Sometimes	3	4.17%
Usually	19	26.39%
Always	48	66.67%
		72



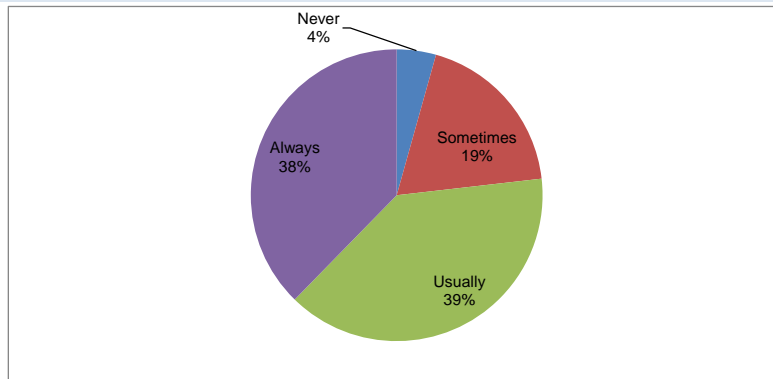
8.) During this hospital stay, how often were your room and bathroom kept clean?

Option	Count	Percent
Never	3	4.35%
Sometimes	10	14.49%
Usually	17	24.64%
Always	39	56.52%
		69



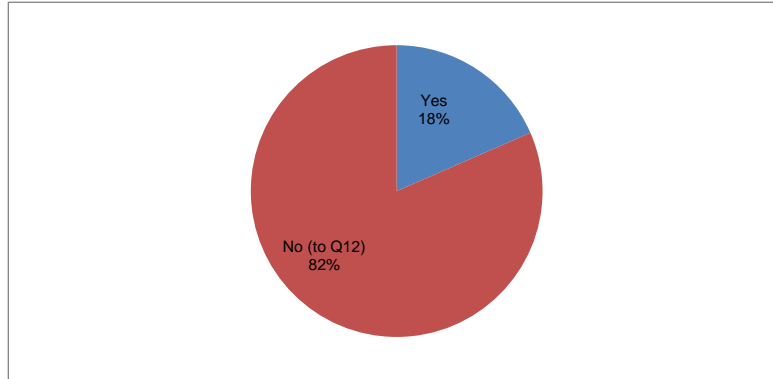
9.) During this hospital stay, how often was the area around your room quiet at night?

Option	Count	Percent
Never	3	4.35%
Sometimes	13	18.84%
Usually	27	39.13%
Always	26	37.68%
		69



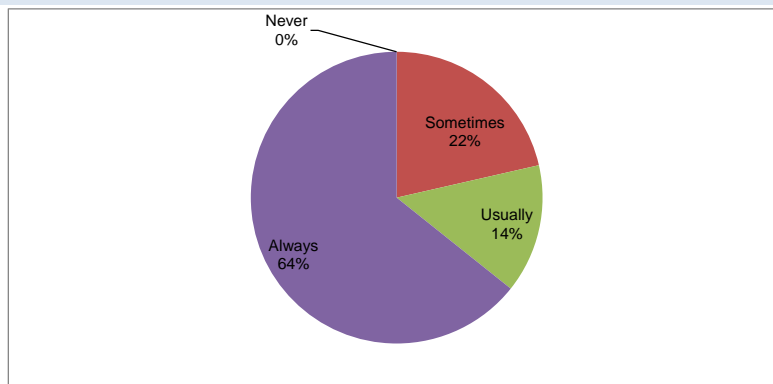
10.) During this hospital stay, did you need help from nurses or other hospital staff in using a bedpan?

Option	Count	Percent
Yes	12	18.46%
No (to Q12)	53	81.54%
		65



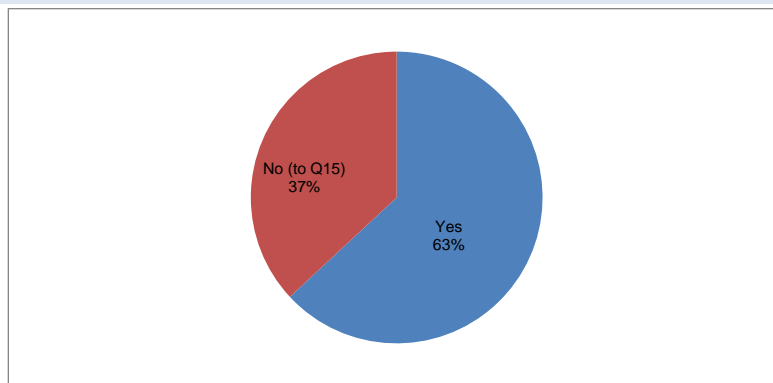
11.) How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

Option	Count	Percent
Never	0	0.00%
Sometimes	3	21.43%
Usually	2	14.29%
Always	9	64.29%
		14



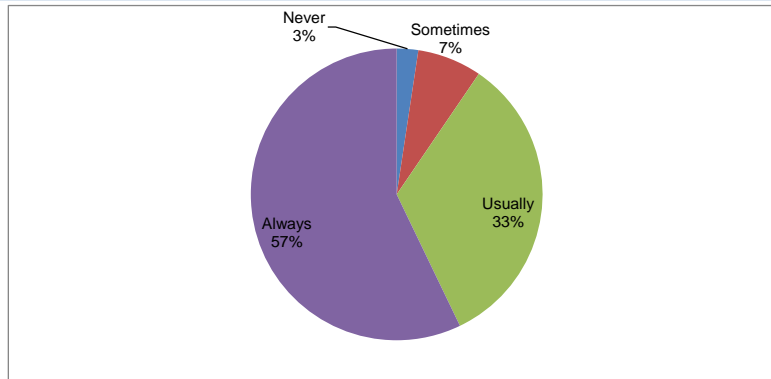
12.) During this hospital stay, did you need medicine for pain?

