



Regional Acute Care Patient Experience Survey Results 2017-2018

Respondents

332 patients who received acute care services from Western Health facilities completed the survey

Overall Experience

Overall visit
7.9 out of 10

93% would recommend
facility to friends and family

Key Measures of Care and Services

89%
Received right meal for diet



89%
Pain was well controlled



92%
Doctors explained things in a way that was understood



93%
Treated with courtesy and respect by nursing staff



85%
Room and bathroom were kept clean



82%
Asked if help was available after discharge



Patient Recommendations



- ✓ Explore ways to ensure staff describe and explain possible side effects of new medications
- ✓ Ensure all patients are given information in writing about symptoms to monitor after discharge
- ✓ Explore ways to meet the spiritual and/or religious needs of patients