

**Western Memorial Regional Hospital  
Emergency Care Patient Experience  
Survey Results  
2021-2022**



**Western  
Health**

**Prepared by:  
Tracey Wells-Stratton  
Regional Manager - Research and Evaluation  
People, Quality and Safety Branch**

In collaboration with:  
Patient Services

## **Background**

### **Survey Instrument**

The validated emergency and fast track 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 Survey tool was modified to meet the needs of Western Health in collaboration with the Emergency Department Quality Improvement Team (see Appendix A). Questions were modified to fit with current language and terminology for services and providers, as well as to ask about experience with additional services and providers.

### **Method**

The survey was available to complete electronically through Get Feedback or by paper from September 20 to December 16, 2021. Staff promoted the survey to all patients who visited an emergency and/or fast track department across all sites in the region by providing an information letter and/or a survey promotion wallet card. 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 Calder Health Centre, the survey collection window was expanded and two additional surveys were collected on February 9<sup>th</sup>, 2022.

### **Participants**

The survey was promoted to all patients who visited an emergency and/or fast track department 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 Guincharde Health Centre (RGHC) in Port Saunders.

### **Sample**

Surveys were completed by 250 participants regionally, including 130 from WMRH. Based on patient volume regionally, this sample size provides a confidence level of 90% that the real values are within  $\pm 5.17\%$  of the surveyed values. Based on patient volume

for WMRH, this sample size provides a confidence level of 85% that the real values are within  $\pm 6.12\%$  of the surveyed values.

### **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 excluded. All downloaded data was stored on a password protected computer used by Planning and Performance staff.

### **Data Analysis**

Survey data was entered directly into Get Feedback by the respondent or transcribed from paper copies by the survey administrators. Reports were developed and analyzed in this survey platform. Descriptive statistics were calculated on regional data to obtain a general perspective of patient experiences with emergency and fast track department services at Western Health. Summary reports were also created for each site to assist in quality improvement initiatives and planning at a site level. The following report provides an overview of the results for WMRH.

## Results

### **Demographics**

A total of 130 surveys were completed from WMRH. The number of respondents from each health facility is indicated in Table 1.

Table 1. Frequency and Percentage of Respondents by Site

<b>Hospital</b>	<b>Percent (%)</b>	<b>Frequency</b>
Western Memorial Regional Hospital	52	130
Sir Thomas Roddick Hospital	28	69
Rufus Guincharde Health Centre	5	13
Bonne Bay Health Centre	6	16
Calder Health Centre	1	3
Dr. Charles LeGrow Health Centre	8	19
Site not identified	n/a	0
<b>Total</b>	<b>100</b>	<b>250</b>

To gain a more thorough understanding of the demographics and health status of the survey respondents, they were asked to report their age group, highest grade or level of school completed, race or ethnicity, gender identity, and overall health. The respondents were distributed across all age groups, with the largest groups from 25-34, 35-44, and 55-64, at 19% each (see Figure 1). Of the respondents, 70% had a college degree or higher education (see Figure 2). The majority of respondents (70%) identified as white/Caucasian, while 27% identified as Aboriginal/ Indigenous, 1% identified as Filipino, and 2% identified as another cultural/racial background. When asked to identify which best describes their gender, the majority identified as female (65%), while 33% identified as male, 2% identified as non-binary, 1% identified as transgender, and 1% identified as another gender. When asked to rate their overall health, the majority provided a positive rating, with 52% reporting excellent or very good (see Figure 3).

