



Rural Emergency Care Patient Experience Survey Results 2021-2022

Respondents

51 patients who visited Western Health's rural emergency facilities completed the survey

Overall Experience

Overall care
8 out of 10

92% would recommend
facility to friends and family

Key Measures of Care and Services

64%
Were told
how long
they would
have to wait



81%
Pain was
well
controlled



96%
Doctors
explained
things in a way
that was easy
to understand



96%
Treated with
courtesy and
respect by
nursing staff



100%
Rooms
were kept
clean



88%
Felt
involved in
decisions
about care



Patient Recommendations



Explore opportunities to enhance:

-  Communication about wait times
-  Monitoring of patients while waiting
-  Patient pain control & understanding of medications
-  Communication about help after discharge and symptoms or health problems to look out for