

**Regional Emergency Care
Patient Experience Survey Results
2016-2017**



**Western
Health**

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**In collaboration with:
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Background

Survey Instrument

The validated emergency department 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 January 1 to March 31, 2017. Staff promoted the survey to all patients who visited an emergency department across all sites in 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 March 1st to March 31st. In an attempt to increase the response rate, a random sample of patients who visited any emergency department 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 the end of March, the survey was not being promoted by emergency department staff during this time.

Participants

The survey was promoted to all patients who visited an emergency 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 emergency services at sites with low survey response rates between January and February 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 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, & 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 emergency department services at Western Health. Statistics were also calculated for each site to assist in quality improvement initiatives and planning at a site level. The following report provides a summary of survey results for all sites within the region.

Results

Demographics

A total of 380 surveys were completed. Respondents were asked to indicate which health facility they visited for emergency services and the majority of respondents reported they visited WMRH (47.4%). 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	47.4	180
Sir Thomas Roddick Hospital	26.1	99
Rufus Guinchard Health Centre	8.7	33
Bonne Bay Health Centre	6.6	25
Calder Health Centre	2.9	11
Dr. Charles LeGrow Health Centre	7.4	28
Missing	1.1	4
Total	100	380

Nearly 29% of survey respondents who visited the emergency department were seen in Fast Track. Participants were asked what day of the week they visited the emergency department and the following was reported: Sunday (7.6%), Monday (21.6%), Wednesday (13.9%), Thursday (11.8%), Friday (12.4%), Saturday (10.8%), and 11.6% did not answer this question. Respondents also indicated what time of day they visited the emergency: 43.4% visited between 8:00am and 12:00pm, 24.7% between 12:00pm and 4:00pm, 19.5% between 4:00pm and 12:00am, 5% between 12:00am and 8:00am, and 7.4% did not report.

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 41-45 age group (12.1%) and had at least a college degree (44.5%). When asked to rate their overall

health, 19.2% reported excellent, 32.1% reported very good, 28.7% reported good, 12.4% reported fair, 3.7% reported poor, and 3.9% did not report.

Table 2. Frequency and Percentage of Respondents by Age Group

Age Group	Percent (%)	Frequency
16-20	2.9	11
21-24	3.9	15
25-30	8.7	33
31-35	5.0	19
36-40	9.7	37
41-45	12.1	46
46-50	10.3	39
51-55	10.0	38
56-60	8.9	34
61-65	6.6	25
66-70	6.1	23
71-75	2.9	11
75+	5.5	21
Missing	7.4	28

Table 3. Frequency and Percentage of Respondents by Education Level

Education Level	Percent (%)	Frequency
8 th grade or less	6.6	25
Some high school, but did not graduate	11.1	42
High school graduate or GED	19.7	75
Some college	10.5	40
College graduate or higher	44.5	169
Missing	7.6	29

Nursing Care

Respondents were asked about nursing care during their emergency visit (see Table 4). Most respondents reported that nurses always or usually treated them with courtesy and respect (89.4%), listened carefully to them (88.6%), and explained things in a way they could understand (89.2%).

Table 4. Nursing Care

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did the nurses treat you with courtesy and respect?	1.3 (5)	9.3 (35)	17.7 (67)	71.7 (271)
How often did the nurses listen carefully to you?	2.7 (10)	8.8 (33)	18.1 (68)	70.5 (265)
How often did the nurses explain things in a way you could understand?	2.1 (8)	8.6 (32)	20.6 (77)	68.6 (256)

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 (90.7%), listened carefully to them (86.7%), and explained things in a way they could understand (87.9%). When asked how often they felt involved in decisions about their own care and treatment, 79.9% reported always or usually.

Table 5. Care from Doctors

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did doctors treat you with courtesy and respect?	1.6 (6)	7.7 (28)	22.2 (81)	68.5 (250)
How often did doctors listen carefully to you?	3.0 (11)	8.3 (30)	23.1 (84)	65.6 (238)
How often did doctors explain things in a way you could understand?	3.0 (11)	9.1 (33)	23.5 (85)	64.4 (233)
How often did you feel involved in decisions about your care and treatment?	5.5 (20)	14.6 (53)	23.6 (86)	56.3 (205)

Waiting for Care

Patients were asked if they were told how long they would have to wait to be examined. Just over 11% reported they were told but the wait was shorter, 13% reported they were told and the wait was as long as they were told, 10.4% reported they were told but the wait was longer, 62.2% reported they were not told, and 2.9% did not know or could not remember. When asked if they were told why they had to wait, 24.7% reported they were told, 22% reported they were not told but they would have liked an explanation, 48.9% reported no, but they did not need an explanation, and 4.3% did not know or could not remember.

