



Western Health

Western Memorial Regional Hospital Emergency Care

Patient Experience Survey Results 2021-2022

Respondents

130 patients who visited Western Memorial Regional Hospital's emergency facilities completed the survey

Overall Experience

Overall care
5.7 out of 10

61% would recommend facility to friends and family

Key Measures of Care and Services

42%
Were told how long they would have to wait



64%
Pain was well controlled



71%
Doctors explained things in a way that was easy to understand



76%
Treated with courtesy and respect by nursing staff



81%
Rooms were kept clean



68%
Felt involved in decisions about care



Patient Recommendations

Explore opportunities to enhance:



-  Patient involvement in decisions about their care
-  Communication about key factors in care & discharge
-  Patients' privacy
-  Patients' pain control and support for patients experiencing pain