Figure 1. Frequency and Percentage of Respondents by Age Group

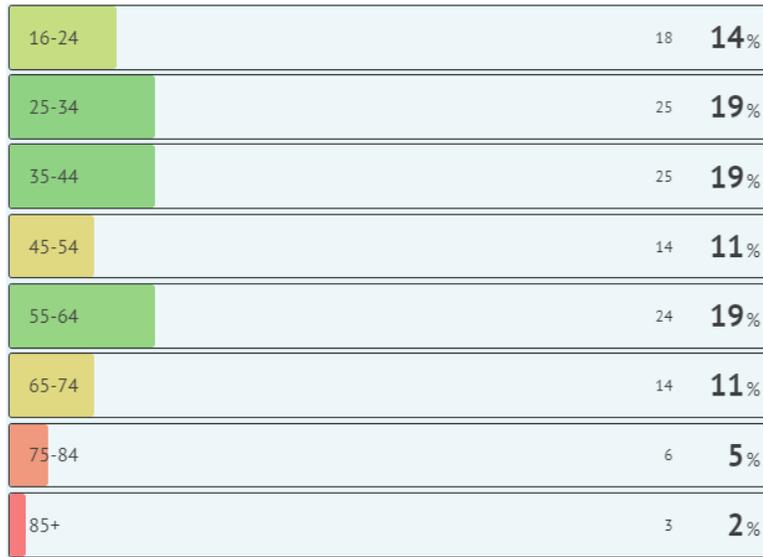
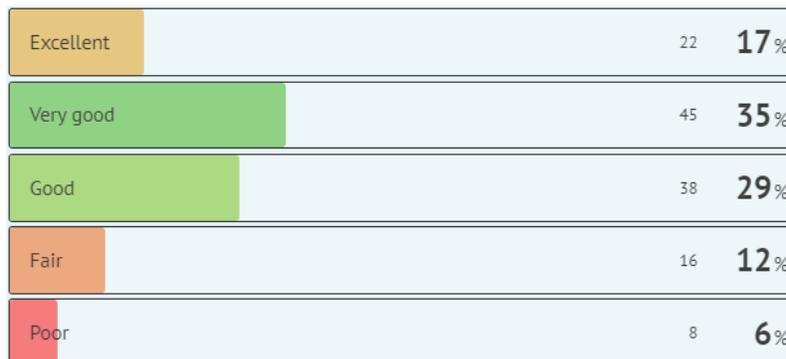


Figure 2. Frequency and Percentage of Respondents by Education Level



Figure 3. Frequency and Percentage of Respondents by Overall Health Rating



## Utilization

Thirty eight percent of survey respondents who visited the emergency department at WMRH were seen in Fast Track. Participants were asked what day of the week they visited the emergency department and the following was reported: Sunday (10%), Monday (18%), Tuesday (15%), Wednesday (18%), Thursday (15%), Friday (15%), and Saturday (9%). Respondents also indicated what time of day they visited the emergency. Of the respondents, 38% visited between 8:00am and 12:00pm, 21% between 12:00pm and 4:00pm, 31% between 4:00pm and 12:00am, and 11% between 12:00am and 8:00am.

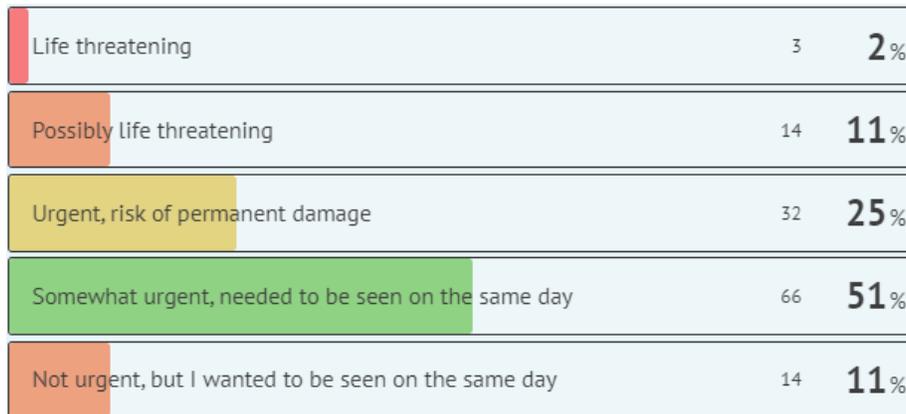
## Reasons for Attending

Respondents were asked to indicate their reason(s) for choosing to go to the emergency or fast track department (see Table 2), as well as how they would describe the health problem that resulted in their visit (see Figure 4). The most common reason for attending was I thought Emergency/Fast Track was the best place for my medical problem (42%) and the majority of respondents identified their health problem as somewhat urgent, needed to be seen on the same day (51%).

Table 2. Reason for Attending Emergency Department

Reason	Percent (%)	Frequency
I thought Emergency/Fast Track was the best place for my medical problem	42	54
I was told to go to Emergency/Fast Track rather than somewhere else	22	28
Emergency/Fast Track was the only choice available at the time	33	43
Emergency/Fast Track was the most convenient place to go	8	10
I do not have a primary care provider (family doctor or nurse practitioner)	9	12
Wait time for my primary care provider was too long	19	25
I wanted to be seen in-person instead of a virtual visit	7	9

**Figure 4. Description of Health Problem**



**Nursing Care**

Respondents were asked about nursing care during their emergency visit (see Table 6). The majority of respondents reported that nurses always or usually treated them with courtesy and respect (76%), listened carefully to them (73%), and explained things in a way they could understand (78%).