Patients were also asked if the hospital staff checked on them while they waited. Just over 27% reported yes, 4.5% reported yes but would have liked to be checked on more often, 44% reported no but they did not mind, 21.3% reported no but they would have liked staff to check on them, and 1.9% did not know or could not remember. Patients were also asked whether they considered leaving before they were seen and 15.6% reported yes, definitely, 19.1% reported yes, to some extent, and 65.3% reported no.

Hospital Environment

Patients were asked about the hospital environment including cleanliness and privacy. Most respondents reported that the rooms were kept clean (87.5%), while 6.3% reported they were not, and 6.3% did not know or could not remember. When asked if the bathroom was kept clean, 64% reported yes, 13.6% reported no, and 22.3% did not know or could not remember. Almost 76% of respondents indicated that they always or usually had enough privacy, 16.8% reported sometimes, and 7.4% reported never.

Patient Experience with Pain

Respondents were asked if during their hospital visit they needed medication for pain and 41.3% 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 6). Nearly 69% reported that their

pain was always or usually well controlled, and 71.9% reported that staff always or usually did everything they could to help with pain.

Table 6. Patient Experience with Pain

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often was your pain well controlled?	16.0 (44)	15.3 (42)	32 (88)	36.7 (101)
How often did the hospital staff do everything they could to help you with your pain?	15.7 (43)	12.4 (34)	24.8 (68)	47.1 (129)

Patients were also asked if they were given any medication that they had not taken before and 27.6% 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 7). Nearly 76% reported that they were usually or always told what the medication was for and 57.8% reported that staff usually or always described possible side effects of the medication in a way they could understand.

Table 7. 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?	12.4 (29)	12.0 (28)	19.7 (46)	56 (131)
How often did hospital staff describe possible side effects in a way you could understand?	26.6 (63)	15.6 (37)	18.6 (44)	39.2 (93)

Discharge

Respondents were asked where they went after they left the hospital and 91.5% reported their own home, 4.9% reported another health facility, and 3.6% reported someone else's home. Respondents 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 8). Nearly 32% reported that they had a discussion with hospital staff about whether they had the help needed when they left the hospital, and 29.4% reported that they were given

information in writing about what symptoms or health problems to look out for after they left the hospital.

Table 8. Discharge Planning

Question	Yes % (N)	No % (N)	Don't know/can't remember % (N)
Did hospital staff talk with you about whether you would have the help you need when you left?	31.9 (111)	56.0 (195)	12.1 (42)
Did you get information in writing about what symptoms to look out for?	29.4 (102)	58.8 (204)	11.8 (41)

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 6.8. Respondents were also asked whether they would recommend the hospital to friends and family 56.8% reported definitely yes, 6.8% reported probably yes, and 36.3% reported probably no.

Opportunities for Improvement

Overall results indicate that Western Health's emergency services have strengths including the care received from nurses and doctors and the cleanliness of patient rooms.

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:

- Explore opportunities to enhance patients' involvement in decisions about their care and treatment;
- Enhance communication with patients about approximate wait times and reasons for waiting;
- Ensure that patients are monitored while they are waiting;
- Explore opportunities to ensure bathroom cleanliness;
- Enhance patients' opportunities for privacy;
- Enhance patient pain control;
- Enhance communication with patients regarding the purpose and possible side effects of new medications;
- Enhance communication with patients about whether they have the help they need when they are discharged; and
- Provide written information about symptoms or health problems patients should look for when they are discharged.

Appendix A

Emergency Experience Survey

Emergency Client/Patient/Resident Experience Survey

As a client who has recently received service at Western Health in the Emergency and/or Fast Track Departments we would like your feedback to help improve your hospital experience.

Please answer all the questions based on your most recent or current visit.

The survey is voluntary and will not affect your level of care. It is anonymous - patients cannot be identified.

The survey will take roughly 10 minutes to complete and ends on February 28, 2016.

