



NRCC Patient Survey - Linking Quality to Funding Indicators	Quarter	1	2	3	4	Annual
<b>Do you feel that there was good communication about your care between doctors, nurses and other hospital staff?</b>	<b>Result</b>	61.8%	64.3%	61.9%	67.7%	63.9%
	<b># Survey</b>	89	84	63	93	82
<b>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?</b>	<b>Result</b>	78.6%	76%	76.4%	80%	77.8%
	<b># Survey</b>	84	75	55	55	67
<b>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?</b>	<b>Result</b>	63.9%	53.9%	63.6%	76.8%	65%
	<b># Survey</b>	83	76	55	69	71
<b>Average Complaint Closure Rates</b>	<b>Result</b>	25**	47.1**	39.5**	27	35
	<b>HPHA Target</b>	30	30	30	30	
<b>Average Days to follow up with Complainant</b>	<b>Result</b>	4	6.2	5	2	4
	<b>ECFAA legislation requirements</b>	5	5	5	5	5
<b># of Complaints</b>	<b>Top 3 Complaints</b>					
2	Communication - Related to Care					
3	Communication - Interpersonal					
1 1 1 1	Environment Delay in referral Delay in treatment Quality of patient Care					
<b>Top Performing Questions</b>	<b>Low Performing Questions</b>					
Helped by hospital stay 91.3% (n=92)	Physical Environment 57% (n=93) Key Drivers: -Room kept clean during stay -quiet around room at night					
Overall hospital experience 85.7% (n=91)	Post Discharge Management 66.3% (n=92) Key Drivers: - talked about help you would need - received info re: symptoms to look for					

<p>Communication with Doctors 82.1% (n=94)</p>	<p>Received Information about Condition and Treatment 67.7% (n=93)  Key Drivers  - told what medicine was for  - staff described med side effects  -got enough info about admission process (ED)  - Got enough info about admission process  - got info needed about condition/treatment</p>
<p><b>Staff Recognition</b></p>	<p><b>Physician Recognition</b></p>
<p>Professional, thorough, understanding and supportive to spouse, very quick, hard to give a (10) as always room for improvement but very very close  Thank you.</p>	<p>It was a pleasant visit and the people and treatment was excellent considering the COVID 19 problem</p>
<p>I visited the emergency dept during the COVID-19 lock down I called ahead + they saw me right away after I went through the COVID-19 screening process I wore a mask + felt very safe during my visit</p>	<p>I found the doctors and nurses to re very caring. They listened to my thoughts on symptoms and quickly identified my problem.</p>
<p>I have total respect for the doctors and nurses working in this COVID-19 environment. They go above and beyond their call of duty to make me feel safe and I appreciate the excellent care I have received</p>	<p>Everyone is always extremely nice and helpful I have never felt rushed when explaining my situation + feel very comfortable when visiting there. The staff are fantastic</p>
<p><b>Quality Improvements</b></p>	
<p>N/A</p>	