

**Regional Acute Care
Patient Experience Survey Results
2021-2022**



**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) survey utilized for the 2017-18 survey. The survey tool was reviewed against the revised 2021 HCAHPS survey tool, as well as the Canadian Patient Experiences Survey — Inpatient Care (CPES-IC) developed by Canadian Institute for Health Information (CIHI). Updates were made to the survey tool, in collaboration with stakeholders in acute care across the region, in order to meet the needs of Western Health (see Appendix A).

Method

The survey was initially available to complete electronically through Get Feedback or by paper starting on November 8, 2021. Unfortunately, implementation had to be paused after four weeks due to multiple external factors, including the cyberattack and COVID-19 case surge. As such, the survey was relaunched and implemented again from July 18, 2022 to August 14, 2022. Staff promoted the survey to all patients who were discharged from an acute care site across the region, as well as the ALC patients on the units, 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 overall survey response rates, telephone surveys were conducted from September 21, 2022 to October 25, 2022. In an attempt to increase the response rate, a random sample of patients who visited acute care during the survey period were called and asked to participate in the survey over the phone. While the electronic survey remained available until October 25, 2022, 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) and Western Long Term Care (WLTC) in Corner Brook, Bonne Bay Health Centre (BBHC) in Norris Point, and Rufus Guincharde Health Centre (RGHC) in Port Saunders. For the

telephone surveys, a list of patients who utilized acute care services was developed by the Regional Manager Utilization & Efficiency. The full sample of patients were called. Measures were taken to ensure that telephone calls were not made to patients who were deceased; however, a small number of calls were received by families of patients who had passed away following their discharge from the facilities.

Sample

Surveys were completed by 318 participants regionally. Based on patient volume regionally, this sample size provides a confidence level of 99% that the real values are within $\pm 5.23\%$ of the surveyed values.

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 within the 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, following online entry, paper surveys were destroyed using the approved Western Health grey bins.

Data Analysis

Survey data was entered directly into Get Feedback by the respondent or transcribed from paper copies by the survey administrators. Reports were developed and analyzed in this survey platform. 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 STRH, Corner Brook, 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 318 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 (71%). 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	71	226
Western Long Term Care (Acute Care Unit)	4	14
Sir Thomas Roddick Hospital	13	41
Rufus Guinchard Health Centre	2	6
Bonne Bay Health Centre	3	9
Calder Health Centre	1	2
Dr. Charles LeGrow Health Centre	6	20
Total	100	318

To gain a more thorough understanding of the demographics and health status of the survey respondents, they were asked to report their gender, cultural or racial background, 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 respondents were female (57%). Respondents included representation across all age groups and educational backgrounds, with the majority of the respondents being in the 65-84 age groups (41%) and the most common education level being a college or other non-university certificate or diploma (24%). Respondents were asked to indicate all of their cultural or racial backgrounds. The majority (89%) reported White, 14% reported Aboriginal/Indigenous, and less than 1% reported Chinese, Black, and Filipino.

When asked to rate their overall health, 20% reported excellent, 30% reported very good, 23% reported good, 17% reported fair, and 10% reported poor.

Table 2. Frequency and Percentage of Respondents by Age Group

Age Group	Percent (%)	Frequency
0-15	4	12
16-24	4	12
25-34	10	33
35-44	7	23
45-54	11	35

Age Group	Percent (%)	Frequency
55-64	16	51
65-74	20	63
75-84	21	66
85+	6	20

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
College or other non-university certificate or diploma	9.0	30
Undergraduate degree or some university	27.4	91
Post-graduate degree or professional designation	4.2	14

Satisfaction with Care and Communication

Respondents were asked to indicate how often they were satisfied with the care they received from each of the providers/disciplines providing care (Table 4). While respondents reported some levels of dissatisfaction with each service, the majority reported being usually or always satisfied with each service. It is important to note that while patients were asked to skip any services that they did not receive, there is a potential for error respondents answering ‘never’ for services that they did not receive instead of skipping these. As such, it is recommended that programs consider additional exploration of service satisfaction and experience with spiritual care and allied health services, as well as compare the results of this survey with those from other surveys.

Table 4. Patient Satisfaction with Services (% of respondents)

Program/Discipline	Never	Sometimes	Usually	Always
Nursing Staff	2%	7%	10%	81%
Nurse Practitioner/Doctor	4%	7%	8%	80%
Dietitian	13%	12%	12%	63%
Occupational Therapy	19%	8%	19%	54%
Physiotherapy	15%	9%	8%	68%
Respiratory Therapy	30%	8%	6%	56%
Social Work	20%	11%	9%	60%
Spiritual Care	29%	10%	12%	49%

Patients were also asked about communication between providers and their own involvement in decision making (see Table 5). The majority of respondents (87%) felt there was always or usually good communication about their care between providers and usually or always felt involved as much as they wanted to be in decisions about their care and treatment (88%).