Option	Count	Percent
Yes	41	63.08%
No (to Q15)	24	36.92%
		65



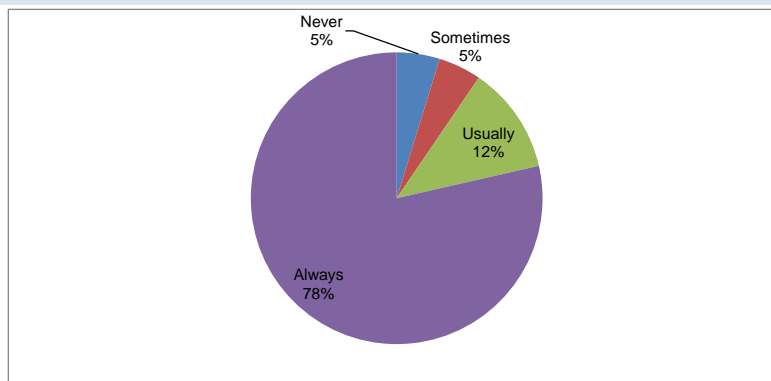
13.) During this hospital stay, how often was your pain well controlled?

Option	Count	Percent
Never	1	2.38%
Sometimes	3	7.14%
Usually	14	33.33%
Always	24	57.14%
	42	



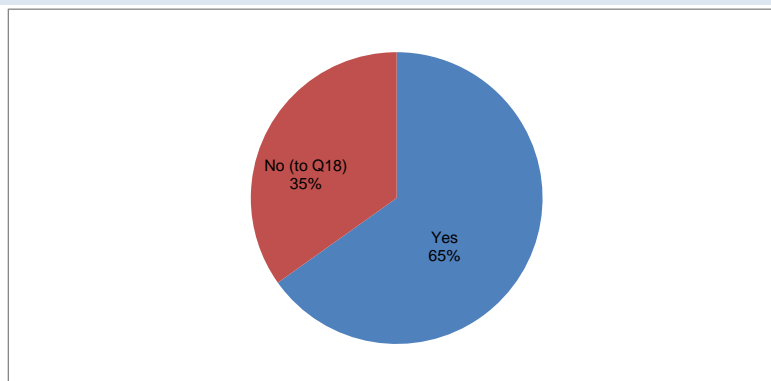
14.) During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

Option	Count	Percent
Never	2	4.76%
Sometimes	2	4.76%
Usually	5	11.90%
Always	33	78.57%
	42	



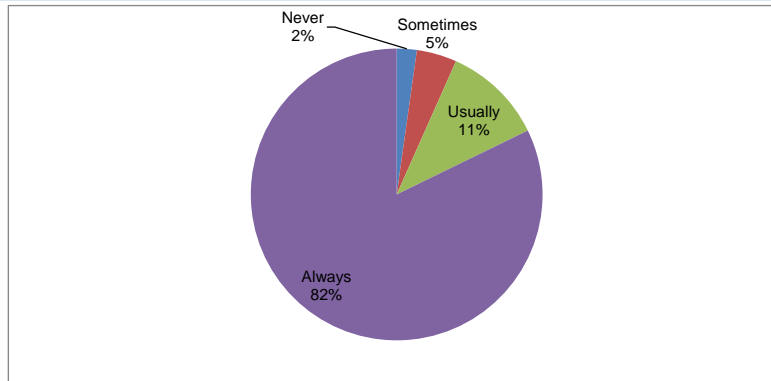
15.) During this hospital stay, were you given any medicine that you had not taken before?

Option	Count	Percent
Yes	43	65.15%
No (to Q18)	23	34.85%
	66	



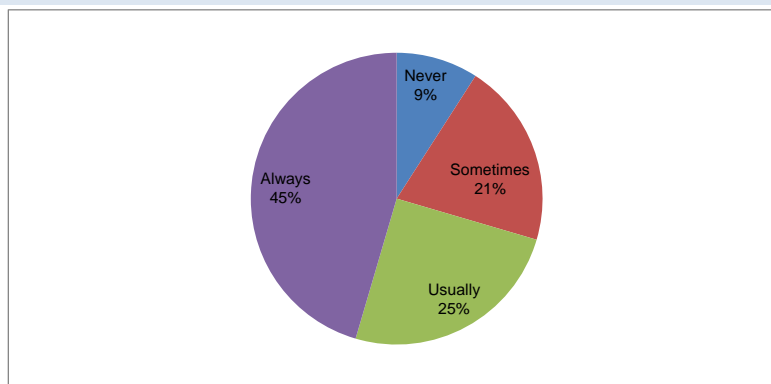
16.) Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

Option	Count	Percent
Never	1	2.22%
Sometimes	2	4.44%
Usually	5	11.11%
Always	37	82.22%
		45



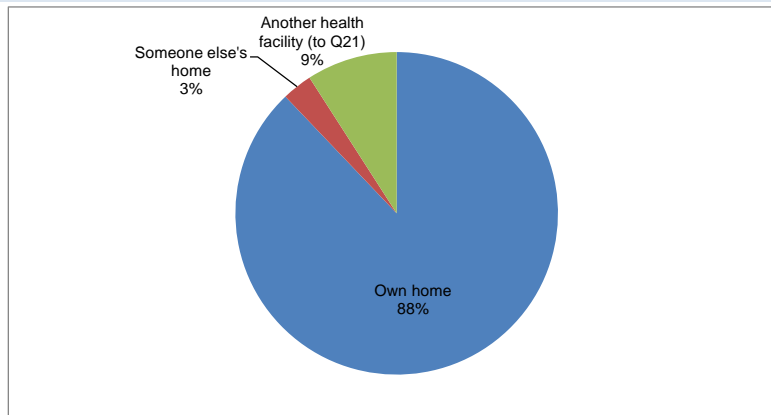
17.) Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

