

**Regional Acute Care
Patient Experience Survey Results
2017-2018**



**Western
Health**

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Background

Survey Instrument

The validated acute care experience survey that was administered throughout the Western Health region was an approved Accreditation Canada Client Experience Survey based on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). The Accreditation Canada Client Experience Survey was modified to meet the needs of Western Health (see Appendix A).

Method

The survey was available to complete electronically through Google Forms or by paper from April 17 to June 23, 2017. Staff promoted the survey to all patients who were discharged from an acute care site across the region by providing an information letter. The letter contained information about the survey as well as instructions on how to complete the survey electronically. Patients were also given the option to complete a paper version of the survey if they preferred. Based on low survey response rates at some sites, telephone surveys were conducted from July 1 to October 15, 2017. In an attempt to increase the response rate, a random sample of patients who visited acute care at sites with low response rates were called and asked to participate in the survey over the phone. While the electronic survey remained available until October 15, 2017, the survey was not promoted by acute care staff during this time.

Participants

The survey was promoted to all patients who received acute care among Western Health's facilities. This includes Calder Health Centre (CHC) in Burgeo, Dr. Charles LeGrow Health Centre (LHC) in Port aux Basques, Sir Thomas Roddick Hospital (STRH) in Stephenville, Western Memorial Regional Hospital (WMRH) in Corner Brook, Bonne Bay Health Centre (BBHC) in Norris Point, and Rufus Guinchard Health Centre (RGHC) in Port Saunders. For the telephone surveys, a list of patients 16 years and older who utilized acute care services at sites with low survey response rates between

April and June 2017 was generated by Information Management. From this list, a random sample of patients was called. Measures were taken to ensure that telephone calls were not made to patients who were deceased.

Privacy, Confidentiality, Data Security

Privacy and confidentiality were achieved as the patients voluntarily and anonymously completed the survey online. Patients who completed the survey on paper or over the telephone did so with no identifying information on the envelope or survey to identify the individual. Any information that could potentially identify the patients was deleted. The data was stored on a password protected computer and surveys were stored in a locked office used by Long Term Care, Rural Health, and Quality staff.

Data Analysis

All data was compiled, transferred, and analyzed using Statistical Package for Social Sciences (SPSS). Descriptive statistics were calculated on regional data to obtain a general perspective of patient experiences with acute care services at Western Health. Statistics were also calculated for WMRH, STRH, and the rural health centres (RGHC, BBHC, LHC, & CHC) to assist in quality improvement initiatives and planning at a site level. The following report provides a combined summary of survey results for all sites within the region.

Results

Demographics

A total of 332 surveys were completed by patients who received acute care from all sites across the region. Respondents were asked to indicate which health facility they visited for acute care services and the majority of respondents reported they visited WMRH (73.5%). The number of respondents from each health facility is indicated in Table 1.

Table 1. Frequency and Percentage of Respondents by Site

Hospital	Percent (%)	Frequency
Western Memorial Regional Hospital	73.5	244
Sir Thomas Roddick Hospital	10.8	36
Rufus Guinchard Health Centre	3.0	10
Bonne Bay Health Centre	3.0	10
Calder Health Centre	3.0	10
Dr. Charles LeGrow Health Centre	6.6	22
Total	100.0	332

To gain a more thorough understanding of the demographics and health status of the survey respondents, they were asked to report their age group (see Table 2) and their highest grade or level of school completed (see Table 3). They were also asked to rate their overall health. The majority of the respondents were in the 76+ age group (23.5%) and were a college graduate or higher (27.4%). When asked to rate their overall health, 11.4% reported excellent, 27.7% reported very good, 25.9% reported good, 21.1% reported fair, 9% reported poor, and 4.8% did not report.

