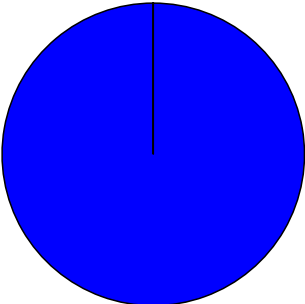


Report Title	: Survey Summary Report - PATIENT EXPERIENCE SURVEY - 2019
Date Start	: 01/15/2019
Date End	: 10/31/2019
Recorded by	: Kaila Stepanik
Home Name	: Lake Of Woods District Hospital
Survey Status: <div style="display: flex; align-items: center; margin-top: 20px;">  <div style="margin-left: 20px;"> <p><span style="color: green;">■</span> Not Submitted: 0 (0%)</p> <p><span style="color: blue;">■</span> Submitted: 166 (100%)</p> <p>Total Invites: 166</p> </div> </div>	

### Survey Detail

#### 1. Were you an Inpatient?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>NO</b>	<b>128</b>	<b>166</b>	<b>77.11%</b>	<div style="width: 77.11%;"></div>				
<b>YES, 2 East</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>	<div style="width: 3.01%;"></div>				
<b>YES, 3 East</b>	<b>27</b>	<b>166</b>	<b>16.27%</b>	<div style="width: 16.27%;"></div>				
<b>YES, ICU</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	<div style="width: 1.81%;"></div>				
<b>YES, Maternity</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>	<div style="width: 0.6%;"></div>				
<b>YES, Psychiatry</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	<div style="width: 1.81%;"></div>				

#### 2. Were you visiting an Outpatient Clinic?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>NO</b>	<b>62</b>	<b>166</b>	<b>37.35%</b>	<div style="width: 37.35%;"></div>				
<b>YES, Ambulatory Day Clinic</b>	<b>2</b>	<b>166</b>	<b>1.2%</b>	<div style="width: 1.2%;"></div>				
<b>YES, Chemotherapy</b>	<b>15</b>	<b>166</b>	<b>9.04%</b>	<div style="width: 9.04%;"></div>				
<b>YES, Diagnostic Imaging (X-ray/ultrasound/CT/mammogram/ bone density)</b>	<b>57</b>	<b>166</b>	<b>34.34%</b>	<div style="width: 34.34%;"></div>				
<b>YES, Dialysis</b>	<b>0</b>	<b>166</b>	<b>0%</b>	<div style="width: 0%;"></div>				

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<b>YES, Fracture Clinic</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>	
<b>YES, Internal Medicine/Rapid Response</b>	<b>4</b>	<b>166</b>	<b>2.41%</b>	
<b>YES, Kidney Health Clinic</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>	
<b>YES, Maternity</b>	<b>0</b>	<b>166</b>	<b>0%</b>	
<b>YES, Operating Room</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>	
<b>YES, Physiotherapy Clinic</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	
<b>YES, Psychiatry Out-patient</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	
<b>YES, Respiratory Clinic</b>	<b>0</b>	<b>166</b>	<b>0%</b>	
<b>YES, Staff Health</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>	
<b>YES, Stress Lab/ECG</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	
<b>YES, Stroke Prevention Clinic</b>	<b>0</b>	<b>166</b>	<b>0%</b>	
<b>YES, Telemedicine</b>	<b>6</b>	<b>166</b>	<b>3.61%</b>	
<b>YES, Visiting Specialist Clinic</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	
<b>YES, Wound Care Clinic</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>	

### 3. Were you a Patient in the Emergency Department?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>YES</b>	<b>41</b>	<b>166</b>	<b>24.7%</b>					
<b>NO, I was an Inpatient or an Outpatient Clinic visitor.</b>	<b>126</b>	<b>166</b>	<b>75.9%</b>					

### 4. During my Inpatient hospital stay the area around my hospital room was kept quiet at night:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not an Inpatient</b>	<b>127</b>	<b>166</b>	<b>76.51%</b>					
<b>1 - Unsatisfied</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>					
<b>2</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>					
<b>3</b>	<b>11</b>	<b>166</b>	<b>6.63%</b>					
<b>4</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>					
<b>5 - Satisfied</b>	<b>22</b>	<b>166</b>	<b>13.25%</b>					

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5. During my Inpatient stay I was shown where my call bell was:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not an Inpatient</b>	<b>125</b>	<b>166</b>	<b>75.3%</b>					
<b>Yes</b>	<b>35</b>	<b>166</b>	<b>21.08%</b>					
<b>No</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>					
<b>Did not have a call bell</b>	<b>2</b>	<b>166</b>	<b>1.2%</b>					

6. During your Inpatient stay were you told about the following patient safety education topics, and/or given a patient safety brochure on being an active member of your care team called: "Your Healthcare, Be Involved?"