Option	Count	Percent
Never	4	9.09%
Sometimes	9	20.45%
Usually	11	25.00%
Always	20	45.45%
		44



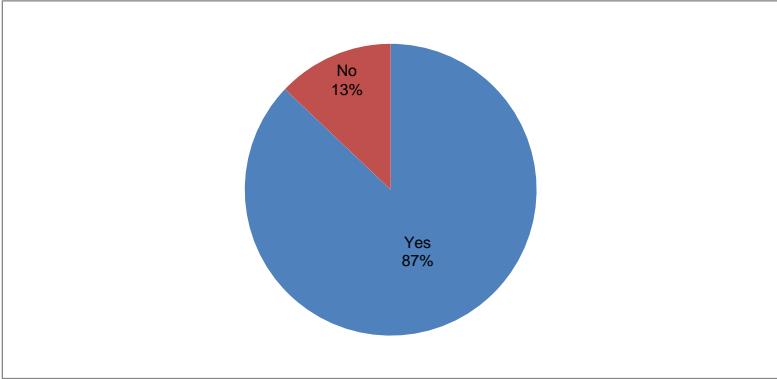
18.) After you left the hospital, did you go directly to your own home, to someone else's home or to another facility?

Option	Count	Percent
Own home	58	87.88%
Someone else's home	2	3.03%
Another health facility (to Q21)	6	9.09%
		66



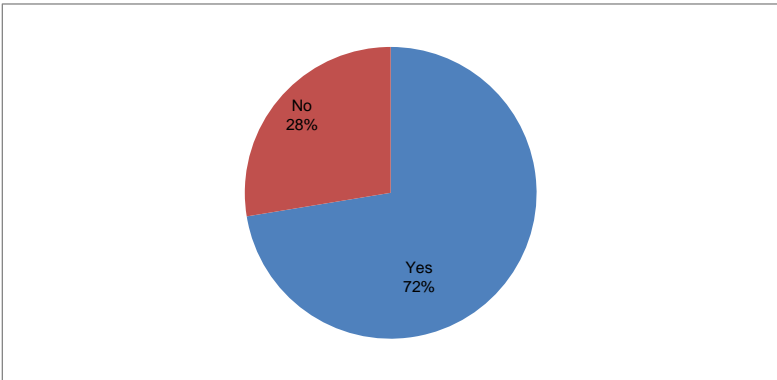
19.) During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

Option	Count	Percent
Yes	54	87.10%
No	8	12.90%
		62



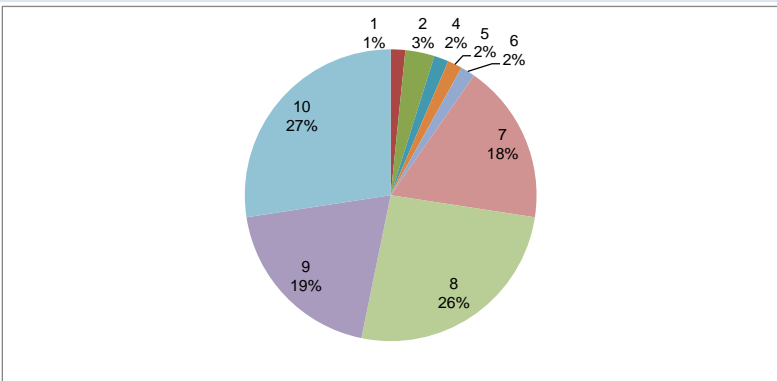
20.) During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

Option	Count	Percent
Yes	42	72.41%
No	16	27.59%
		58



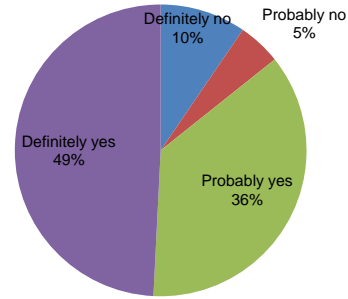
21.) Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

Option	Count	Percent
0	0	0.00%
1	1	1.61%
2	2	3.23%
3	0	0.00%
4	1	1.61%
5	1	1.61%
6	1	1.61%
7	11	17.74%
8	16	25.81%
9	12	19.35%
10	17	27.42%
		62



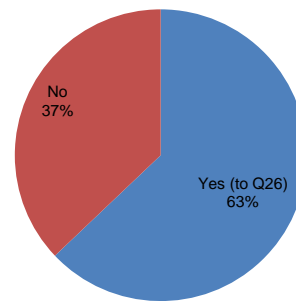
22.) Would you recommend this hospital to your friends and family?

Option	Count	Percent
Definitely no	6	9.52%
Probably no	3	4.76%
Probably yes	23	36.51%
Definitely yes	31	49.21%
<hr/>		63



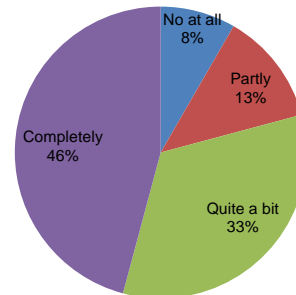
23.) When you arrived at the hospital, did you go to the emergency department?

Option	Count	Percent
Yes (to Q26)	39	62.90%
No	23	37.10%
<hr/>		62



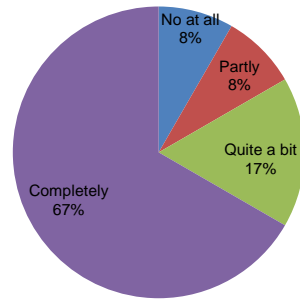
24.) Before coming to the hospital, did you have enough information about what was going to happen during the admission process?

