

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

Treated with courtesy and respect by nursing staff

87%

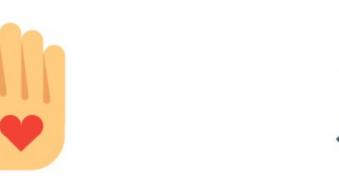
87% Rooms were kept clean

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