

# **Regional Acute Care Patient Experience January to March 2013**



# **Western Health**

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## **Acute Care Patient Experience Background**

### **Survey Instrument**

The validated acute care patient experience survey that was administered throughout the Western region was an Accreditation Canada Client Experience Survey based on the Hospital Care Quality Information from the Consumer Perspective (HCAHPS). The Accreditation Canada Client Experience Survey was modified to meet the needs of Western Health (See Appendix A).

### **Method**

Acute care patient experience surveys were mailed to the sample. This package included a cover letter, survey, and preaddressed and postage paid return envelope.

### **Participants**

A list of patients, 16 years and older, utilizing acute care services from facilities within Western Health and discharged from January to March of 2013 were obtained from Information Services. These patients were categorized by site. Mental Health was not included in this survey as these patients will be included under the Mental Health services when the community based/ambulatory care services are evaluated. Other patients excluded from these data were patients residing in long term care facilities, respite patients, palliative care patients, and all patients under 16 years of age. Also, measures were taken to ensure that surveys were not sent to patients who were deceased. Some surveys were returned unopened as the address was incorrect, incomplete or the person had moved.

## **Sample**

Based on acute care discharges from the January to March of 2013 (average of 800 monthly), a 95% confidence level, a 5% confidence interval, and considering a 35% response rate, a random sample was calculated. The total number of those patients receiving acute care services across the region in this time period, and excluding the patients as described in the previous section, was 1778. A random sample of 350 surveys were distributed per month for a total sample of 1050. It must be noted that some facilities within Western Health had small numbers of discharges and therefore, all patients were surveyed at those sites.

## **Privacy, Confidentiality, Data Security**

Privacy and confidentiality were achieved as the patients voluntarily completed the survey and returned the completed survey in a postage paid, preaddressed envelope with no identifying information or codes on the envelope or survey to identify the person. Any information that could potentially identify the patients was deleted. The data was stored on a password protected computer and surveys were stored in a locked office in the Western Memorial Health Clinic used by Quality Management and Research staff.

## **Data Analysis**

A student completed the data entry for all surveys using Statistical Package for Social Sciences. Descriptive statistics were calculated on regional data to obtain a general perspective of patient experiences with acute care services at Western Health. Statistics

were also calculated for each site to assist in quality improvement initiatives and planning at a site level. The following results provide survey results for the region.

## **Results**

### **Demographics**

A total of 1050 surveys were distributed. Of these, 22 were returned as the address was incorrect, the individual had moved, or died. Over the three month period, 487 of the 1028 surveys were completed for a response rate of 47%.

Survey respondents were asked to indicate at which hospital they stayed (See Table 1).

Table 1. Frequency and Percentage of Respondents by Site

<b>Hospital</b>	<b>Frequency</b>	<b>Percentage</b>
Western Memorial Regional Hospital	292	60.0%
Sir Thomas Roddick Hospital	98	20.1%
Rufus Guinchard Health Centre	11	2.3%
Bonne Bay Health Centre	15	3.1%
Calder Health Centre	7	1.4%
Dr. Charles LeGrow Health Centre	53	10.9%
Missing	11	2.3%
<b>Total</b>	<b>487</b>	<b>100.0%</b>

To gain a more thorough understanding of the demographics and health of the survey respondents, they were asked to report their age group (See Figure 1) and their highest grade or level of school completed (See Figure 2). They were also asked to rate their overall health. The majority of the respondents were over the age of 60 (62.4%). 49.7% had less than high school, 19.5% had high school or equivalent, and 26.5% had some college or graduated from college. When asked to rate their overall health, 35.9% reported very good or excellent, 53.8% reported good or fair, 8.8% reported poor, and 1.4% did not indicate.