Option	Count	Percent
No at all	2	8.33%
Partly	3	12.50%
Quite a bit	8	33.33%
Completely	11	45.83%
<hr/>		24



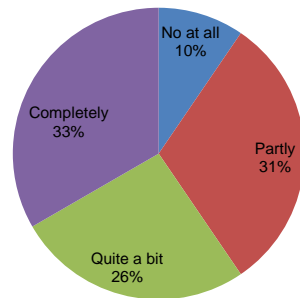
25.) Was your admission into the hospital organized?

Option	Count	Percent
No at all	2	8.33%
Partly	2	8.33%
Quite a bit	4	16.67%
Completely	16	66.67%
	24	



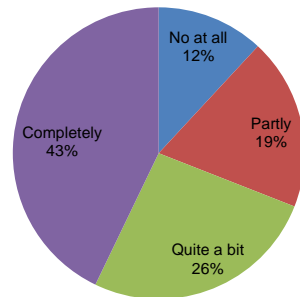
26.) When you were in the emergency department, did you get enough information about your condition and treatment?

Option	Count	Percent
No at all	4	9.52%
Partly	13	30.95%
Quite a bit	11	26.19%
Completely	14	33.33%
	42	



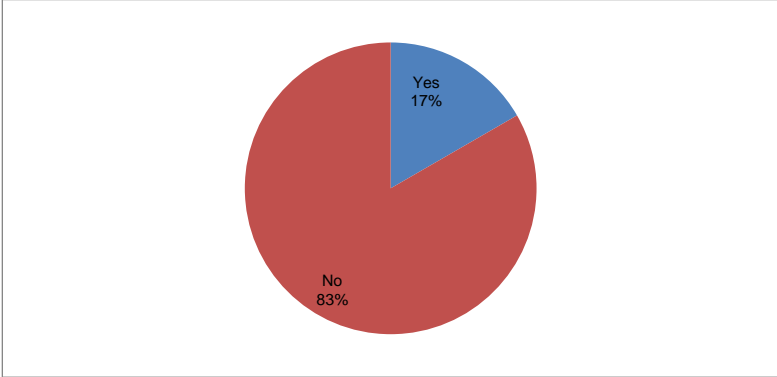
27.) Were you given enough information about what was going to happen during your admission to the hospital?

Option	Count	Percent
No at all	5	11.90%
Partly	8	19.05%
Quite a bit	11	26.19%
Completely	18	42.86%
	42	



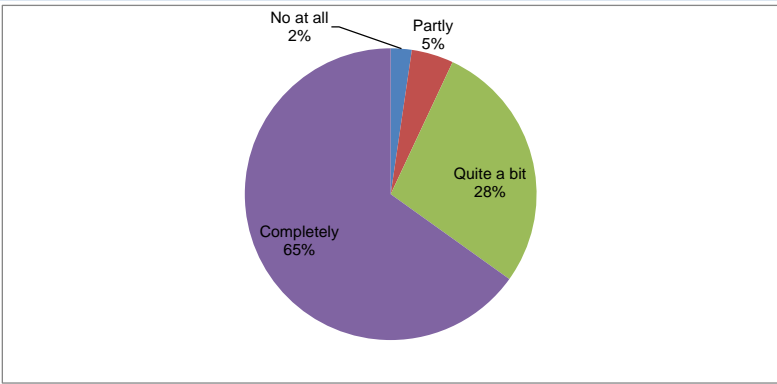
28.) After you knew that you needed to be admitted to a hospital bed, did you have to wait too long before getting there?

Option	Count	Percent
Yes	7	16.67%
No	35	83.33%
	42	



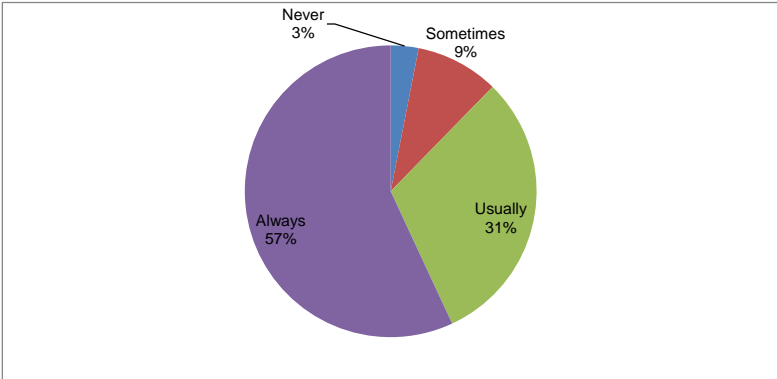
29.) Was your transfer from the emergency department into a hospital bed organized?

Option	Count	Percent
No at all	1	2.33%
Partly	2	4.65%
Quite a bit	12	27.91%
Completely	28	65.12%
	43	



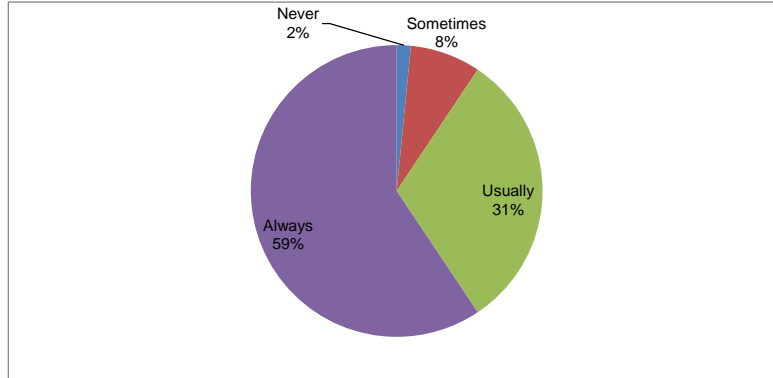
30.) Do you feel that there was good communication about your care between doctors, nurses and other hospital staff?

