



# Western Memorial Regional Hospital Emergency Care Patient Experience Survey Results 2016-2017

## Respondents

180 patients who received emergency care at Western Memorial Regional Hospital completed the survey

## Overall Experience

Overall hospital visit  
6.5 out of 10

59% would recommend  
hospital to friends and family

## Key Measures of Care and Services

**30%**  
Were told  
how long  
they would  
have to wait



**61%**  
Pain was  
well  
controlled



**89%**  
Doctors  
explained  
things in a  
way that was  
understood



**87%**  
Treated with  
courtesy and  
respect by  
nursing staff



**87%**  
Rooms were  
kept clean







**34%**  
Asked if help  
was available  
after  
discharge



## Patient Recommendations



-  Enhance patient pain control
-  Enhance communication about wait times
-  Provide written information about symptoms to monitor after discharge
-  Enhance communication with patients to determine they have the help they need after discharge