**Table 3. Nursing Care**

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did the nurse(s) treat you with courtesy and respect?	5% (6)	19% (24)	16% (21)	60% (78)
How often did the nurse(s) listen carefully to you?	6% (8)	20% (26)	13% (17)	60% (78)
How often did the nurse(s) explain things in a way you could understand?	7% (9)	15% (19)	19% (25)	59% (76)

**Care from Doctors and Nurse Practitioners**

Patients were also asked about the care they received from doctors and nurse practitioners (see Table 4). Consistent with the feedback about nurses, the majority patients reported that doctors usually or always treated them with courtesy and respect (80%), listened carefully to them (77%), and explained things in a way they could understand (78%). When asked how often they felt involved in decisions about their own care and treatment, 68% reported always or usually.

Table 4. Care from Doctors

Question	Never % (N)	Sometimes % (N)	Usually % (N)	Always % (N)
How often did the doctor/nurse practitioner treat you with courtesy and respect?	9% (12)	11% (14)	17% (22)	63% (81)
How often did the doctor/nurse practitioner listen carefully to you?	9% (11)	15% (19)	21% (27)	56% (72)
How often did the doctor/nurse practitioner explain things in a way you could understand?	8% (10)	14% (18)	19% (25)	59% (76)
How often did you feel involved in decisions about your care and treatment?	16% (21)	16% (21)	19% (24)	49% (63)

A prevalent theme expressed in the survey comments was regarding positive communication and interpersonal dynamics with the health care team. Respondents used terms such as compassionate, respectful, kind, courteous, and professional to describe their healthcare providers. Conversely, a smaller group of respondents provided comments regarding negative interpersonal dynamics. Respondents who had negative experiences described staff behaviour as rude, dismissive and lacking empathy.

Similarly, there were a balance of negative and positive comments about the care provided to respondents. Negative themes centred on a sense that the respondent’s own and/or others needs were not attended to in an appropriate amount of time for the severity of their condition, as well as concern that physical needs, such as bleeding and soiled clothing, were ignored while respondents felt they could have been supported by other health care staff prior to seeing the primary care provider. Positive themes included general overall satisfaction and experiences of high quality care. Respondents used terms such as knowledgeable and thorough to describe their health care providers.

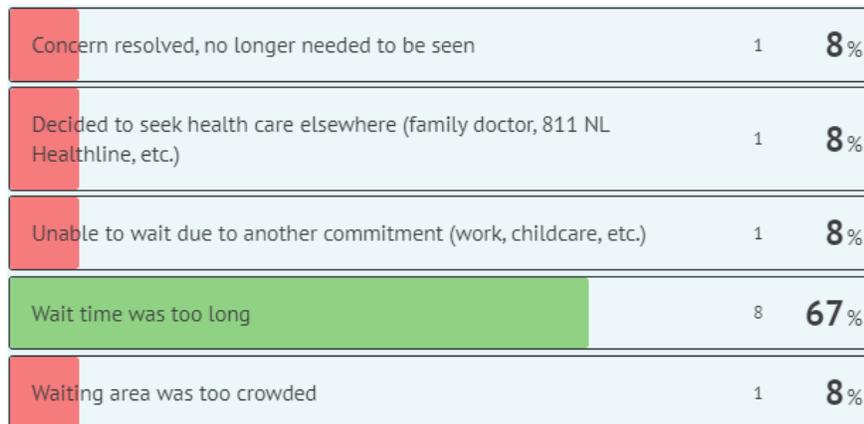
### Waiting for Care

Patients were asked if they were told how long they would have to wait to be examined. Of the respondents, 16% reported that they did not have a wait time, 9% reported they were told but the wait was shorter, 7% reported they were told and the wait was as long as they were told, 10% reported they were told but the wait was longer, and 58% reported they were not told.

When patients were asked if the hospital staff checked on them while they waited, 19% reported yes, 6% reported yes but would have liked to been checked on more often, 21% reported no but they did not mind, and 54% reported no but they would have liked staff to check on them. Patients were also asked whether they considered leaving before they were seen and 39% reported no, 50% reported yes – considered it but stayed, and 11%

reported yes – I did leave. Respondents who reported leaving were asked to indicate the main factor in their decision to leave (see Figure 5). The most common factor reported was that the wait time was too long (67%).