Option	Count	Percent
Never	2	3.08%
Sometimes	6	9.23%
Usually	20	30.77%
Always	37	56.92%
	65	



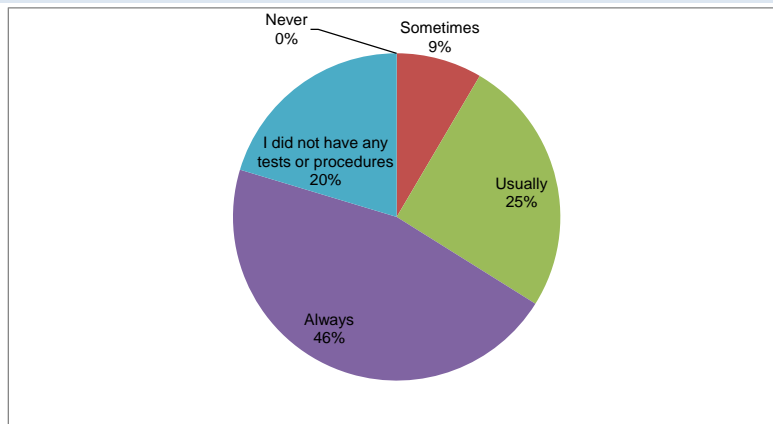
31.) How often did doctors, nurses and other hospital staff informed and up-to-date about your hospital care?

Option	Count	Percent
Never	1	1.56%
Sometimes	5	7.81%
Usually	20	31.25%
Always	38	59.38%
	64	



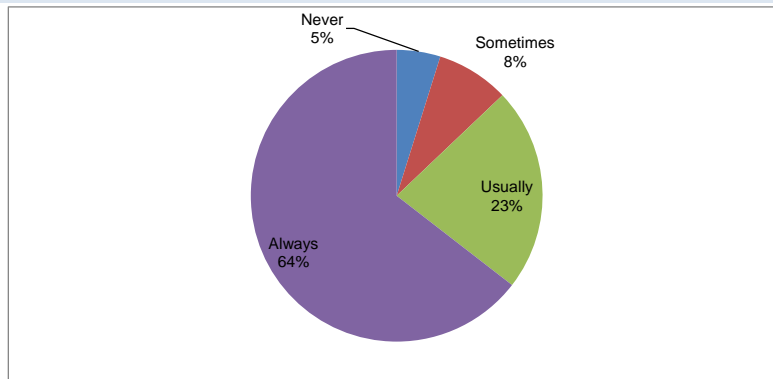
32.) How often were tests and procedures done when you were told they would be done?

Option	Count	Percent
Never	0	0.00%
Sometimes	5	8.47%
Usually	15	25.42%
Always	27	45.76%
I did not have any tests or procedures	12	20.34%
	59	



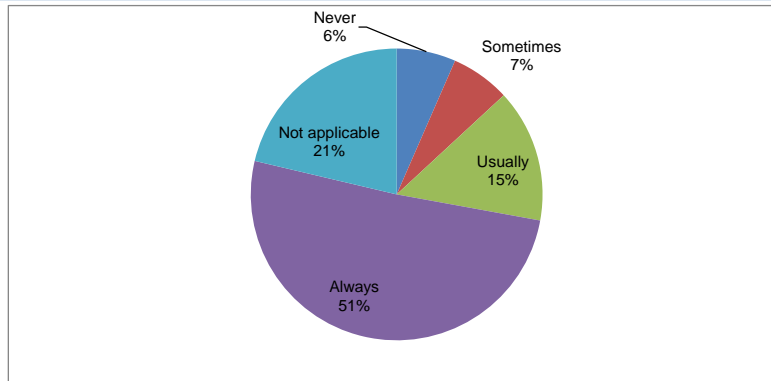
33.) During this hospital stay, did you get all the information you needed about your condition and treatment?

Option	Count	Percent
Never	3	4.84%
Sometimes	5	8.06%
Usually	14	22.58%
Always	40	64.52%
	62	



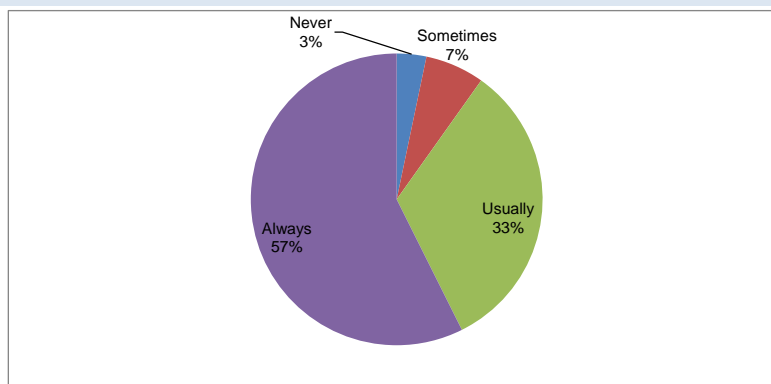
34.) Did you get the support you needed to help with anxieties, fears or worries you had during this hospital stay?

Option	Count	Percent
Never	4	6.56%
Sometimes	4	6.56%
Usually	9	14.75%
Always	31	50.82%
Not applicable	13	21.31%
61		



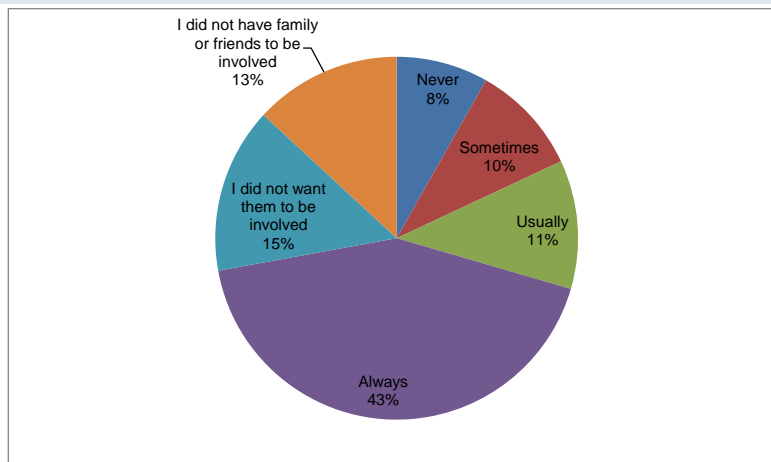
35.) Were you involved as much as you wanted to be in decisions about your care and treatment?