Table 2. Frequency and Percentage of Respondents by Age Group

Age Group	Percent (%)	Frequency
16-20	0.6	2
21-25	0.6	2
26-30	5.7	19
31-35	5.1	17
36-40	3.0	10
41-45	4.2	14

Age Group	Percent (%)	Frequency
46-50	5.7	19
51-55	6.3	21
56-60	8.7	29
61-65	12.0	40
66-70	11.4	38
71-75	9.9	33
76+	23.5	78
Missing	3.0	10

Table 3. Frequency and Percentage of Respondents by Education Level

Education Level	Percent (%)	Frequency
8 th grade or less	20.2	67
Some high school, but did not graduate	21.1	70
High school graduate or GED	18.1	60
Some college	9.0	30
College graduate or higher	27.4	91
Missing	4.2	14

Nursing Care

Respondents were asked about nursing care during their acute care visit (see Table 4). Most respondents reported that nurses always or usually treated them with courtesy and respect (93.3%), listened carefully to them (92.7%), explained things in a way they could understand (93%), and they received help as soon as they wanted it (92.3%).

Table 4. Nursing Care

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did the nurses treat you with courtesy and respect?	0.6 (2)	6.0 (20)	7.8 (26)	85.5 (284)
How often did the nurses listen carefully to you?	18 (6)	5.5 (18)	7.9 (26)	84.8 (280)
How often did the nurses explain things in a way you could understand?	1.8 (6)	5.2 (17)	7.9 (26)	85.1 (279)
After you pressed the call button, how often did you get help as soon as you wanted it?	3.4 (11)	4.3 (14)	14.0 (45)	78.3 (252)

Care from Doctors

Patients were also asked about the care they received from doctors (see Table 5).

Consistent with the feedback about nurses, most patients reported that doctors usually or always treated them with courtesy and respect (93.6%), listened carefully to them (92.7%), explained things in a way they could understand (92.4%), and they felt involved in decisions about their own care and treatment (87.3%).

Table 5. Care from Doctors

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did doctors treat you with courtesy and respect?	1.8 (6)	4.6 (15)	11.3 (37)	82.3 (270)
How often did doctors listen carefully to you?	2.7 (9)	4.5 (15)	10.9 (36)	81.8 (270)
How often did doctors explain things in a way you could understand?	3.3 (11)	4.2 (14)	13.0 (43)	79.4 (262)
How often did you feel involved in decisions about your care and treatment?	5.2 (17)	7.6 (25)	9.1 (30)	78.2 (258)

Hospital Environment

Survey participants were asked about the hospital environment during their acute care stay (see Table 6). Most patients reported that usually or always their room and bathroom was kept clean (85.3%), the area around their room was quiet at night (89.7%), they had enough privacy (88.7%), and healthcare providers washed their hands or used hand sanitizer (92.1%).

Table 6. Hospital Environment

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often was your room and bathroom kept clean?	2.8 (9)	12.0 (39)	17.5 (57)	67.8 (221)
How often was the area around your room quiet at night?	2.7 (9)	7.6 (25)	29.9 (98)	59.8 (196)
How often did you feel you had enough privacy?	3.7 (12)	7.6 (25)	18.7 (61)	70.0 (229)
How often did you healthcare providers wash their hands or use hand sanitizer before and after providing your care?	2.2 (7)	5.7 (18)	12.7 (40)	79.4 (251)

Meals

Patients were asked about their meals during their acute care visit (see Table 7). Patients usually or always received the right meal for their diet (89%), and the meals were usually or always the right temperature (84.6%).

Table 7. Meals

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did you receive the right meal for your diet?	2.2 (7)	8.8 (28)	13.4 (43)	75.6 (242)
How often were the meals the right temperature?	3.8 (12)	11.6 (37)	19.8 (63)	64.8 (206)

Hospital Experience

Participants were asked if during their acute care visit they needed help from nurses or other hospital staff in getting to the bathroom or using the bedpan. Just over 39% reported yes, and 60.7% reported no. Of the 39.3% of patients who indicated they needed help, 84.3% reported they usually or always got help as soon as they needed, 13.4% reported sometimes, and 2.4% reported never.

Pastoral Care

Patients were asked if their religious and/or spiritual needs were met and 70.1% reported yes, and 29.9% reported no.