Figure 5. Main Factor in Decision to Leave



A common theme in the survey comments was that the wait time for service was too long. Some respondents included comments that the department was understaffed and others commented that they understood that there were higher priorities. However, as mentioned above, some felt that their own and/or others needs were not attended to in an appropriate amount of time for the severity of their condition. Most did not provide specifics on their wait time. For those who did provide wait times, these ranged from two and a half to nine hours. Another common theme was that respondents were left without any follow-up or information while waiting. As a way to minimize congestion and support physical distancing in the waiting areas, one respondent provided the suggestion to allow people who are able to do so to wait in their cars and call them into the department when it is their turn.

### **Hospital Environment**

Patients were asked about the hospital environment including cleanliness and privacy. The majority of respondents reported that the rooms were kept clean (81%) and that their bathroom was kept clean (65%). Of the respondents, the majority also indicated that they always or usually had enough privacy (61%), while 16% reported sometimes and 22% reported never.

A common theme in the survey was dissatisfaction with the facility. Comments included several concerns regarding cleanliness, as well as individual comments about the facility being in poor condition, rooms being uncomfortable, and signage being confusing.

## Patient Experience with Pain

Respondents were asked if during their hospital visit they needed medication for pain and 39% reported yes. The respondents who indicated that they needed medication for pain were asked to indicate how well their pain was well controlled and how often staff did everything they could to help with pain (see Table 5). The majority reported that their pain was controlled or somewhat controlled (64%) and 65% reported that staff did or somewhat did everything they could to help with pain.

Table 5. Patient Experience with Pain

Question	Yes % (N)	Somewhat % (N)	No % (N)
Was your pain well controlled?	29% (14)	35% (17)	37% (18)
Did the hospital staff do everything they could to help you with your pain?	45% (22)	20% (10)	35% (17)

Patients were also asked if they were given any medication that they had not taken before and 27% reported yes. The respondents who indicated they were given medication they had not taken before were asked to report if they were told what the medication was for and if staff described possible side effects in a way they could understand (see Table 6). Most respondents (94%) reported that they were told what the medication was for and 71% reported that staff did describe or somewhat described possible side effects of the medication in a way they could understand.

Table 6. Patient Experience with Medication

Question	Yes % (N)	Somewhat % (N)	No % (N)
Did hospital staff tell you what the medicine was for?	94% (33)	n/a	6% (2)
Did hospital staff describe possible side effects in a way you could understand?	40% (14)	31% (11)	29% (10)

## Discharge

Respondents were asked where they went after they left the hospital or health centre and 92% reported their own home, 2% reported another health facility, and 5% reported someone else's home. Respondents were also asked whether hospital staff spoke with them about whether they would have the help they needed when discharged from the hospital or health centre. The majority of respondents (65%) reported that they had not talked with hospital staff about whether they had the help needed when they left the hospital, while 35% reported yes. Respondents were also asked if they were given

information about what symptoms or health problems to look out for after they left the hospital. The majority (65%) reported that they were told the information, 3% were given the information in writing, and 32% reported no. When asked whether they received all the information they needed about their condition and treatment, the majority (46%) reported yes, 35% reported somewhat, and 19% reported no.

### **Overall Hospital Experience**

Respondents were asked to rank how they felt they were helped by their emergency or fast track visit on a scale of 0 to 10 with 0 being not helped at all and 10 being helped completely. On average, patients ranked the level of help at 6.11. Respondents were asked to rank their overall experience of care during this visit on a scale of 0 to 10 with 0 being the worst possible and 10 being the best possible. On average, patients ranked their overall care at 5.74. Respondents were asked to rank the hospital or health centre they visited on a scale of 0 to 10 with 0 being the worst possible and 10 being the best possible. On average, patients ranked their hospital at 5.49. Respondents were also asked whether they would recommend the hospital or health centre to friends and family and 33% reported definitely yes, 28% reported probably yes, 19% reported probably no, and 20% reported definitely no.