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not an Inpatient</b>	<b>129</b>	<b>166</b>	<b>77.71%</b>					
<b>Yes</b>	<b>6</b>	<b>166</b>	<b>3.61%</b>					
<b>No</b>	<b>18</b>	<b>166</b>	<b>10.84%</b>					
<b>Don't remember</b>	<b>14</b>	<b>166</b>	<b>8.43%</b>					

7. During your Inpatient stay were you told about the following patient safety education topics, and/or given a patient safety brochure on pressure ulcer prevention called "Let's Take the Pressure Off?"

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not an Inpatient</b>	<b>129</b>	<b>166</b>	<b>77.71%</b>					
<b>Yes</b>	<b>2</b>	<b>166</b>	<b>1.2%</b>					
<b>No</b>	<b>25</b>	<b>166</b>	<b>15.06%</b>					
<b>Don't remember</b>	<b>11</b>	<b>166</b>	<b>6.63%</b>					

8. During your Inpatient stay were you told about the following patient safety education topics, and/or given a patient safety brochure on the importance of handwashing called: "Clean Hands Protect Lives"

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not an Inpatient</b>	<b>126</b>	<b>166</b>	<b>75.9%</b>					
<b>Yes</b>	<b>9</b>	<b>166</b>	<b>5.42%</b>					
<b>No</b>	<b>19</b>	<b>166</b>	<b>11.45%</b>					
<b>Don't remember</b>	<b>13</b>	<b>166</b>	<b>7.83%</b>					

9. You may have received care from more than one (1) physician during your stay. Were you satisfied with the transition of care provided to you between physicians while an inpatient in the hospital:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not an Inpatient</b>	<b>127</b>	<b>166</b>	<b>76.51%</b>					

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<b>1 - Unsatisfied</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>	
<b>2</b>	<b>0</b>	<b>166</b>	<b>0%</b>	
<b>3</b>	<b>4</b>	<b>166</b>	<b>2.41%</b>	
<b>4</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	
<b>5 - Satisfied</b>	<b>32</b>	<b>166</b>	<b>19.28%</b>	

10. How satisfied were you with the food you received while an inpatient in the hospital:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not an Inpatient</b>	<b>125</b>	<b>166</b>	<b>75.3%</b>					
<b>1 - Unsatisfied</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>					
<b>2</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>					
<b>3</b>	<b>7</b>	<b>166</b>	<b>4.22%</b>					
<b>4</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>					
<b>5 - Satisfied</b>	<b>22</b>	<b>166</b>	<b>13.25%</b>					

11. I received the information I needed to make decisions about my care:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>65</b>	<b>166</b>	<b>39.16%</b>					
<b>1 - Unsatisfied</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>					
<b>2</b>	<b>0</b>	<b>166</b>	<b>0%</b>					
<b>3</b>	<b>9</b>	<b>166</b>	<b>5.42%</b>					
<b>4</b>	<b>10</b>	<b>166</b>	<b>6.02%</b>					
<b>5 - Satisfied</b>	<b>80</b>	<b>166</b>	<b>48.19%</b>					

12. My concerns were listened to:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>52</b>	<b>166</b>	<b>31.33%</b>					
<b>1 - Unsatisfied</b>	<b>4</b>	<b>166</b>	<b>2.41%</b>					
<b>2</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>					
<b>3</b>	<b>7</b>	<b>166</b>	<b>4.22%</b>					
<b>4</b>	<b>13</b>	<b>166</b>	<b>7.83%</b>					
<b>5 - Satisfied</b>	<b>90</b>	<b>166</b>	<b>54.22%</b>					

13. I was treated with respect:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>12</b>	<b>166</b>	<b>7.23%</b>					
<b>1 - Unsatisfied</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>					

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<b>2</b>	<b>0</b>	<b>166</b>	<b>0%</b>	
<b>3</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	<div></div>
<b>4</b>	<b>2</b>	<b>166</b>	<b>1.2%</b>	<div></div>
<b>5 - Satisfied</b>	<b>147</b>	<b>166</b>	<b>88.55%</b>	<div></div>

14. I was helped with my pain:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>91</b>	<b>166</b>	<b>54.82%</b>	<div></div>				
<b>1 - Unsatisfied</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>	<div></div>				
<b>2</b>	<b>2</b>	<b>166</b>	<b>1.2%</b>	<div></div>				
<b>3</b>	<b>4</b>	<b>166</b>	<b>2.41%</b>	<div></div>				
<b>4</b>	<b>7</b>	<b>166</b>	<b>4.22%</b>	<div></div>				
<b>5 - Satisfied</b>	<b>62</b>	<b>166</b>	<b>37.35%</b>	<div></div>				

15. Before my discharge, I was given enough information about my illness/injury and medications and/or treatments to continue to care for myself at home:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>87</b>	<b>166</b>	<b>52.41%</b>	<div></div>				
<b>1 - Unsatisfied</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>	<div></div>				
<b>2</b>	<b>0</b>	<b>166</b>	<b>0%</b>	<div></div>				
<b>3</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>	<div></div>				
<b>4</b>	<b>10</b>	<b>166</b>	<b>6.02%</b>	<div></div>				
<b>5 - Satisfied</b>	<b>60</b>	<b>166</b>	<b>36.14%</b>	<div></div>				

