



**NL Health
Services**

Western Zone - Ambulatory Care Client Experience Survey 2022-2023 Sir Thomas Roddick Hospital Results

Respondents

180 surveys were completed by clients receiving ambulatory care services from STRH

Overall Experience

Overall Care
8.7 out of 10

92% would recommend services to friends and family

Key Measures of Care and Services

87% Felt involved in decisions about care and treatment 	95% Surroundings were clean 	23% Received information in writing about health changes 	97% Treated with courtesy and respect 	64% Asked if adequate support was available 	91% Things were explained in a way that was understandable 
--	--	---	--	--	---

Client Recommendations



- ✓ Explore ways to better communicate wait times to clients
- ✓ Ensure all clients are given enough information in writing about adverse symptoms to monitor for after their visit
- ✓ Discuss discharge planning with clients to ensure appropriate contact numbers are given and supports are in place when they leave
- ✓ Explore opportunities for additional supports when clients utilize virtual care