## **Opportunities for Improvement**

Overall results indicate that Western Memorial Regional Hospital's emergency services have strengths, including the respect received from doctors and information provided to patients about the purpose of new medications, as well as 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). Opportunities for improvement include:

- Enhance positive communication and interpersonal dynamics with patients
- Explore opportunities to enhance patients' involvement in decisions about their care and treatment;
- Explore opportunities to 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;
- Explore opportunities to enhance patients' privacy;
- Enhance patient pain control and explore opportunities to enhance support for patients experiencing pain;
- Enhance communication with patients regarding the possible side effects of new medications;
- Enhance communication with patients about whether they have the help they need when they are discharged; and
- Provide information about symptoms or health problems patients should look for when they are discharged.

**Appendix A**

**Emergency / Fast Track Department**

**Patient Experience Survey**

# Emergency/Fast Track Department Patient Experience Survey

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

Please answer all the questions based on your most recent or current visit. Please note, only clients who are 16 years or older should complete this questionnaire. If any question is not applicable for your experience, please skip the question without providing a response. If you prefer to complete the survey electronically, it is available here:

[www.westernhealth.nl.ca/survey](http://www.westernhealth.nl.ca/survey)

The survey will take about 10 minutes to complete. The survey is voluntary and will not affect your level of care. All information gathered from this survey will be treated confidentially and will be reported collectively. The results will be shared anonymously with health care providers and leadership to support quality improvement. Western Health will also post a summary of the information from all patients who respond on our website at [www.westernhealth.nl.ca](http://www.westernhealth.nl.ca). This report will be available in January 2022.

If you have any questions about this survey, please contact Tracey Wells-Stratton, Regional Manager - Research and Evaluation at (709)784-6801 or [traceywells@westernhealth.nl.ca](mailto:traceywells@westernhealth.nl.ca).

Instructions: Please SKIP any question that is not applicable for your experience or if you do not remember the details.

1. 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 (Norris Point)
- Calder Health Care Centre (Burgeo)
- Dr. Charles L. LeGrow Health Centre (Port aux Basques)
- Rufus Guinchard Health Centre (Port Saunders)

2. In which area did you receive your care?

*Mark only one oval.*

- Emergency Department (ALL sites)
- Fast Track (STEPHENVILLE & CORNER BROOK sites only)

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

*Mark only one oval.*

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

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

*Mark only one oval.*

- 8:00 a.m. - 12:00 p.m. (noon)
- 12:00 p.m. (noon) - 4:00 p.m.
- 4:00 p.m. - 12:00 a.m. (midnight)
- 12:00 a.m. (midnight) - 8:00 a.m.

5. Why did you choose to go to the Emergency/Fast Track Department?

*Check all that apply.*

- I thought Emergency/Fast Track was the best place for my medical problem
- I was told to go to Emergency/Fast Track rather than somewhere else
- Emergency/Fast Track was the only choice available at the time
- Emergency/Fast Track was the most convenient place to go
- I do not have a primary care provider (family doctor or nurse practitioner)
- Wait time for my primary care provider was too long
- I wanted to be seen in-person instead of a virtual visit

6. How would you describe the health problem that resulted in your Emergency/Fast Track Department visit?

Mark only one oval.

- Life threatening
- Possibly life threatening
- Urgent, risk of permanent damage
- Somewhat urgent, needed to be seen on the same day
- Not urgent, but I wanted to be seen on the same day

7. Using any number from 0-10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate your overall experience of care during this visit to the Emergency/Fast Track Department?

Mark only one oval.

	0	1	2	3	4	5	6	7	8	9	10	
Worst possible	<input type="radio"/>	Best possible										

8. Using any number from 0-10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate this hospital/health centre during your most recent visit?

Mark only one oval.

	0	1	2	3	4	5	6	7	8	9	10	
Worst possible	<input type="radio"/>	Best possible										

9. Would you recommend this hospital/health centre to your friends and family?

Mark only one oval.

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

10. Please answer the following questions about nursing care during your most recent Emergency/Fast Track Department visit:

Mark only one oval per row.

	Always	Usually	Sometimes	Never
How often did the nurse(s) treat with you with courtesy and respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did the nurse(s) listen carefully to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did the nurse(s) explain things in a way you could understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please answer the following questions about doctor/nurse practitioner care during your most recent Emergency/Fast Track Department visit:

Mark only one oval per row.

	Always	Usually	Sometimes	Never
How often did the doctor/nurse practitioner treat you with courtesy and respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did the doctor/nurse practitioner listen carefully to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often did the doctor/nurse practitioner 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"/>

12. During this Emergency/Fast Track Department visit, were you told how long you would have to wait to be examined?

Mark only one oval.