Option	Count	Percent
Never	2	3.28%
Sometimes	4	6.56%
Usually	20	32.79%
Always	35	57.38%
61		



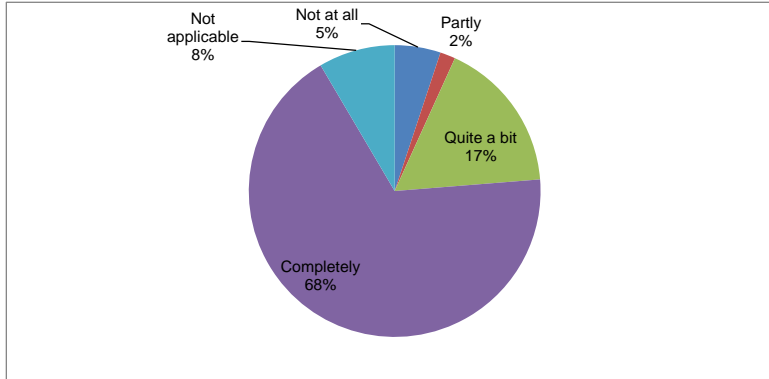
36.) Were your family or friends involved as much as you wanted in decisions about your care and treatment?

Option	Count	Percent
Never	5	8.20%
Sometimes	6	9.84%
Usually	7	11.48%
Always	26	42.62%
I did not want them to be involved	9	14.75%
I did not have family or friends to be involved	8	13.11%
61		



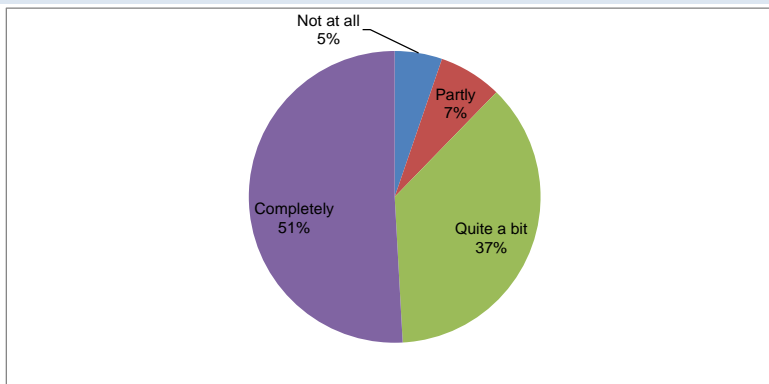
37.) Before you left the hospital, did you have a clear understanding about all of your prescribed medications, including those you were taking before your hospital stay?

Option	Count	Percent
Not at all	3	5.08%
Partly	1	1.69%
Quite a bit	10	16.95%
Completely	40	67.80%
Not applicable	5	8.47%
<hr/>		
	59	



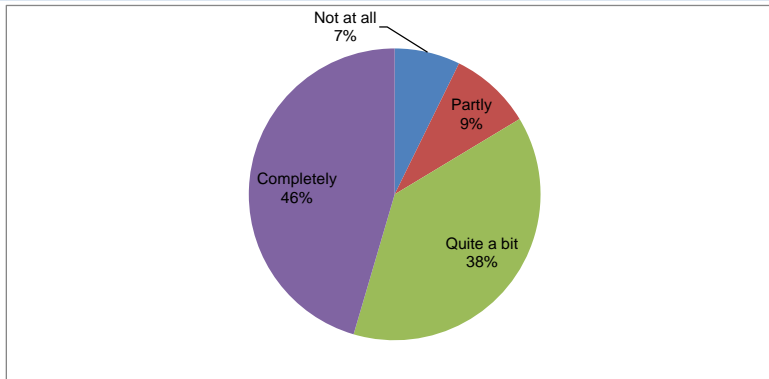
38.) Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?

Option	Count	Percent
Not at all	3	5.26%
Partly	4	7.02%
Quite a bit	21	36.84%
Completely	29	50.88%
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	57	



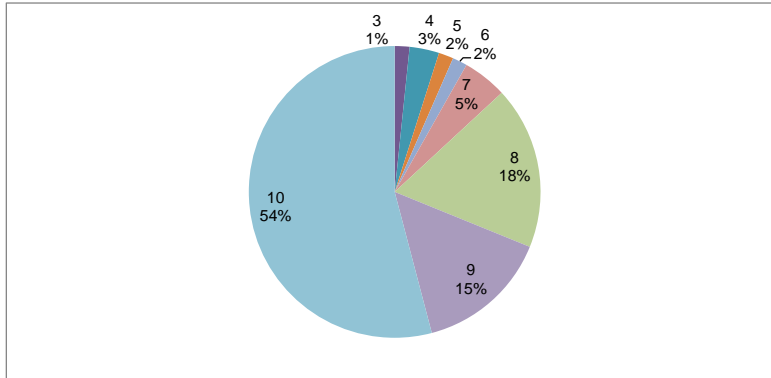
39.) When you left the hospital, did you have a better understanding of your condition than when you entered?

