

Western Zone - Ambulatory Care

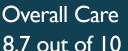
Client Experience Survey 2022-2023

Sir Thomas Roddick Hospital Results

Respondents

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

Overall Experience 😜



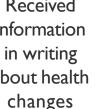
92% would recommend services to friends and family

Key Measures of Care and Services

87% 95% Felt involved Surroundings in decisions were clean about care and treatment



23% Received information in writing about health





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