Figure 1. Age of Respondents

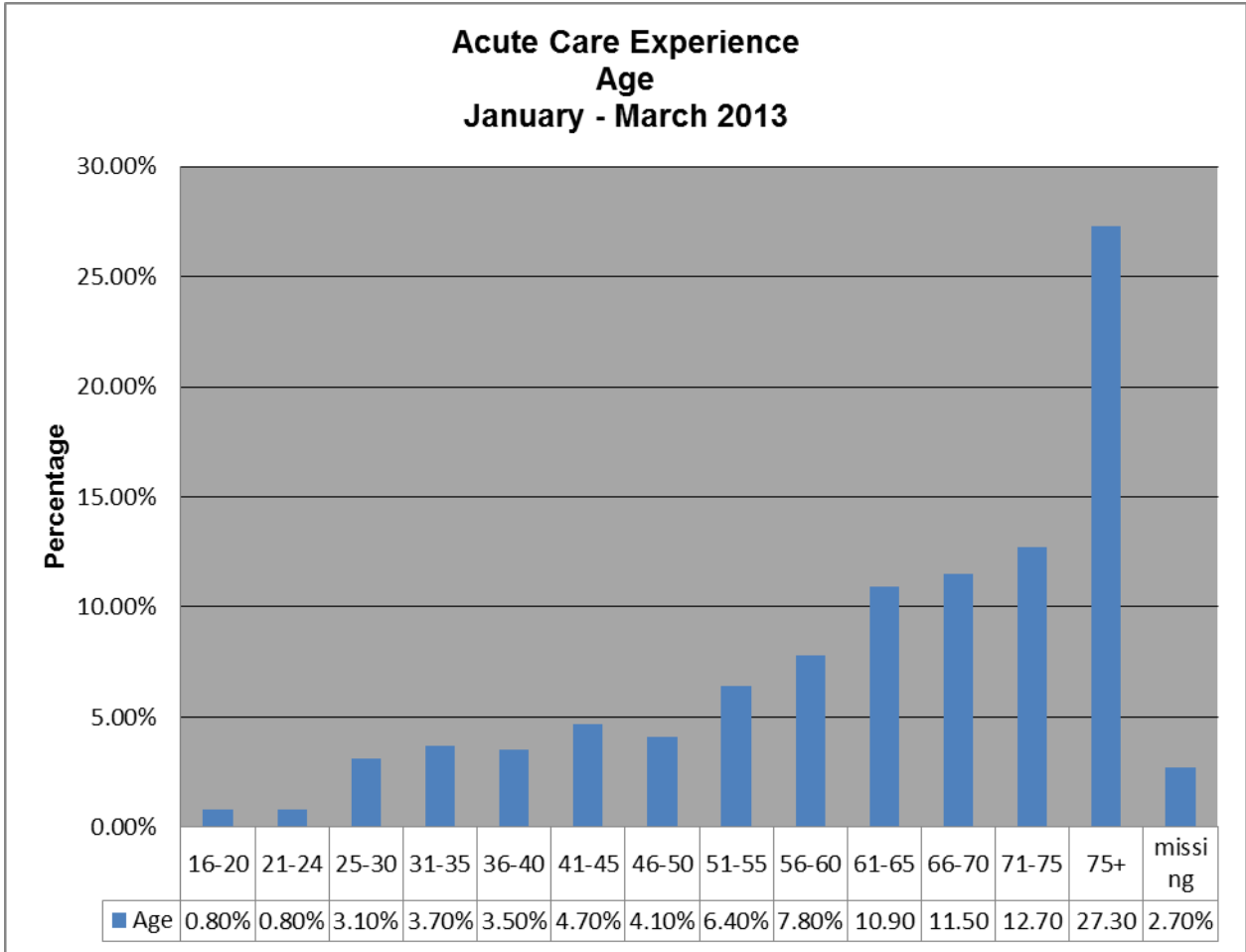
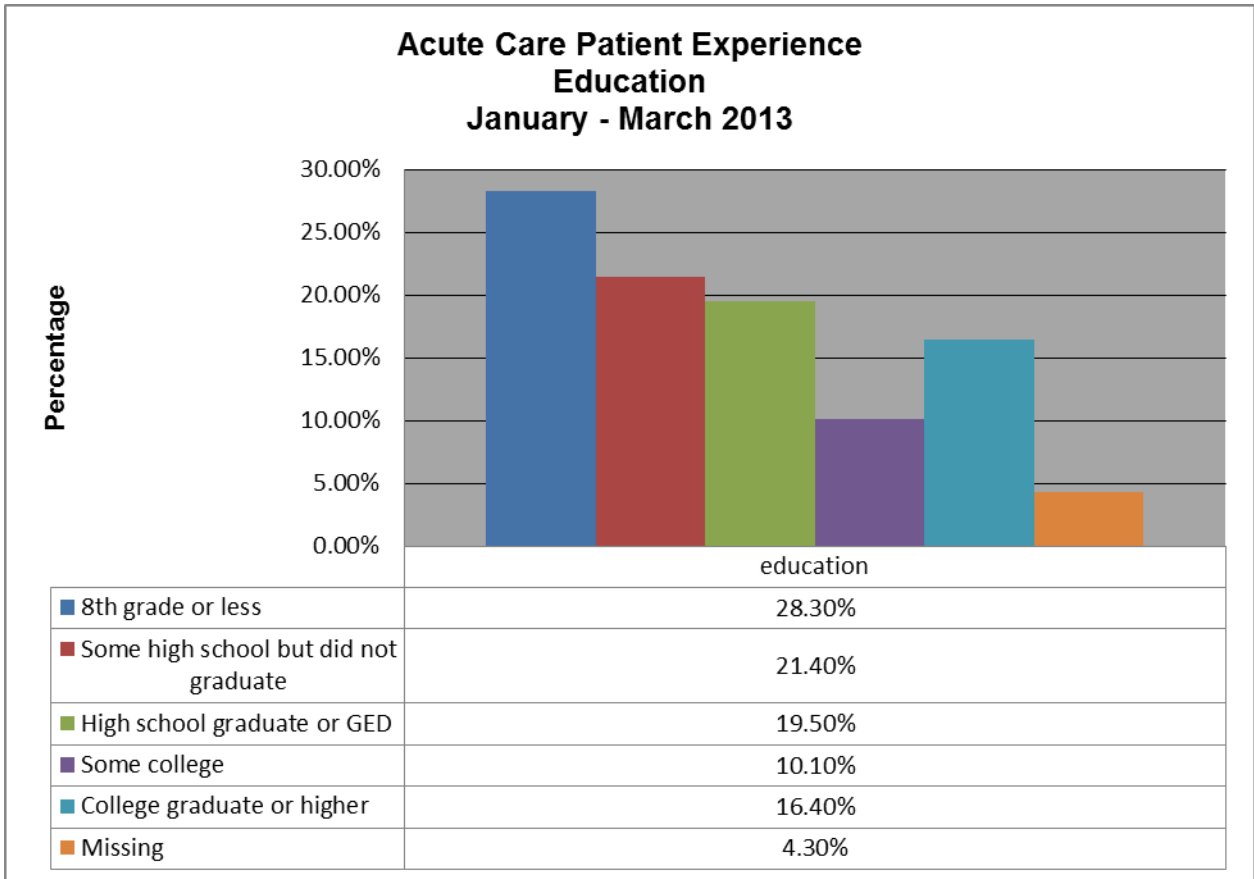