Option	Count	Percent
Not at all	4	7.27%
Partly	5	9.09%
Quite a bit	21	38.18%
Completely	25	45.45%
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	55	



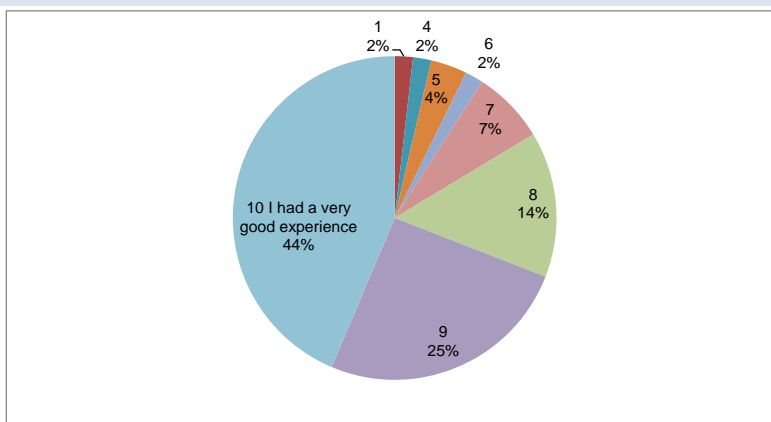
40.) Overall, do you feel you were helped by your hospital stay? Please answer on a scale where 0 is "not helped at all" and 10 is "helped completely."

Option	Count	Percent
0	0	0.00%
1	0	0.00%
2	0	0.00%
3	1	1.64%
4	2	3.28%
5	1	1.64%
6	1	1.64%
7	3	4.92%
8	11	18.03%
9	9	14.75%
10	33	54.10%
<hr/>		
	61	



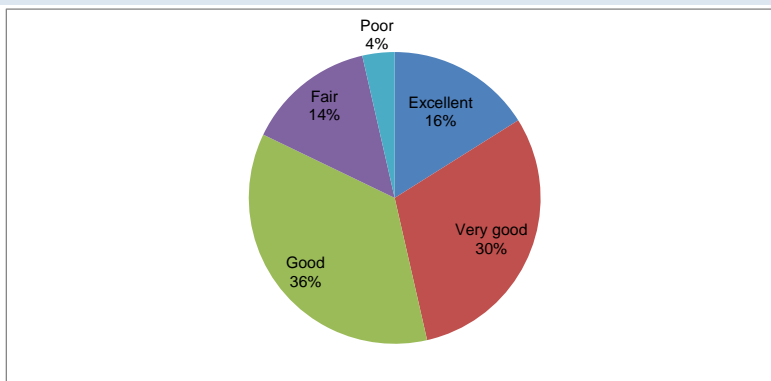
41.) Overall

Option	Count	Percent
0 I had a very poor experience	0	0.00%
1	1	1.82%
2	0	0.00%
3	0	0.00%
4	1	1.82%
5	2	3.64%
6	1	1.82%
7	4	7.27%
8	8	14.55%
9	14	25.45%
10 I had a very good experience	24	43.64%
<hr/>		
	55	



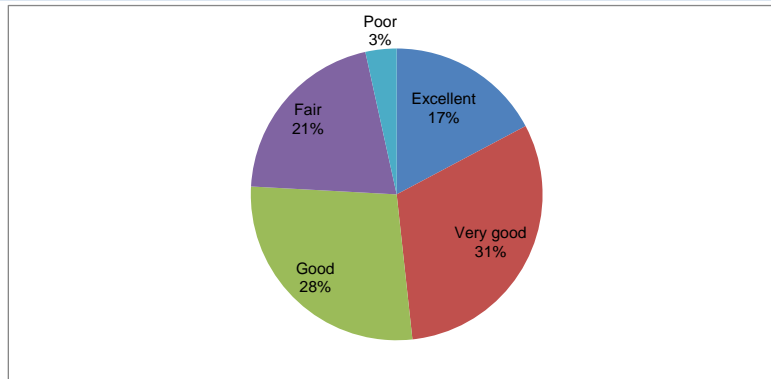
42.) In general, how would you rate your overall physical health?

Option	Count	Percent
Excellent	9	16.07%
Very good	17	30.36%
Good	20	35.71%
Fair	8	14.29%
Poor	2	3.57%
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	56	



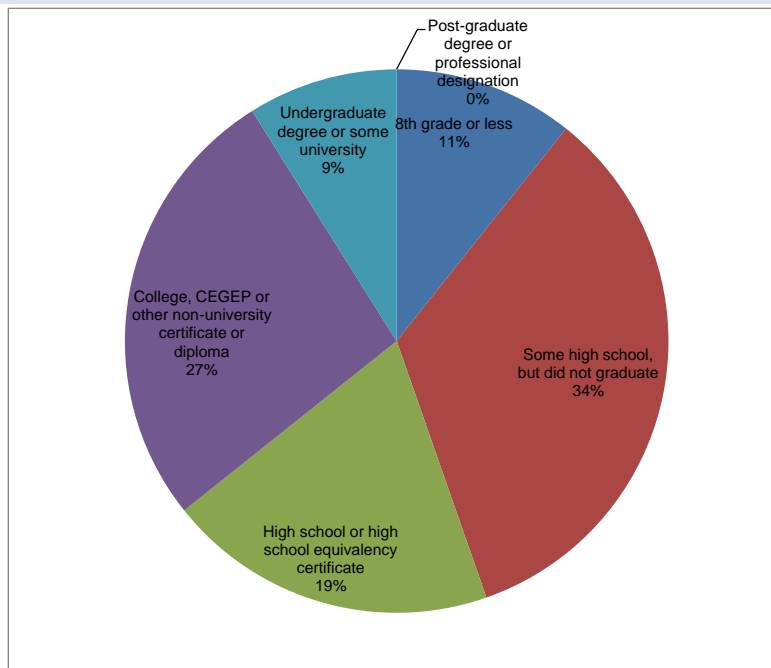
43.) In general, how would you rate your overall mental or emotional health?