Table 5. Patient Satisfaction with Communication (% of respondents)

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did you feel that there was good communication about your care between doctors, nurses, and other health care staff?	4 (12)	9 (28)	6 (19)	81 (256)
How often did you feel involved as much as you wanted to be in decisions about your care and treatment?	5 (17)	7 (22)	7 (21)	81 (254)

Nursing Care

Respondents were asked about nursing care during their acute care visit (see Table 6). Most respondents reported that nurses always or usually treated them with courtesy and respect (94%), listened carefully to them (91%), explained things in a way they could understand (93%), and helped them in a timely manner (85%).

Table 6. Nursing Care

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did the nurses treat you with courtesy and respect?	1 (4)	5 (15)	6 (20)	88 (278)
How often did the nurses listen carefully to you?	2 (7)	7 (21)	7 (23)	84 (266)
How often did the nurses explain things in a way you could understand?	3 (9)	4 (13)	6 (20)	87 (272)
After you pressed the call button, how often did you get help in a timely manner?	3 (8)	12 (37)	16 (49)	69 (214)

Care from Doctors/Nurse Practitioners

Patients were also asked about the care they received from doctors and nurse practitioners (see Table 7). Consistent with the feedback about nurses, most

patients reported that doctors usually or always treated them with courtesy and respect (94%), listened carefully to them (92%), and explained things in a way they could understand (91%).

Table 7. Care from Doctors and Nurse Practitioners

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did doctors/nurse practitioner(s) treat you with courtesy and respect?	2 (5)	4 (13)	6 (18)	88 (277)
How often did doctors/nurse practitioner(s) listen carefully to you?	3 (9)	5 (17)	7 (21)	85 (264)
How often did doctors/nurse practitioner(s) explain things in a way you could understand?	5 (15)	4 (13)	6 (20)	85 (263)

Hospital/Health Centre Experience

Participants were asked if during their acute care visit they needed help from nurses or other health care staff in getting to the bathroom or using the bedpan and 45% reported yes, while 55% reported no. Of the 45% of patients who indicated they needed help, 82% reported that they usually or always got help in a timely manner, 13% reported sometimes, and 4% reported never.

Patient Experience with Pain and Medication

Respondents were asked if during their acute care visit they needed medication for pain and 71% 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). The majority of respondents (87%) reported that their pain was always or usually well controlled, and 89% 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?	3 (7)	9 (21)	18 (41)	69 (153)
How often did the health care staff do everything they could to help you with your pain?	4 (8)	7 (15)	5 (12)	84 (186)

Patients were also asked if they were given any medication that they had not taken before and 61% 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). The majority (90%) reported that they were usually or always told what the medication was for, and 68% 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 health care staff tell you what the medicine was for?	5 (10)	5 (9)	5 (9)	85 (163)
How often did health care staff describe possible side effects in a way you could understand?	25(48)	6 (12)	5 (9)	63 (120)

Virtual Care Experience

Virtual care is defined as any health care appointment which was conducted by telephone (landline or cell phone) or video (on a computer/laptop, Telehealth unit, or mobile device such as iPad/tablet). Participants were asked if they had accessed any services through virtual care during their most recent acute care stay and 5% reported yes. Those who reported utilizing virtual care were asked additional questions to further understand their experience with virtual care. When asked what type of virtual care they received, the majority (75%) reported telephone and 15% reported video (computer/laptop, Telehealth unit, or mobile device such as an iPad/tablet). When asked to indicate all of the reasons why they accessed virtual care, the majority reported that they preferred not to travel (47%), while 20% reported that the service was not available in-person at their facility, 13% reported that they were unable to travel, 15% reported that they preferred to receive service from a provider at another facility/site, and 15% reported that the service was available more quickly from another facility/site.

Participants were also asked to provide feedback regarding their virtual care appointment. The majority strongly agreed or somewhat agreed that they received the support that they needed to connect and participate in the virtual care appointment (86%) and that the appointment was effective in meeting their health care needs (93%).

Discharge

Respondents were asked where they went after they left the hospital or health centre and 88% reported their own home, 6% reported someone else's home, and 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 or health centre, whether they had information about symptoms or health problems to look for after they left the facility, and if they received enough information about what to do if they were worried about their condition or treatment after discharge (see Table 10 & 11). The majority (79%) reported that they had a discussion with health care staff about whether they had the help needed when they left the facility, 85% reported that they were given information about what symptoms or health problems to look out for after they left, and 85% reported that they had received all or quite a bit of the information they needed about what to do if they were worried about their condition or treatment after discharge.