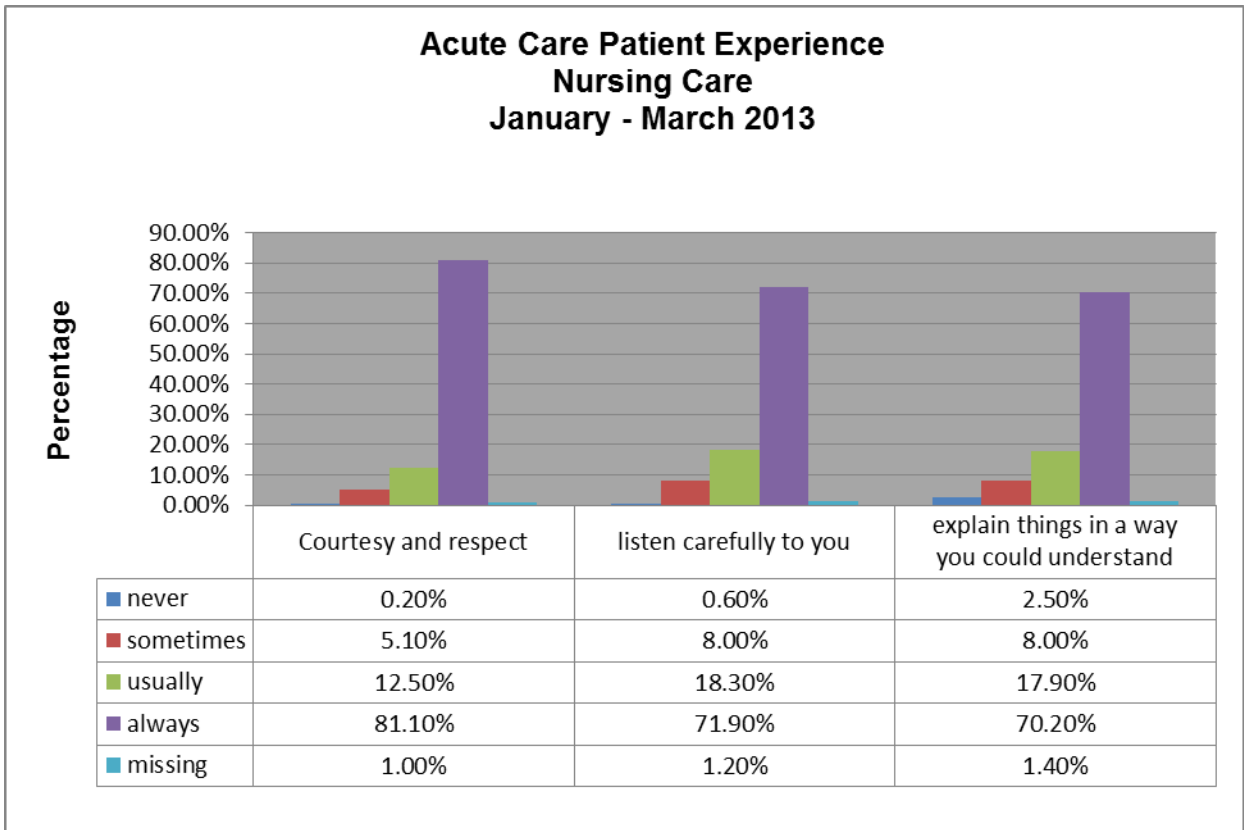
Figure 2. Highest Level of Education



**Nursing Care**

Patients were asked about nursing care. Most patients reported that nurses usually or always treated them with courtesy and respect (93.6%), listened carefully to them (90.2%), and explained things in a way they could understand (88.1%) (See Figure 3). Respondents were also asked to indicate after they pressed the call button, how often they got help as soon as they wanted it. Of those who pressed the button, 90.9% reported that they always or usually got help as soon as they wanted it.