16. Before my discharge, my medication was reviewed with me by a nurse or pharmacist in a clear and concise manner:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>119</b>	<b>166</b>	<b>71.69%</b>	<div></div>				
<b>1 - Unsatisfied</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>	<div></div>				
<b>2</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>	<div></div>				
<b>3</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	<div></div>				
<b>4</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>	<div></div>				
<b>5 - Satisfied</b>	<b>38</b>	<b>166</b>	<b>22.89%</b>	<div></div>				

17. I felt that my cultural needs were respected:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>120</b>	<b>166</b>	<b>72.29%</b>	<div></div>				

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<b>1 - Unsatisfied</b>	<b>0</b>	<b>166</b>	<b>0%</b>	
<b>2</b>	<b>0</b>	<b>166</b>	<b>0%</b>	
<b>3</b>	<b>2</b>	<b>166</b>	<b>1.2%</b>	
<b>4</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>	
<b>5 - Satisfied</b>	<b>42</b>	<b>166</b>	<b>25.3%</b>	

18. I felt that my spiritual needs were respected:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>126</b>	<b>166</b>	<b>75.9%</b>					
<b>1 - Unsatisfied</b>	<b>0</b>	<b>166</b>	<b>0%</b>					
<b>2</b>	<b>0</b>	<b>166</b>	<b>0%</b>					
<b>3</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>					
<b>4</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>					
<b>5 - Satisfied</b>	<b>35</b>	<b>166</b>	<b>21.08%</b>					

19. If you are Indigenous, Aboriginal, 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:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Yes</b>	<b>9</b>	<b>166</b>	<b>5.42%</b>					
<b>No</b>	<b>11</b>	<b>166</b>	<b>6.63%</b>					
<b>Not applicable</b>	<b>147</b>	<b>166</b>	<b>88.55%</b>					

20. If your cultural needs were not met during your stay, is there a service we should be providing:

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Yes</b>	<b>148</b>	<b>166</b>	<b>89.16%</b>					
<b>No</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>					
<b>Don't remember</b>	<b>16</b>	<b>166</b>	<b>9.64%</b>					

22. I was asked about and/or given information on my risk of falling:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Yes</b>	<b>77</b>	<b>166</b>	<b>46.39%</b>					
<b>No</b>	<b>55</b>	<b>166</b>	<b>33.13%</b>					
<b>Don't remember</b>	<b>35</b>	<b>166</b>	<b>21.08%</b>					

23. I was asked for a list of my medications:

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Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Yes</b>	<b>106</b>	<b>166</b>	<b>63.86%</b>					
<b>No</b>	<b>45</b>	<b>166</b>	<b>27.11%</b>					
<b>Don't remember</b>	<b>16</b>	<b>166</b>	<b>9.64%</b>					

24. The laboratory staff member was courteous and professional when taking my blood:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>94</b>	<b>166</b>	<b>56.63%</b>					
<b>1 - Strongly disagree</b>	<b>0</b>	<b>166</b>	<b>0%</b>					
<b>2</b>	<b>1</b>	<b>166</b>	<b>0.6%</b>					
<b>3</b>	<b>0</b>	<b>166</b>	<b>0%</b>					
<b>4</b>	<b>3</b>	<b>166</b>	<b>1.81%</b>					
<b>5 - Strongly agree</b>	<b>69</b>	<b>166</b>	<b>41.57%</b>					

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Definitely yes</b>	<b>128</b>	<b>166</b>	<b>77.11%</b>					
<b>Definitely not</b>	<b>8</b>	<b>166</b>	<b>4.82%</b>					
<b>N/A</b>	<b>31</b>	<b>166</b>	<b>18.67%</b>					

26. If I needed to be in hospital again I would feel comfortable to return to this hospital:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Definitely yes</b>	<b>127</b>	<b>166</b>	<b>76.51%</b>					
<b>Definitely no</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>					
<b>N/A</b>	<b>35</b>	<b>166</b>	<b>21.08%</b>					

27. I would rate my overall satisfaction with my experience at this hospital as:

Answer	Count	Total	Average	20%	40%	60%	80%	100%
<b>Not Applicable</b>	<b>8</b>	<b>166</b>	<b>4.82%</b>					
<b>1 - Unsatisfied</b>	<b>5</b>	<b>166</b>	<b>3.01%</b>					
<b>2</b>	<b>2</b>	<b>166</b>	<b>1.2%</b>					
<b>3</b>	<b>4</b>	<b>166</b>	<b>2.41%</b>					
<b>4</b>	<b>32</b>	<b>166</b>	<b>19.28%</b>					
<b>5 - Satisfied</b>	<b>116</b>	<b>166</b>	<b>69.88%</b>					

28. We welcome your comments and suggestions:

Answer
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29. What do we do well? Do you have any suggestions or other feedback? If you would like to discuss your experience with hospital administration, you may include your name and contact information in the optional space provided below, or contact us at: (807) 468-9861, extension 2243, OR by email: [admin@lwdh.on.ca](mailto:admin@lwdh.on.ca).

Answer