Table 10. Discharge Planning – Support and Symptoms

Question	Yes % (N)	No % (N)
Did doctors, nurses or other health care staff talk with you about whether you would have the help you needed when you left the hospital/health centre?	79 (227)	21 (60)
Did you get information about what symptoms or health problems to look out for after you left the hospital/health centre?	85 (242) <i>In writing: 48 (136)</i> <i>Verbally: 37 (106)</i>	15 (44)

Table 11. Discharge Planning – Follow-up

Question	Not at All % (N)	Partly % (N)	Quite a Bit % (N)	Completely % (N)
Did you receive enough information from the health care staff about what to do if you were worried about your condition or treatment after you left the hospital/health centre?	9 (25)	8 (22)	7 (20)	77 (221)

Meals

Patients were asked about their meals during their acute care visit (see Table 12). The majority of patients usually or always received the right meal for their diet (84%), the meals were usually or always the right temperature (80%), and they were satisfied with the quality of the meals provided (64%).

Table 12. Meals

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did you receive the right meal for your diet?	8 (23)	8 (26)	10 (31)	74 (226)
How often were the meals the right temperature?	7 (22)	12 (38)	16 (49)	64 (198)
How often were you satisfied with the quality of the meals provided?	12 (37)	24 (73)	14 (44)	50 (153)

Hospital/Health Centre Environment

Survey participants were asked about the hospital or health centre environment during their acute care stay (see Table 13). Most patients reported that usually or always their room and bathroom was kept clean (87%), the area around their room was quiet at night (82%), and they had enough privacy (86%).

Table 13. Hospital/Health Centre Environment

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often were your room and bathroom kept clean?	5 (14)	9 (28)	17 (51)	70 (213)
How often was the area around your room quiet at night?	7 (20)	12 (36)	19 (59)	63 (192)
How often did you feel you had enough privacy?	6 (19)	7 (22)	11 (34)	75 (231)

Overall Experience of Care

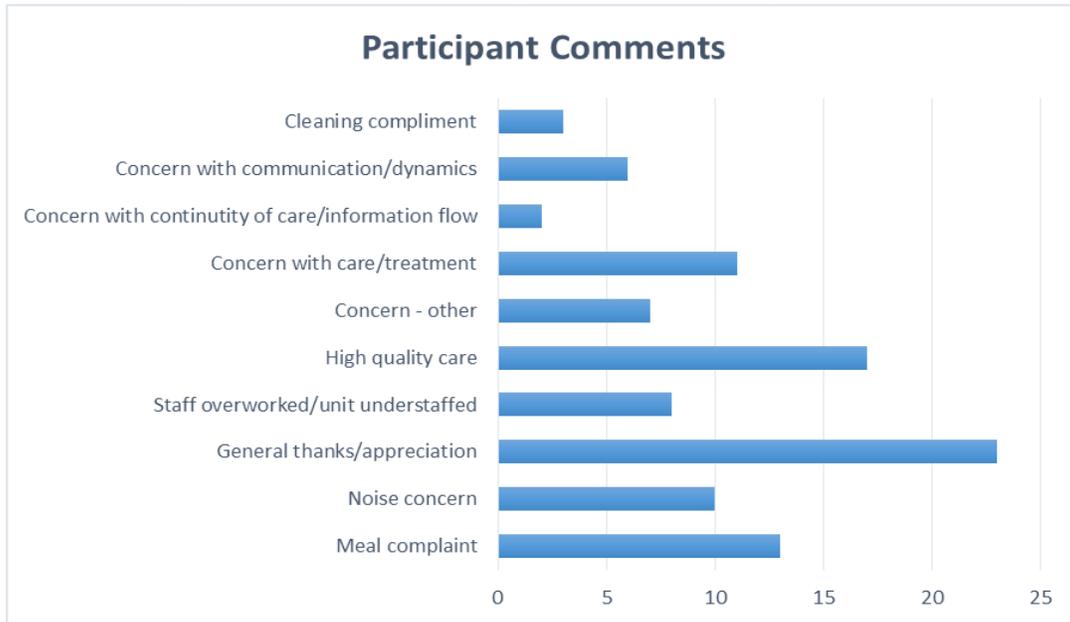
Respondents were asked to rank their experience of care and the hospital or health centre they visited on a scale of 0 to 10, with 0 being the worst possible and 10 being the best possible. On average, patients ranked their experience of care at 8.39 and the hospital or health centre at 8.41. Respondents were also asked whether they would recommend the facility centre to friends and family and 79% reported definitely yes, 9% reported probably yes, 4% reported probably no, and 8% reported definitely no.