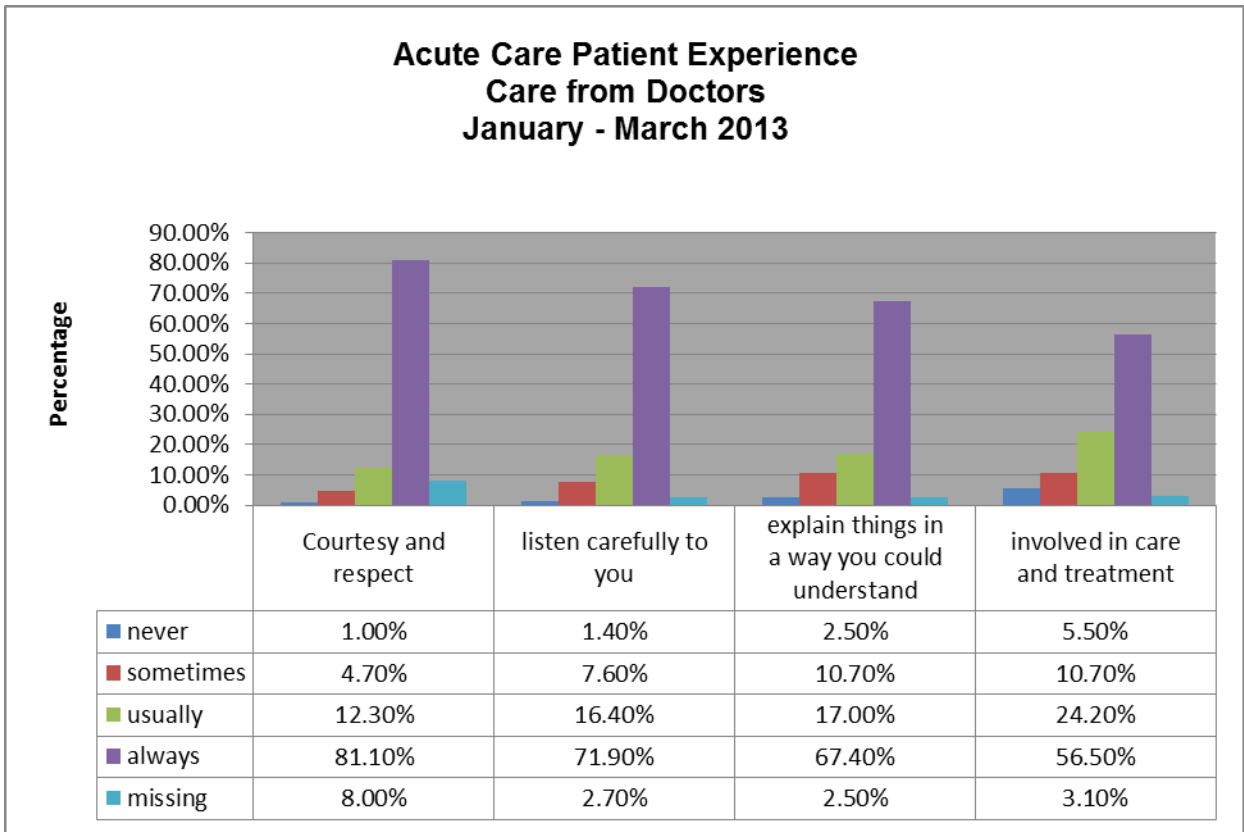
**Figure 3. Nursing Care**



**Care from Doctors**

Patients were also asked about the care they received from doctors. Consistent with the feedback about nurses, most patients reported that doctors always or usually treated them with respect and courtesy (93.4%), listened carefully to them (88.3%), explained things in a way they could understand (84.4%) and involved them in their own care and treatment (80.7%). See Figure 4.

