

HPHA Patient Experience



All Facilities - Fiscal Year : 2020

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	71.1% (benchmark 58.9%)				
	# Survey	83				
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	81.4% (benchmark 76.7%)				
	# Survey	64				
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	64.4% (benchmark 69.9%)				
	# Survey	26				
Average Complaint Closure Days	Result	24				
	HPHA Target	30	30	30	30	
Average Days to follow up with Complainant	Result	6				
	ECFAA legislation requirements	5	5	5	5	5
# of Complaints	Top 3 Complaints					
Clinton Site - 2	Communication - Related to patient care x 2					
St. Marys Site - 4	Communication - Interpersonal x 3; Communication - Related to Care x1					
Stratford Site - 3	Communication - Delayed to Family x 1; Communication - Related to Care x 1; Quality Patient Care - x 1					
Top Performing Questions	Low Performing Questions					
Treated with Courtesy & Respect by Doctors = 93.6% (benchmark 84.3%) n=47	Family involved in decisions about care = 51.6% (benchmark = 71.3%) n=31					
Doctors Listened carefully to you = 87.2% (benchmark 75%) n=47	** Quiet around room at night = 42.6% (benchmark 40.7%) n=47** THEME					
Staff Recognition	Physician Recognition					
I have had surgeries at other larger hospitals and my experience in Stratford far exceeded my expectations and the quality of care I received. I would recommend this hospital over others in the area without hesitation.	I would like to thank the doctors & nurses for all there help. They treated me real good. The nurses were real kind. - Clinton Site Medicine Unit Doctors and nurses at Seaforth Hospital go above and beyond caring for the patients. The hospital is clean and amazing people. - Seaforth Site					
The staff were excellent! - St. Marys Site Medicine Unit Great hospital great staff at St. Mary's Memorial Requested stay at St. Mary's rather than transfer to UTI when COVID test came back negative	Best staff possible Excellent surgeon. Nlght nurse exceptional in looking back with covid 19 I was in a bubbles, felt safe and had support of all staff recruiters have done an excellent job Everybody was fantastic - Stratford Site Surgical Unit					
I have had surgeries at other larger hospitals and my experience in	I just want to thank all the nurses & doc for all their help while in hospital they did a					

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great job. They even checked me for COVID which I didn't have so thank you all.
Stratford Medicine Unit

Quality Improvements

Improvements During COVID-19

Clinton Public Hospital: During transition rounds, Home and Community Care shared that patients going to Long Term Care (LTC) from Hospital do not get a tub bath or shower for 2 weeks due to their current COVID-19 isolation policy in place. The Clinton team has agreed to work to ensure all patients leaving hospital to LTC are given the option of a bath or shower the morning of discharge or the night before for those that have an early discharge time planned.