Overall Comments

Survey participants were given the opportunity to comment on their overall experience and 95 respondents provided additional comments (see Figure 1). The most common themes in the responses were general thanks and appreciation for care, followed by comments about high quality care. There were also common

themes regarding concerns, including care and treatment, meals, noise levels, and staffing levels.

Figure 1: Participant Comment Themes (% of all comments)



Opportunities for Improvement

Overall results indicate that Western Health's acute care services have strengths including the care and communication provided by nursing staff, nurse practitioners, and doctors; patient pain control; virtual care effectiveness; discharge education; meal appropriateness and temperature; cleanliness of patient rooms; and patient privacy, as well as patients' positive overall experience of care and experience with the health facility.

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. Further explore experience of care and service satisfaction with spiritual care and allied health services and also compare Acute Care Survey results with satisfaction ratings for these services as reported in other recent experience surveys.
2. Explore ways to ensure acute care staff describe and explain possible side effects of any new medication so that patients understand.
3. Explore ways to ensure acute care staff discuss patients' support needs and supports available when they leave the facility.
4. Explore opportunities to enhance overall meal satisfaction for patients.

Appendix A

Acute Care Experience Survey

Acute Care Inpatient Experience Survey

As an individual who recently received services as an inpatient on an acute care unit at a Western Health facility, we would like your feedback.

This survey is also available electronically: www.westernhealth.nl.ca/survey

The survey takes about 10 minutes to complete.

The survey is voluntary and will not affect your level of care. All information gathered from this survey will be treated confidentially and will be reported collectively. The results will be shared anonymously with health care providers and leadership to support quality improvement. A summary will also be posted at www.westernhealth.nl.ca by April 2022.

If you have any questions or technical issues with this survey, please contact Tracey Wells-Stratton - Regional Manager, Research & Evaluation by calling (709)784-6801 or emailing traceywells@westernhealth.nl.ca

Experience surveys provide an anonymous snapshot of the combined experience within the program/area. If you have feedback (concerns or compliments) requiring direct follow-up, please speak with our staff who provided your care or service; speak with their manager, or contact the Client Relations Office by calling the Confidential Client Feedback Line (Toll Free) at 1-833-784-6802 or emailing clientrelations@westernhealth.nl.ca.

We hope that you will take the time to complete this survey. Your participation is greatly appreciated.

INSTRUCTIONS:

- Please answer all the questions based on your most recent or current admission/stay.
- Only individuals who are over age 16 years, or parents/guardians of those under 16, should complete this questionnaire.
- Please SKIP any question that is not applicable for your experience, if you do not know, or if you do not remember the details.

1. At what hospital/health centre were you admitted?

Mark only one oval.

- Western Memorial Regional Hospital (Corner Brook)
- Western Long Term Care - Acute Care Unit (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 Guinchard Health Centre (Port Saunders)

Overall Experience of Care

2. Using any number from 0-10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate your overall experience of care during this recent hospital/health centre stay?

Mark only one oval.

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

3. Using any number from 0-10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate this hospital/health centre during your stay?

Mark only one oval.

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

4. Would you recommend this hospital/health centre to your friends and family?

Mark only one oval.

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

Your Care

5. How often were you satisfied with the care you received from the following providers/services? (Please SKIP any providers/services that are not applicable)

Mark only one oval per row.

	Always	Usually	Sometimes	Never
Nursing staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctor / Nurse Practitioner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dietician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Occupational Therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physiotherapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respiratory Therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spiritual Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Mark only one oval per row.

	Always	Usually	Sometimes	Never
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"/>

7. Please answer the following questions about doctor or nurse practitioner (NP) care during your recent stay in acute care:

Mark only one oval per row.

	Always	Usually	Sometimes	Never
How often did the doctor(s)/NP(s) treat you with courtesy and respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did the doctor(s)/NP(s) listen carefully to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did the doctor(s)/NP(s) explain things in a way you could understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please answer the following questions about communication and involvement during your recent stay in acute care:

Mark only one oval per row.

	Always	Sometimes	Usually	Never
How often did you feel that there was good communication about your care between doctors, nurses, and other health care staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often were you involved as much as you wanted to be in decisions about your care and treatment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. During your recent acute care 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
 No *Skip to question 11*

10. How often did you get help in getting to the bathroom or in using a bedpan in a timely manner?

Mark only one oval.