Figure 4. Care from Doctors

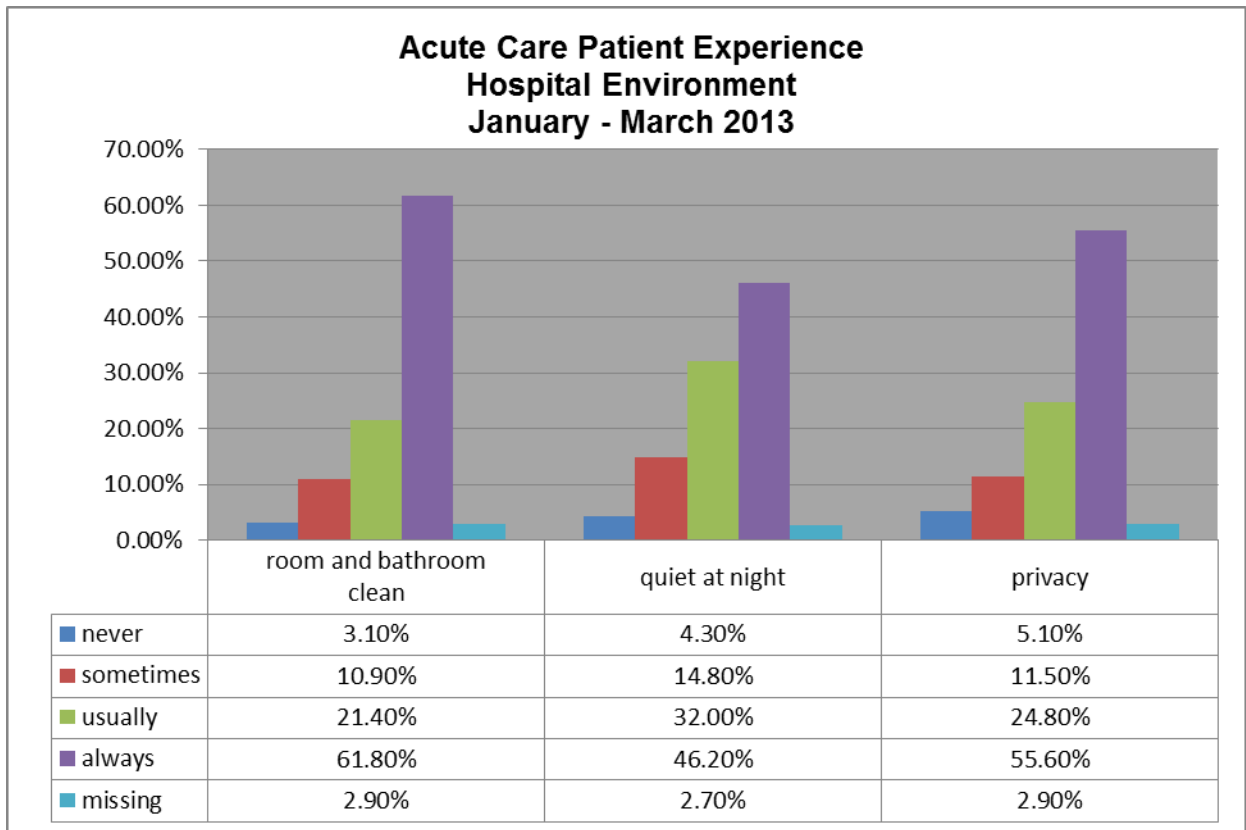




## Hospital Environment

Patients were asked about hospital environment including cleanliness, quietness, and privacy (See Figure 5). Most patients reported that their rooms and bathrooms were usually or always kept clean (83.2%), it was always or usually quiet at night (78.2%), and that they had the privacy they needed (80.4%).

Figure 5. Hospital Environment



**Hospital Meals**

Patients were asked whether their meal was the right temperature and if they were able to eat the meals provided. Sixty seven point four percent reported that meals were always or usually the right temperature and 58.9% reported that they could always or usually eat the meal provided (See Figure 6). When respondents reported that they could never or sometimes eat the meals provided, they were asked why. Many commented that because of their illness, they did not have an appetite, that the food was too warm or too cold, or that the meals did not taste good, while some respondents indicated that the food was good.

Respondents were also asked to rate the quality of the meals on a scale of 1-5 (1 being very poor and 5 being very good). Just over 70% reported that the meals were very good or good (See Figure 7).