Patient Experience with Pain

Respondents were asked if during their acute care visit they needed medication for pain and 67.5% reported yes. The respondents who indicated that they needed medication for pain were asked to indicate how often their pain was well controlled and how often staff did everything they could to help with pain (see Table 8). Nearly 89% reported that their pain was always or usually well controlled, and 93.1% reported that staff always or usually did everything they could to help with pain.

Table 8. Patient Experience with Pain

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often was your pain well controlled?	2.8 (6)	8.8 (19)	18.9 (41)	69.6 (151)
How often did the hospital staff do everything they could to help you with your pain?	1.8 (4)	5.1 (11)	9.7 (21)	83.4 (181)

Patients were also asked if they were given any medication that they had not taken before and 41.1% reported yes. The respondents who indicated they were given medication they had not taken before were asked to report how often they were told what the medication was for and how often staff described possible side effects in a way they could understand (see Table 9). Nearly 87% reported that they were usually or always told what the medication was for, and 59.8% reported that staff usually or always described possible side effects of the medication in a way they could understand.

Table 9. Patient Experience with Medication

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did hospital staff tell you what the medicine was for?	6.3 (8)	7.0 (9)	10.2 (13)	76.6 (98)
How often did hospital staff describe possible side effects in a way you could understand?	28.7 (35)	11.5 (14)	8.2 (10)	51.6 (63)

Discharge

Respondents were asked where they went after they left the hospital and 84.2% reported their own home, 8.2% reported someone else's home, and 7.6% reported another health facility. Respondents who indicated they were going to their own or someone else's home were also asked whether they had the help they needed when discharged from the hospital and whether they had information in writing about symptoms or health problems to look for after they left the hospital (see Table 10). Just over 82% reported that they had a discussion with hospital staff about whether they had the help needed when they left the hospital, and 78.9% reported that they were given information in writing about what symptoms or health problems to look out for after they left the hospital.

Table 10. Discharge Planning

Question	Yes % (N)	No % (N)
Did hospital staff talk with you about whether you would have the help you need when you left?	82.4 (224)	17.6 (48)
Did you get information in writing about what symptoms to look out for?	78.9 (209)	21.1 (56)

Overall Hospital Experience

Respondents were asked to rank the hospital they visited on a scale of 0 to 10 with 0 being the worst hospital possible and 10 being the best hospital possible. On average, patients ranked their hospital visit at 7.9. Respondents were also asked whether they would recommend the hospital to friends and family 71.1% reported definitely yes, 22.3% reported probably yes, 2.2% reported probably no, and 4.4% reported definitely no.

Overall Comments

Survey participants were given the opportunity to comment on their overall acute care experience and the most common response was that staff was professional, respectful, and caring. There were many comments specifically about nursing staff and the exceptional care provided by them.

Opportunities for Improvement

Overall results indicate that Western Health's acute care services have strengths including the care received from nurses and doctors, the cleanliness of patient rooms, patient pain control, patient privacy, meal temperature, and discharge planning.

Opportunities for improvement were identified for those questions that had less than 80% of respondents reporting a positive response (i.e., always and usually combined or yes).

Regionally, opportunities for improvement include:

1. Explore ways to ensure acute care staff describe and explain possible side effects of any new medication so that patients understand.
2. Ensure all patients are given information in writing about what symptoms or health problems to look out for after they leave the hospital.
3. Explore ways to meet the spiritual and/or religious needs of patients.

Appendix A

Acute Care Experience Survey

Acute Care Patient Experience Survey

As a patient who has recently received acute care services at one of Western Health's facilities, we would like your feedback to help improve your hospital experience. This survey is part of our efforts to understand how patients view their acute care experience.

This survey should take approximately 10-15 minutes to complete. Your participation in this survey is voluntary and will not affect your health care. The survey is anonymous and will not identify you as a participant. All information gathered from this survey will be treated confidentially and will be reported collectively.

Any information that you decide to share will help us identify areas for improvement. A summary of the survey results will be posted on our website at www.westernhealth.nl.ca.

We hope that you will take the time to complete the survey. Your participation is greatly appreciated. Please answer the questions based on your last hospital stay. If you have any questions about this survey, please contact Ms. Darlene Welsh, Regional Manager Research and Evaluation at (709) 784-6806 or darlenewelsh@westernhealth.nl.ca. Thank you for helping to improve health care in the Western region.