- Always
 Usually
 Sometimes
 Never

Your Experiences with Pain and Medication

11. During your recent acute care stay, did you need medicine for pain?

Mark only one oval.

- Yes
 No Skip to question 13

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

Mark only one oval per row.

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

13. During your recent acute care stay, were you given any medicine that you had not taken before?

Mark only one oval.

- Yes
 No Skip to question 15

14. If you were you given any medicine that you had not taken before:

Mark only one oval per row.

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

Your Experience with Virtual Care

15. Virtual care is defined as any health care appointment which was conducted by telephone (landline or cell phone) or video (on a computer/laptop, Telehealth unit, or mobile device such as iPad/tablet). During your most recent acute care stay, did you access any services through virtual care?

Mark only one oval.

- Yes
 No Skip to question 19

16. What type of virtual care did you receive?

Mark only one oval.

- Video
 Telephone
 Other: _____

17. Why did you access virtual care?

Check all that apply.

- Service not available in-person at this facility/local office
 Preferred to receive service from a provider at another facility/site
 Service available more quickly from another facility/site
 Preferred not to travel
 Unable to travel

18. Please indicate your agreement with the following statements regarding the virtual care appointment during your recent stay in acute care:

Mark only one oval per row.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I received the support that I needed to connect and participate in the virtual care appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The virtual care appointment was effective in meeting my health care needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Discharge Planning

19. After you left the hospital or health centre, did you go directly to:

Mark only one oval.

- Own home
 Someone else's home
 Another health facility *Skip to question 23*

20. Did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital/health centre?

Mark only one oval.

- Yes
 No

21. Did you get information about what symptoms or health problems to look out for after you left the hospital/health centre?

Mark only one oval.

- Yes - was given the information in writing
 Yes - was told the information
 No

22. Did you receive enough information from the health care staff about what to do if you were worried about your condition or treatment after you left the hospital/health centre?

Mark only one oval.

- Completely
 Quite a bit
 Partly
 Not at all

Meals

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

Mark only one oval per row.

	Always	Usually	Sometimes	Never
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"/>
How often were you satisfied with the quality of the meals provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hospital Environment

24. Please answer the following questions about the hospital/health centre environment during your recent stay in acute care:

Mark only one oval per row.

	Always	Usually	Sometimes	Never
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"/>

About You

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

Mark only one oval.

- Excellent
 Very good
 Good
 Fair
 Poor

26. Please indicate your age:

Mark only one oval.

- | | | |
|-----------------------------|-----------------------------|-----------------------------|
| <input type="radio"/> 0-15 | <input type="radio"/> 35-44 | <input type="radio"/> 65-74 |
| <input type="radio"/> 16-24 | <input type="radio"/> 45-54 | <input type="radio"/> 75-84 |
| <input type="radio"/> 25-34 | <input type="radio"/> 55-64 | <input type="radio"/> 85+ |

27. Which best describes your gender?

Check all that apply.

- Female
- Male
- Non-Binary
- Transgender
- Another Gender: _____

28. People living in Newfoundland and Labrador come from many different cultural and racial backgrounds. The following question will help us to better understand the experiences of the communities that we serve. Do you consider yourself to be . . .

Check all that apply.

- Aboriginal/Indigenous
- Arab
- Black (North American, Caribbean, African, etc.)
- Chinese
- Filipino
- Japanese
- Korean
- Latin American/Latino/Hispanic
- South Asian (East Indian, Pakistani, Sri Lankan, etc.)
- Southeast Asian (Vietnamese, Cambodian, Malaysian, Laotian, etc.)
- West Asian (Iranian, Afghan, etc.)
- White (North American, European, etc.)

Other: _____

29. 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
- College or other non-university certificate or diploma
- Undergraduate degree or some university
- Post-graduate degree or professional designation

30. Please provide any additional comments you would like to share. This survey is anonymous. Please do not include any identifying information. If you have feedback (concerns or compliments) requiring direct follow-up, please speak with our staff who provided your care or service, speak with their manager, or contact the Client Relations Office at 1-833-784-6802 (Confidential Client Feedback Line) or clientrelations@westernhealth.nl.ca.

Interested in becoming a Patient or Family Centered Care (PFCC) Advisor?

Being an Advisor is a way for patients and families to work in partnership with health professionals to shape policies and programs, and to improve the health care system and services. For more information, use the camera on your smartphone or tablet with the QR code below to visit Western Health's website (www.westernhealth.nl.ca) or contact Volunteer Resources at (709)784-5369 or volunteerresources@westernhealth.nl.ca.

