



HPHA Patient Experience



All Facilities - Fiscal Year : 2019

NRCC Patient Survey - Linking Quality to Funding Indicators	Quarter	1	2	3	4	Annual
Do you feel that there was good communication about your care between doctors, nurses and other hospital staff?	Result	88%				
	# Survey	62				
Before you left the hospital, did you have a clear understanding about all of your prescribed medications including those you were taking before your hospital stay?	Result	93%				
	# Survey	62				
Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?	Result	79%				
	# Survey	61				
Average Complaint Closure Days	Result	25				
	HPHA Target	30				
Average Days to follow up with Complainant	Result	4				
	ECFAA legislation requirements	5				
# of Complaints	Top 3 Complaints					
7	Communication - Interpersonal					
1	Communication related to patient care					
1	Delay - Emergency Department					
Top Performing Questions	Low Performing Questions					
Nurses checked ID band before treatment = 95.7% (n=58)	Staff described medication side affects - 65.7% (n=35)					
Treated with courtest / respect by nurses = 95.6% (n=61)	Talked about help you would need = 70.9% (n=55)					
Treated with courtest / respect by doctors =	Gave info regarding patient safety = 71.8% (n=59)					
Staff Recognition	Physician Recognition					
Therapy Staff, St. Marys Staff, Volunteers						
Quality Improvements						