If you have any questions, or you would like to discuss this survey further, please contact Mariel Parcon, Regional Manager- Research and Evaluation at (709) 784-6805 or marielparcon@westernhealth.nl.ca

Skip to question 1.

Nursing Care

1. Please answer the following questions about nursing care during your recent emergency/fast track visit:

Mark only one oval per row.

	Never	Sometimes	Usually	Always
How often did the nurses treat with 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 nurses explain things in a way you could understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Doctor Care

2. Please answer the following questions about doctor care during your most recent emergency/fast track visit:

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 doctors 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"/>

Waiting for Care

3. During this hospital visit, were you told how long you would have to wait to be examined?

Mark only one oval.

- Yes, but the wait was shorter
- Yes, and I had to wait as long as I was told
- Yes, but the wait was longer
- No, I was not told
- Don't know/can't remember

4. During this hospital visit, were you told why you had to wait to be examined?

Mark only one oval.

- Yes
- No, but I would have liked an explanation
- No, but I did not need an explanation
- Don't know/can't remember

5. During this hospital visit, did a member of the staff check on you while you were waiting?

Mark only one oval.

- Yes, definitely
- Yes, but I would have liked them to check more often
- No, but I would have liked them to check
- No, but I did not mind
- Don't know/can't remember

6. During this hospital visit, did you consider leaving before you had been seen and treated?

Mark only one oval.

- Yes, definitely
- Yes, to some extent
- No

The Hospital

7. During this hospital visit, was your room kept clean?

Mark only one oval.

- Yes
- No
- Don't know/can't remember

8. During this hospital visit, was the bathroom kept clean?

Mark only one oval.

- Yes
- No
- Don't know/can't remember

9. During this hospital visit, how often did you feel you had enough privacy?

Mark only one oval.

- Never
- Sometimes
- Usually
- Always

Pain Experience

10. During this hospital visit, did you need medicine for pain?

Mark only one oval.

- Yes
- No
- Don't know/can't remember

11. During this hospital visit, how often was your pain well controlled?

Mark only one oval.

- Never
- Sometimes
- Usually
- Always

12. During this hospital visit, how often did the hospital staff do everything they could to help you with your pain?

Mark only one oval.

- Never
- Sometimes
- Usually
- Always

13. During this hospital visit, were you given any medicine that you had not taken before?

Mark only one oval.

- Yes
- No *After the last question in this section, skip to question 16.*
- Don't know/can't remember *After the last question in this section, skip to question 16.*

14. During this hospital visit, how often did hospital staff tell you what the medicine was for?

Mark only one oval.

- Never
- Sometimes
- Usually
- Always

15. During this hospital visit, how often did hospital staff describe possible side effects in a way you could understand?

Mark only one oval.

- Never
- Sometimes
- Usually
- Always

After Your Visit

16. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

Mark only one oval.

- Own home
- Someone else's home
- Another health facility

17. During this hospital visit, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

Mark only one oval.

- Yes
- No
- Don't know/can't remember

18. During this hospital visit, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

Mark only one oval.

- Yes
- No
- Don't know/can't remember

About Your Visit

19. Where did you visit the Emergency/Fast Track Department?

Mark only one oval.

- Western Memorial Regional Hospital (Corner Brook)
- Sir Thomas Roddick Hospital (Stephenville)
- Bonne Bay Health Centre (Bonne Bay)
- Calder Health Care Centre (Burgeon)
- Dr. Charles L. LeGrow Health Centre (Port Aux Basques)
- Rufus Guinchard Health Centre (Port Saunders)

20. In which area did you receive your care?

Mark only one oval.

- Emergency Department
- Fast Track
- I don't know

21. What day did you visit the Emergency/Fast Track Department?

Mark only one oval.

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

22. Approximately what time did you arrive at the Emergency/Fast Track Department?

Mark only one oval.

- 8:00 a.m. - 12:00 p.m.
- 12:00 p.m. - 4:00 p.m.
- 4:00 p.m. - 12:00 a.m.
- 12:00 a.m. - 8:00 a.m.

Overall Rating

23. 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										

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

Mark only one oval.

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

About You

25. 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

26. Please indicate 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
- 75+

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

Mark only one oval.

- Excellent
- Very good
- Good
- Fair
- Poor