Instructions:

Skip questions that are not applicable to you.

1. At what hospital were you admitted?

Mark only one oval.

- Western Memorial Regional Hospital (Corner Brook)
- Sir Thomas Roddick Hospital (Stephenville)
- Bonne Bay Health Centre (Norris Point)
- Calder Health Centre (Burgeo)
- Dr. Charles L. LeGrow Health Centre (Port aux Basques)
- Rufus Guinchart Health Centre (Port Saunders)

Your Care from Nurses

2. Please answer the following questions about nursing care during your recent hospital stay in acute care:

Mark only one oval per row.

	Never	Sometimes	Usually	Always
How often did the nurses treat you with courtesy and respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did nurses listen carefully to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did the nurses explain things in a way you could understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
After you pressed the call button, how often did you get help as soon as you wanted it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Care from Doctors

3. Please answer the following questions about doctor care during your recent hospital stay in acute care:

Mark only one oval per row.

	Never	Sometimes	Usually	Always
How often did doctors treat you with courtesy and respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did doctor listen carefully to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did doctors explain things in a way you could understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did you feel involved in decisions about your care and treatment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hospital Environment

4. Please answer the following questions about the hospital environment during your recent hospital stay in acute care:

Mark only one oval per row.

	Never	Sometimes	Usually	Always
How often were your room and bathroom kept clean?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often was the area around your room quiet at night?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did you feel you had enough privacy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did your healthcare providers wash their hands or use hand sanitizer before and after providing your care?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Meals

5. Please answer the following questions about the meals during your recent hospital stay in acute care:

Mark only one oval per row.

	Never	Sometimes	Usually	Always
How often did you receive the right meal for your diet?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often were the meals the right temperature?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hospital Experience

6. During your hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using the bedpan?

Mark only one oval.

- Yes *Skip to question 7.*
- No *Skip to question 8.*

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

Mark only one oval.

- Never
- Sometimes
- Usually
- Always

Pastoral Care

8. During this hospital stay, were your religious and/or spiritual needs met?

Mark only one oval.

- Yes
- No

Your Experiences with Pain

9. During your recent hospital stay, did you need medicine for pain?

Mark only one oval.

- Yes Skip to question 10.
- No Skip to question 11.

10. Please answer the following questions about your experiences with pain during your recent hospital stay in acute care:

Mark only one oval per row.

	Never	Sometimes	Usually	Always
How often was your pain well controlled?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did the hospital staff do everything they could to help you with your pain?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. During your recent hospital stay, were you given any medicine that you had not taken before?

Mark only one oval.

- Yes Skip to question 12.
- No Skip to question 13.

12. Mark only one oval per row.

	Never	Sometimes	Usually	Always
Before giving you new medicine, how often did hospital staff tell you what the medicine was for?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When you Left the Hospital

13. After you left the hospital, did you go directly to:

Mark only one oval.

- Own home Skip to question 14.
- Someone else's home Skip to question 14.
- Another health facility Skip to question 15.

14. During this hospital visit:

Mark only one oval per row.

	Yes	No
Did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	<input type="radio"/>	<input type="radio"/>
Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	<input type="radio"/>	<input type="radio"/>

Overall Rating of Hospital

15. Using any number from 0-10, 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 visit?

Mark only one oval.

	0	1	2	3	4	5	6	7	8	9	10	
Worst hospital possible	<input type="radio"/>	Best hospital possible										

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

Mark only one oval.

- Definitely no
- Probably no
- Probably yes
- Definitely yes

About You

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

Mark only one oval.

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college
- College graduate or higher

18. What is your age?

Mark only one oval.

- 16-20
- 21-24
- 25-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 66-70
- 71-75
- 76+

19. In general, how would you rate your overall health?

Mark only one oval.

- Excellent
- Very good
- Good
- Fair
- Poor

Overall Comments

20. Please provide any overall comments related to your recent hospital experience in acute care:
