



Regional Emergency Care Patient Experience Survey Results 2016-2017

Respondents

380 patients who visited Western Health emergency facilities completed the survey

Overall Experience

Overall visit
6.8 out of 10

64% would recommend facility to friends and family

Key Measures of Care and Services

34%
Were told how long they would have to wait



69%
Pain was well controlled



88%
Doctors explained things in a way that was understood



89%
Treated with courtesy and respect by nursing staff



90%
Rooms were kept clean



32%
Asked if help was available after discharge



Patient Recommendations



- ✓ Explore opportunities to enhance patient involvement in decisions about their care
- ✓ Enhance communication about wait times
- ✓ Enhance patient pain control
- ✓ Enhance communication with patients to determine they have the help they need after discharge