- I did not have a wait time    Skip to question 16
- 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

13. During this Emergency/Fast Track 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

14. During this Emergency/Fast Track Department visit, did you consider leaving before you had been seen and treated?

*Mark only one oval.*

- No *Skip to question 16*
- Yes - considered it but stayed *Skip to question 16*
- Yes - I did leave

15. What was the main factor in your decision to leave?

*Mark only one oval.*

- Concern resolved, no longer needed to be seen
- Decided to seek health care elsewhere (family doctor, 811 NL Healthline, etc.)
- Unable to wait due to another commitment (work, childcare, etc.)
- Wait time was too long
- Waiting area was too crowded

16. During this Emergency/Fast Track Department visit, how often did you feel you had enough privacy?

*Mark only one oval.*

- Always
- Usually
- Sometimes
- Never

17. During this Emergency/Fast Track Department visit, was your room clean?

*Mark only one oval.*

Yes

No

18. During this Emergency/Fast Track Department visit, was the bathroom clean?

*Mark only one oval.*

Yes

No

19. During this Emergency/Fast Track Department visit, did you need medicine for pain?

*Mark only one oval.*

Yes

No Skip to question 22

20. During this Emergency/Fast Track Department visit, was your pain well controlled?

*Mark only one oval.*

Yes

Somewhat

No

21. During this Emergency/Fast Track Department visit, did the staff do everything they could to help you with your pain?

*Mark only one oval.*

Yes

Somewhat

No

22. During this Emergency/Fast Track Department visit, were you given any medicine that you had not taken before?

*Mark only one oval.*

- Yes  
 No Skip to question 25

23. During this Emergency/Fast Track Department visit, did the staff tell you what the medicine was for?

*Mark only one oval.*

- Yes  
 No

24. During this Emergency/Fast Track Department visit, did the staff describe possible side effects in a way you could understand?

*Mark only one oval.*

- Yes  
 Somewhat  
 No

25. After you left the hospital or health centre, 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

26. During this Emergency/Fast Track Department visit, did doctors, nurses, or another health professional talk with you about whether you would have the help you needed when you left the hospital or health centre?

Mark only one oval.

- Yes  
 No

27. During this Emergency/Fast Track Department visit, did you get information about what symptoms or health problems to look out for after you left the hospital or health centre?

Mark only one oval.

- Yes - was told the information  
 Yes - was given the information in writing  
 No

28. During this Emergency/Fast Track Department visit, did you get all the information you needed about your condition and treatment?

Mark only one oval.

- Yes  
 Somewhat  
 No

29. Overall, do you feel you were helped by your Emergency/Fast Track Department visit? Please answer on a scale where 0 is "not helped at all" and 10 is "helped completely."

Mark only one oval.

	0	1	2	3	4	5	6	7	8	9	10	
Not helped at all	<input type="radio"/>	Helped completely										

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

*Mark only one oval.*

- Excellent
- Very good
- Good
- Fair
- Poor

31. Please indicate your age:

*Mark only one oval.*

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+

32. Which best describes your gender?

*Check all that apply.*

- Female
- Male
- Non-binary
- Transgender
- Another gender: \_\_\_\_\_

33. People living in Newfoundland and Labrador come from many different cultural and racial backgrounds. The following question will help us to better understand the experiences of the communities that we serve. Do you consider yourself to be

...

*Check all that apply.*

- Aboriginal/Indigenous
- Arab
- Black (North American, Caribbean, African, etc.)
- Chinese
- Filipino
- Japanese
- Korean
- Latin American/Latino/Hispanic
- South Asian (East Indian, Pakistani, Sri Lankan, etc.)
- Southeast Asian (Vietnamese, Cambodian, Malaysian, Laotian, etc.)
- West Asian (Iranian, Afghan, etc.)
- White (North American, European, etc.)

Other:  \_\_\_\_\_

34. 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
- College or other non-university certificate or diploma
- Undergraduate degree or some university
- Post-graduate degree or professional designation

35. Please provide any additional comments you would like to share. This survey is anonymous. Please do not include any identifying information. If you have feedback (concerns or compliments) requiring direct follow-up, please speak with our staff who provided your care or service, speak with their manager, or contact the Client Relations Office at 1-833-784-6802 (Confidential Client Feedback Line) or [clientrelations@westernhealth.nl.ca](mailto:clientrelations@westernhealth.nl.ca).

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