**Figure 6. Hospital Meals**

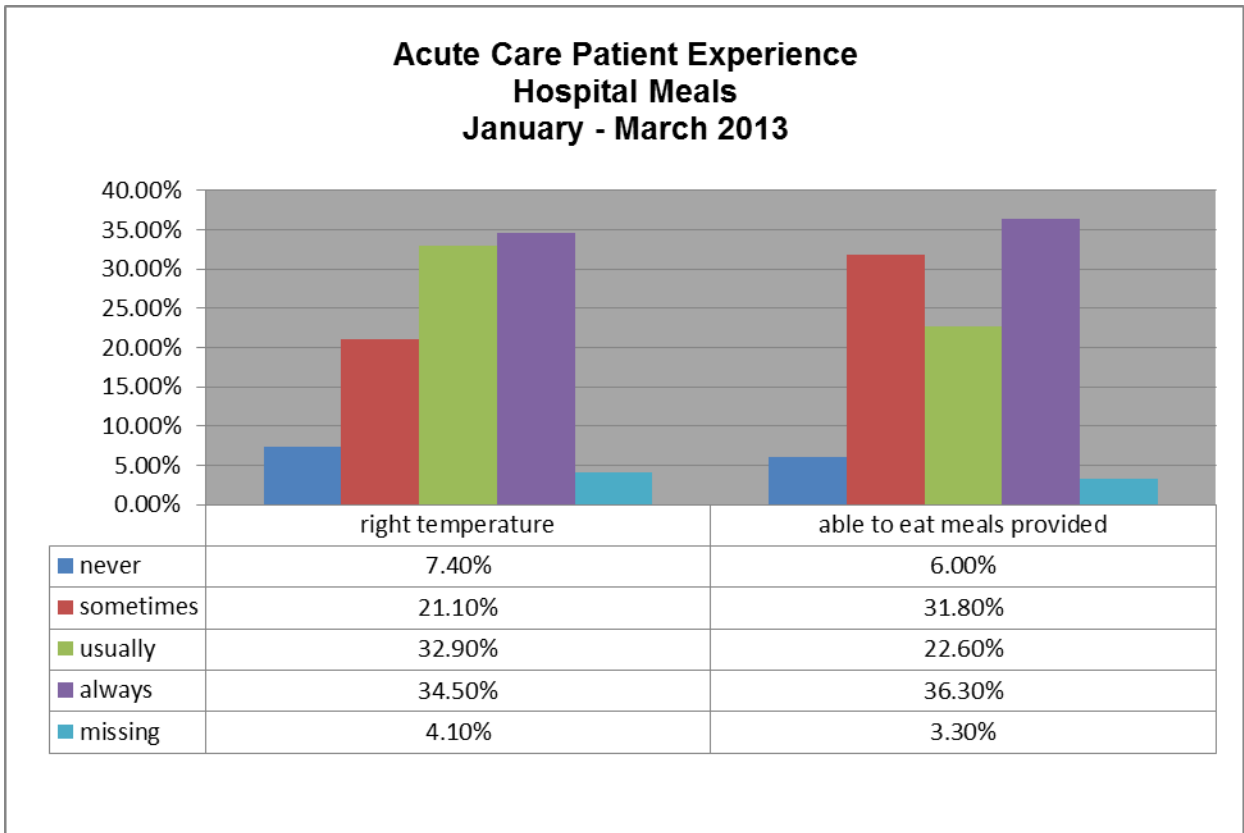
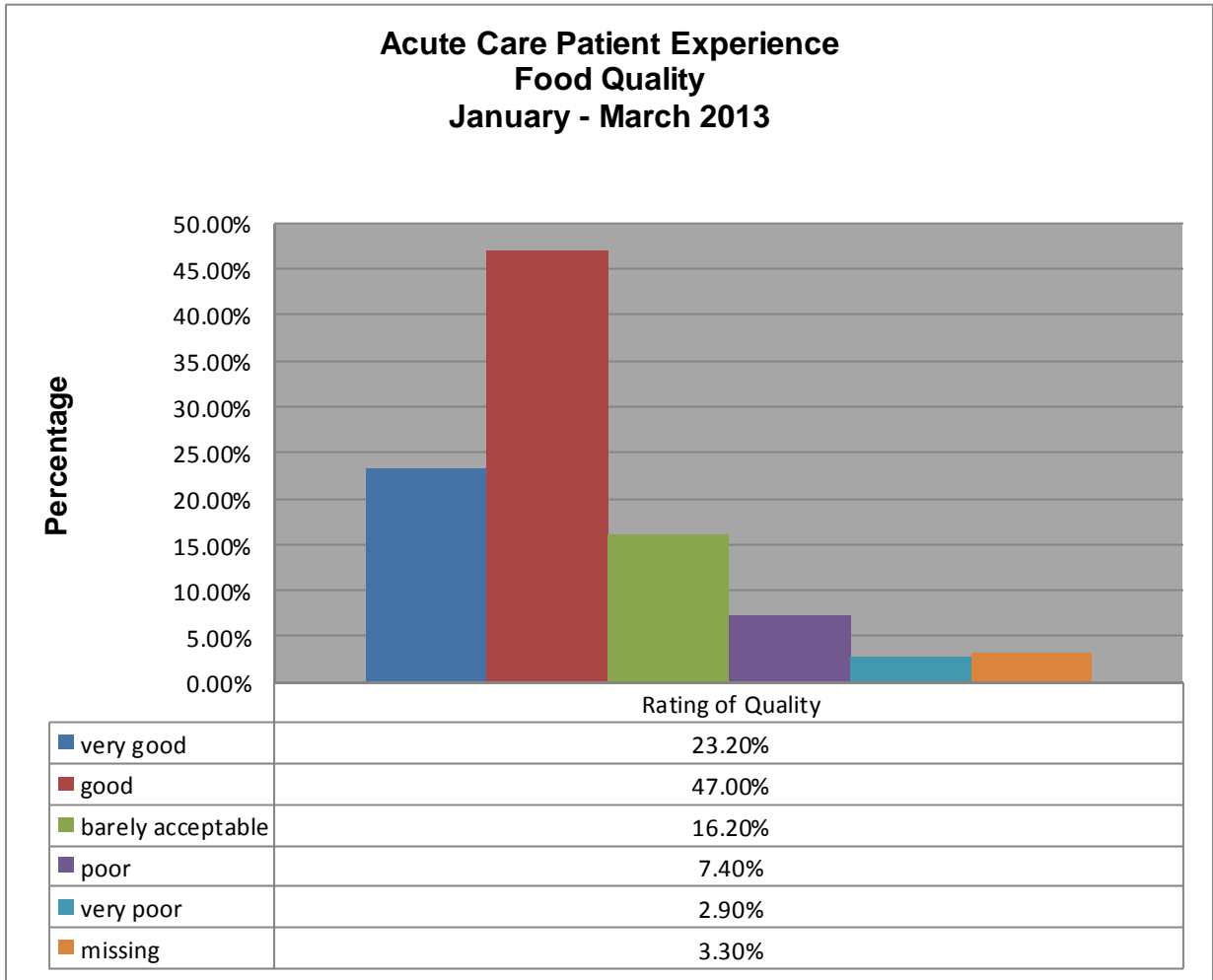