Option	Count	Percent
Excellent	10	17.24%
Very good	18	31.03%
Good	16	27.59%
Fair	12	20.69%
Poor	2	3.45%
<hr/>		
	58	



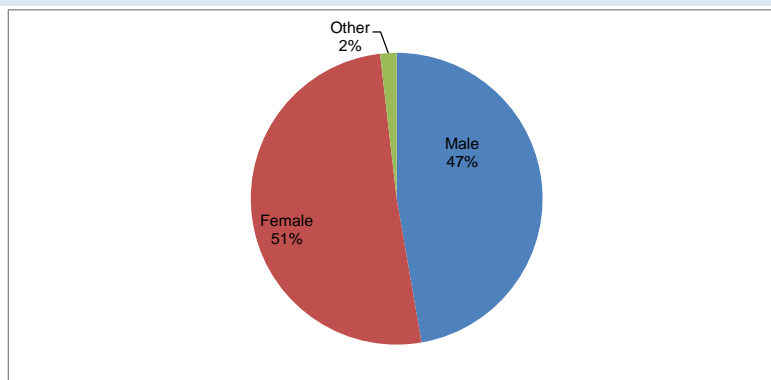
44.) What is the highest grade or level of school that you have completed?

Option	Count	Percent
8th grade or less	6	10.71%
Some high school, but did not graduate	19	33.93%
High school or high school equivalency certificate	11	19.64%
College, CEGEP or other non-university certificate or diploma	15	26.79%
Undergraduate degree or some university	5	8.93%
Post-graduate degree or professional designation	0	0.00%
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	56	



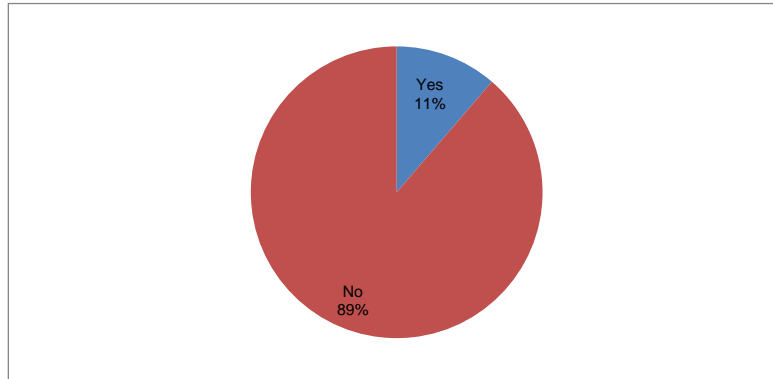
45.) What is your gender?

Option	Count	Percent
Male	26	47.27%
Female	28	50.91%
Other	1	1.82%
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	55	



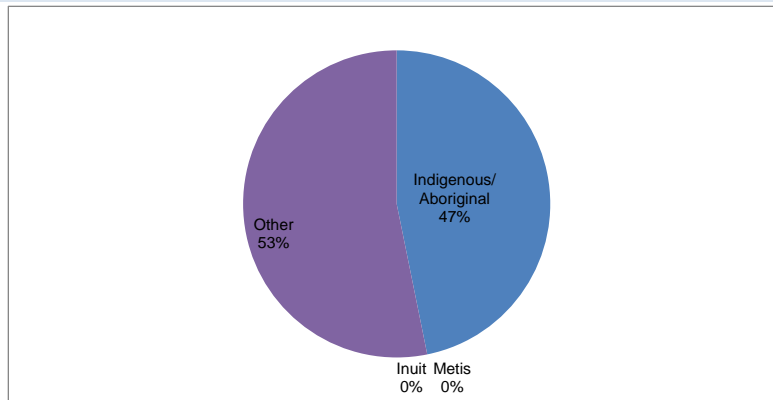
46.) Was your most recent stay at this hospital for a childbirth experience?

Option	Count	Percent
Yes	6	11.32%
No	47	88.68%
		53



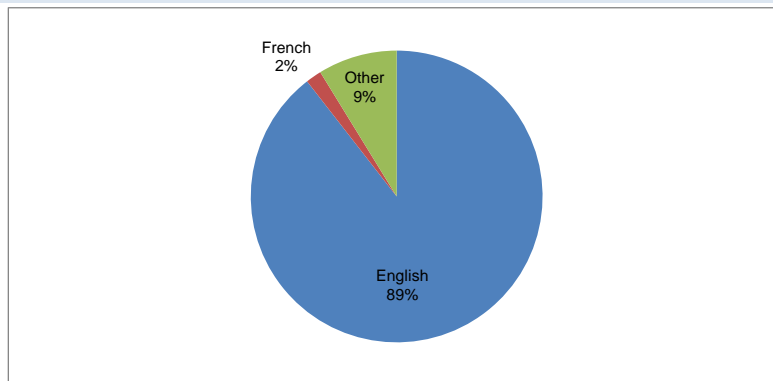
47.) Do you identify yourself as:

Option	Count	Percent
Indigenous/ Aboriginal	22	46.81%
Metis	0	0.00%
Inuit	0	0.00%
Other	25	53.19%
		47



48.) What is your mother tongue?

Option	Count	Percent
English	51	89.47%
French	1	1.75%
Other	5	8.77%
		57



49.) Did you have access to someone who could explain what you needed to know about your care in a language in which you are comfortable?

Option	Count	Percent
Yes, a healthcare provider spoke directly to me in a language in which I am comfortable	41	82.00%
Yes, an interpreter (in-person or over the phone) translated health care information to be in a language in which I am comfortable	2	4.00%
Yes, a person close to be (i.e. family member, friend) translated health care information to be in a language in which I am comfortable	1	2.00%
No	4	8.00%
I do not know	2	4.00%

50

