



Western Health

Rural Health Centres Acute Care

Patient Experience Survey Results 2021-2022

Respondents

37 surveys were completed by patients receiving acute care services from the 4 rural health centres

Overall Experience

Overall care
9.2 out of 10

95% would recommend services to friends and family

Key Measures of Care and Services

86%
Informed what to do in case of health changes



71%
Asked if adequate support was available



95%
Treated with courtesy and respect by nurses



95%
Nurses listened carefully



92%
Involved in decision-making



100%
Pain was well controlled



Recommendations



Explore opportunities to enhance:

-  Communication about medications and side effects
-  Communication about supports after discharge

Full report available on the Western Health website: westernhealth.nl.ca/survey