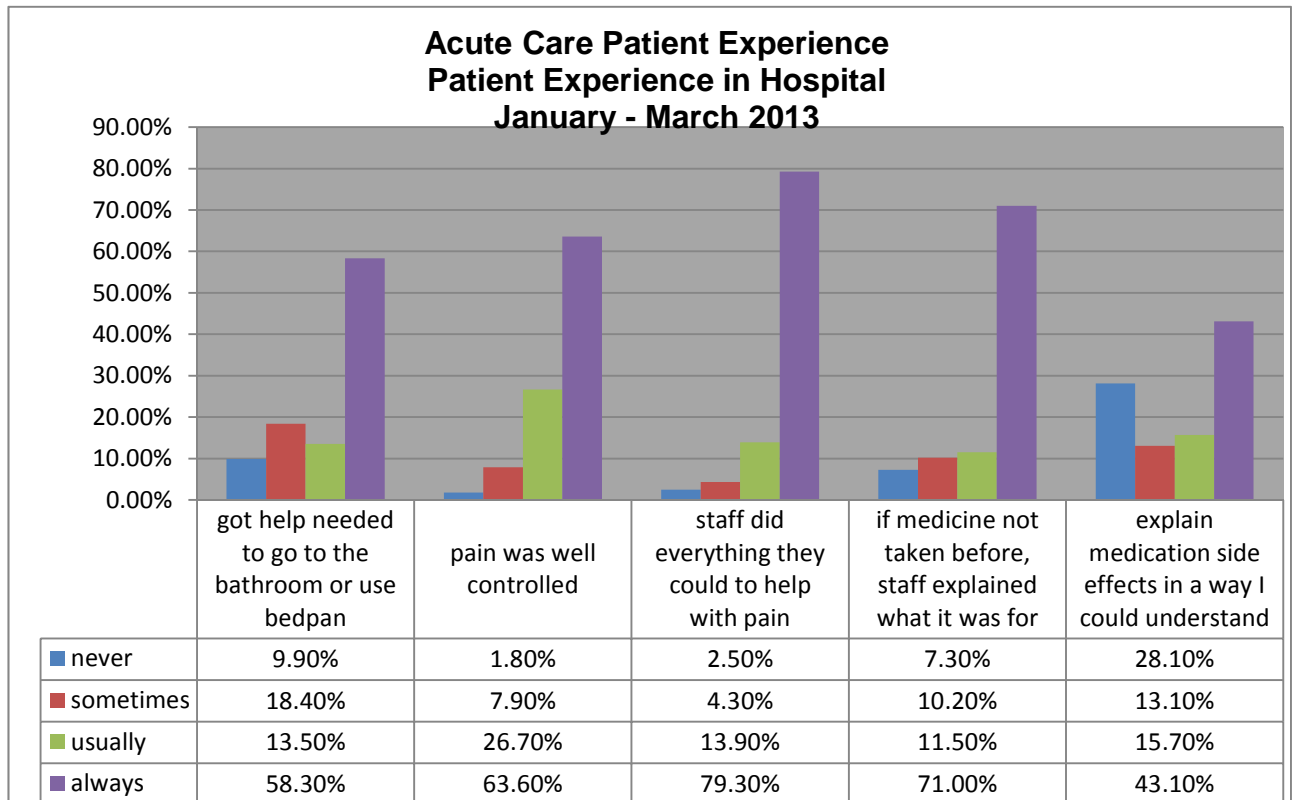
Figure 7. Quality of Food



## Patient Experience in Hospital

Patients were asked about their experiences while in hospital concerning receiving help when needed, pain control and information on medications (See Figure 8). Nearly 72% of patients reported that they always or usually got the help they needed to go to the bathroom or use a bedpan. Ninety point three percent reported that their pain was always or usually well controlled and that staff did everything they could to help with pain (93.2%). When asked if the staff explained what the medication was for if they had not taken it before, 82.5% reported always or usually. However, only 58.8% of the respondents reported that the medication side effects were always or usually explained in a way they could understand.

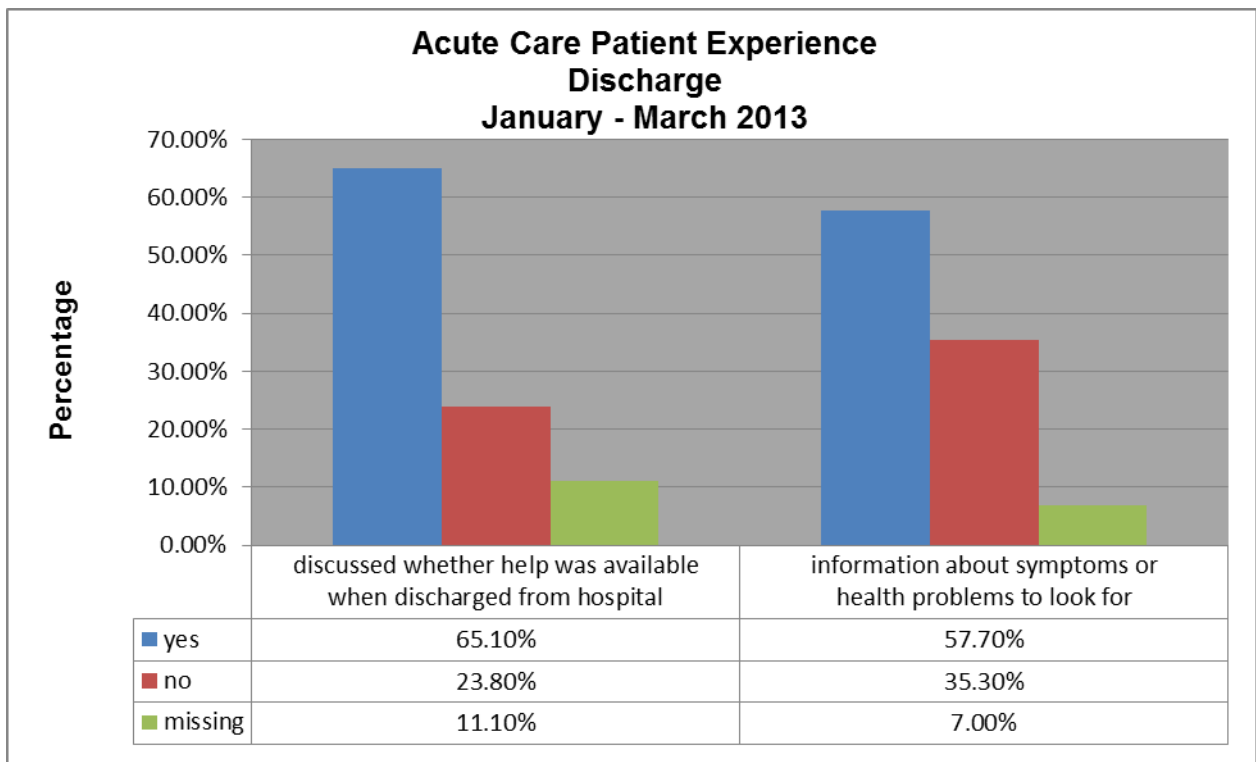
Figure 7. Patient Experience in Hospital



## Discharge

Patients were asked whether they had help after discharge from the hospital and whether they had information about symptoms or health problems to look for after they left the hospital (See Figure 9). Just over 65% reported that they had a discussion with hospital staff about whether they had the help needed when they left the hospital and 57.7% reported that they were given information in writing about what symptoms or health problems to look out for after they left the hospital.

