



Rural Health Centres Emergency Care

Patient Experience Survey Results 2016-2017

Respondents

97 patients who received emergency care from one of the 4 rural health centres completed the survey

Overall Experience

Overall visit
7.8 out of 10

67% would recommend
facility to friends and family

Key Measures of Care and Services

29%
Were told
how long
they would
have to wait



85%
Pain was
well
controlled



91%
Doctors
explained
things in a
way that was
understood



95%
Treated with
courtesy and
respect by
nursing staff



93%
Rooms were
kept clean



30%
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
- ✓ Provide written information about symptoms to monitor after discharge
- ✓ Enhance communication with patients to determine they have the help they need after discharge