

Muskoka Algonquin Healthcare participates in the Ontario Hospital Association's (OHA) **Patient Satisfaction Survey** process for Acute Inpatient and Emergency Department Care. Participation in the program enables us to measure patient satisfaction for the purpose of quality improvement.

The measurement of standardized patient satisfaction for Acute Inpatient and Emergency Departments is conducted by the OHA's surveying partner National Research Corporation (NRC) using the Picker Institute survey instrument. The surveying program enables our hospital to compare our patient satisfaction results to facilities within our peer group, across Ontario.

Surveying occurs on a monthly basis, 25 patients at each site (randomly selected) receive surveys from each Acute Care (inpatients) and 100 patients at each site (randomly selected) from Emergency Care (ED outpatients).

Survey Instrument

The survey is designed to measure what matters most to patients and provide data that can be used for targeted improvement by front-line staff.

The survey provides information of;

- What do our patients want?
- What do our patients value?
- What helps or hinders their ability to manage their health problems?
- What aspects of care are most important to them and their families?

The Patient Satisfaction Survey Results for Q1 (April 1 to June 30, 2018) are in!

Acute Care

For overall Rating of the hospital inpatient we scored 56.1% which is below the Ontario Community Hospital Average score (57.3%).

Three (3) metrics have the symbol μ which indicates low n-size and therefore results may not be statistically reliable. MAHC has exceeded the Ontario Community Hospital Average score on 20 of the 26 dimensions of care and was significantly so on two (2).

	MAHC	Benchmarks
	FY Q1, 2018-19	Ontario IP Community Hosp Average
How would you rate this hospital?	56.1% n-size: 57	57.3% n-size: 19,195
Would you recommend this hospital to family and friends?	71.9% n-size: 57	64.5% n-size: 19,235

Dimensions of Care	FY Q1, 2018-19	Ontario IP Community Hosp Average
Respect and Dignity	71.8% n-size: 58	69.3% n-size: 19,474
Coordination of Care	72.3% n-size: 57	62.0% n-size: 19,114
Responsiveness	67.8% n-size: 43	59.2% n-size: 14,011
Information Sharing	48.9% n-size: 43	47.1% n-size: 15,764

Dimensions of Care	FY Q1, 2018-19	Ontario IP Community Hosp Average
Physical Environment	50.9% n-size: 57	50.6% n-size: 19,366
Discharge Transition Planning and Management	53.7% n-size: 55	63.5% n-size: 18,891
Access to Care	87.8% n-size: 41	68.6% n-size: 11,447
Admission into the Hospital Organized (Direct Admission)	70.0% μ n-size: 10	81.1% n-size: 6,614
Cleanliness	66.7% n-size: 57	62.9% n-size: 19,057
Communication with Doctors	78.2% n-size: 58	75.3% n-size: 19,364
Communication with Nurses	67.2% n-size: 58	69.2% n-size: 19,488
Discharge Planning	65.4% n-size: 39	70.9% n-size: 16,975
Emotional Support	60.5% n-size: 38	56.4% n-size: 13,559
Enough Information Given about Admission Process - Prior to Arrival	80.0% μ n-size: 10	67.2% n-size: 6,659
Explanation about Medications	54.0% μ n-size: 25	50.7% n-size: 11,574
Hospital Stay Helpful	73.7% n-size: 57	70.1% n-size: 19,171
Information Shared with Patients in the ED	39.3% n-size: 42	34.1% n-size: 11,568
Internal Coordination	71.0% n-size: 58	60.4% n-size: 19,317
Involvement in Decision-making	72.4% n-size: 58	62.7% n-size: 19,303
Overall Hospital Experience	70.9% n-size: 55	64.7% n-size: 18,835
Pain Controlled	76.9% n-size: 39	65.3% n-size: 12,360
Post-Discharge Management	49.1% n-size: 55	59.4% n-size: 19,108
Quietness	35.1% n-size: 57	38.4% n-size: 19,096
Received Information about Condition and Treatment	63.2% n-size: 57	58.8% n-size: 19,242
Staff Responsiveness	57.8% n-size: 45	52.8% n-size: 15,02
Transfer from ED to Hospital Bed Organized (admission through ED)	80.5% n-size: 41	61.0% n-size: 11,232

Legend
Significantly above the primary benchmark
Met or exceeded primary benchmark
Below the primary benchmark

Emergency Care

Overall rating of care in Emergency is 60.0% which exceeds the Ontario Community Hospital Average score (46.9%) by a significant amount.

MAHC has significantly exceeded the Ontario Community Hospital Average score on all four (4) dimensions of care.

Correlating Question	MAHC	Benchmarks
	FY Q1, 2018-19	Ontario ED Community Hosp Average
How would you rate the ER care?	60.0% n-size: 165	46.9% n-size: 22,450
Would you recommend this hospital to family and friends?	68.1% n-size: 166	54.0% n-size: 22,502

Dimensions of Care	FY Q4, 2017-18	Ontario ED Community Hosp Average
How Well Emergency Room Doctors & Nurses Communicate with Patients	77.7% n-size: 166	65.7% n-size: 22,719
Communication with Patients Prior to Their Release	89.5% n-size: 167	82.3% n-size: 22,606
Getting Timely Care	80.2% n-size: 167	70.9% n-size: 22,836
Communication with Patients about Their Medicines	81.5% n-size: 36	68.3% n-size: 6,533

Legend
Significantly above the primary benchmark
Met or exceeded primary benchmark
Below the primary benchmark