

Quality Assurance Report

Title: Patient satisfaction surveys

Date: October 25, 2011

Particulars: From April 1, 2011 to September 30, 2011 patient satisfaction surveys were accumulated for the acute care beds of the hospital. 18 replies were received out of a possible 62, (29% completion), the following is a summary of the information.

Question #1: I was cared for promptly
100% stated always

Question #2: Staff were courteous
94.5% stated always 5.5% stated sometimes
We need company, a nurse with a smile.

Question #3: Were your meals appealing
78% stated always 11% did not ans. 11% N/A

Question #4: I received satisfactory answers to my questions.
83.4% stated always 5.6% stated N/A 11% did not
ans.

Question #5 I participated in decision-making about my care.
72.4% stated yes. 5.6%-never 11%-N/A 11%-did not ans

Question #6 My privacy was respected.
89% stated always 11% did not answer

Question #7 My dignity was maintained.
83.2% stated always 5.6%-never 5.6%-N/A 5.6%-did not
ans.

Question #8 Staff has talked to me about preparing for my discharge
and what to expect when I get home.
78.4% stated always 17% did not answer 5.6% stated
N/A

Question #9 The facility where I received care was clean.
100% stated always

Question #10 Overall, I feel my care at the Hornepayne Community Hospital was:

94.4% stated excellent 5.6%-very good

Question #11 Would you recommend this hospital to your friends and family?

**72% stated yes, definitely 11%-yes probably
17% did not answer**

**The Hornepayne Hospital was beyond excellent, the nurses were beyond great and I know there is no such thing as excellent, but in this case there is. I would like to thank everyone that treated me, even those behind the scenes.
Only if they were sick.
If in this area.**

Question #12 Are there any additional comments that you would like to make?

Additional Comments:

**I signed my name because I feel that the care was beyond excellent.
I know I am fortunate to be here and thank you very much.
Keep up the quality care.**

Was admitted one evening, the next day my bed was not attended to, no wash clothes given to me or told where the towels were, not good service for semi-private room.