Figure 9. Discharge



## **Overall Hospital Experience**

Patients were asked to rank their hospital stay on a scale of 1 to 10 with 10 being the best. On average, patients ranked their hospital stay at 8.27. Patients were also asked whether they would recommend the hospital to friends and family and of those who responded, 64.7% reported that they definitely would, 29.1% said they probably would, 4.0% said probably no and 2.1% said definitely no.

## **Opportunities for Improvement**

Overall results indicate that Western Health's acute care services have many strengths including care from nurses and doctors, hospital environment, and other aspects of patient care.

Regionally, opportunities for improvement include;

- Communication with patients about possible side effects of medication.
- Communication with patients about whether they have the help they need when they are discharged.
- Provision of written information about symptoms or health problems that patients should look for when they are discharged.

Results vary somewhat across the region and therefore, site specific information should be reviewed. Opportunities for improvement should be identified for those questions that have less than 80% of respondents reporting a positive response (i.e., always and usually combined or yes).

**Appendix A**  
**Acute Care Patient Experience Survey**

**Acute Care Patient Experience Survey  
Survey Instructions**

- **You should only fill out this survey if you were the patient named on the envelope. Do not fill out this survey if you were not the patient.**
- **Answer all the questions by placing an X in the square to the left of your answer.**
- **Answer all questions based on your last visit during January, February and March of 2013.**
- **You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:**
  - Yes
  - No → ***If No, Go to Question 1***

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**YOUR CARE FROM NURSES**

1. Please indicate at which hospital you last stayed:

- Western Memorial Regional Hospital
- Sir Thomas Roddick Hospital
- Rufus Guinchard Health Centre
- Bonne Bay Health Centre
- Calder Health Centre
- Dr. Charles L. LeGrow Health Centre

2. During this hospital stay, how often did nurses treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

3. During this hospital stay, how often did nurses listen carefully to you?

- Never
- Sometimes
- Usually
- Always



4. During this hospital stay, how often did nurses explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

5. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

- Never
- Sometimes
- Usually
- Always
- I never pressed the call button

#### YOUR CARE FROM DOCTORS

6. During this hospital stay, how often did doctors treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

7. During this hospital stay, how often did doctors listen carefully to you?

- Never
- Sometimes
- Usually
- Always

8. During this hospital stay, how often did doctors explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

9. During this hospital stay, how often did you feel involved in decisions about your care and treatment?

- Never
- Sometimes
- Usually
- Always

#### THE HOSPITAL ENVIRONMENT

10. During this hospital stay, how often were your room and bathroom kept clean?

- Never
- Sometimes
- Usually
- Always

11. During this hospital stay, how often was the area around your room quiet at night?

- Never
- Sometimes
- Usually
- Always

12. During this hospital stay, how often did you feel you had enough privacy?

- Never
- Sometimes
- Usually
- Always

#### THE HOSPITAL MEALS

13. During this hospital stay, how often were the meals the right temperature?

- Never
- Sometimes
- Usually
- Always

14. During this hospital stay, how often were you able to eat the meals provided to you?

- Never
- Sometimes
- Usually
- Always

15. If you answered never or sometimes to question 14, why?

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16. During this hospital stay, how would you rate the quality of the food?

- Very good
- Good
- Barely acceptable
- Poor
- Very poor

## EXPERIENCES

17. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

- Yes
- No → If No, Go to Question 19

18. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

19. During this hospital stay, did you need medicine for pain?

- Yes
- No → If No, Go to Question 22

20. During this hospital stay, how often was your pain well controlled?

- Never
- Sometimes
- Usually
- Always

21. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

- Never
- Sometimes
- Usually
- Always

22. During this hospital stay, were you given any medicine that you had not taken before?

- Yes
- No → If No, Go to  
Question 25

23. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

- Never
- Sometimes
- Usually
- Always

24. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

- Never
- Sometimes
- Usually
- Always

## WHEN YOU LEFT THE HOSPITAL

25. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

- Own home
- Someone else's home
- Another health facility → If Another, Go to Question 27

26. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

- Yes
- No

27. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

- Yes
- No

## OVERALL RATING OF HOSPITAL

28. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

- 0 Worst hospital possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best hospital possible

29. Would you recommend this hospital to your friends and family?

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

## ABOUT YOU

There are only a few remaining items left.

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

- Excellent
- Very good
- Good
- Fair
- Poor

31. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college
- College graduate or higher

32. Age

- 16-20
- 21-24
- 25-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 66-70
- 71-75
- 75+

**THANK YOU: Please return the completed survey in the prepaid, preaddressed envelope.**