

Muskoka Algonquin Healthcare participates in the Ontario Hospital Association's (OHA) **Patient Satisfaction Survey** process for Acute Inpatient and Emergency Department (ED) 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?

Patient Satisfaction Survey results for Q2 (July 1 to September 30, 2018) are in!

Emergency Care

Overall rating of care in the ED is 53.8% which exceeds the Ontario Community Hospital Average score (47.1%) by a significant amount.

MAHC has exceeded the Ontario Community Hospital Average score on all four (4) dimensions of care and was significantly so on one (1).

Correlating Question	MAHC	Benchmarks
	FY Q2, 2018-19	Ontario ED Community Hosp Average
How would you rate the ER care?	53.8% n-size: 158	47.1% n-size: 22,855
Would you recommend this hospital to family and friends?	65.0% n-size: 157	54.5% n-size: 22,922

Dimensions of Care	FY Q2, 2018-19	Ontario ED Community Hosp Average
How Well Emergency Room Doctors & Nurses Communicate with Patients	75.4% n-size: 159	66.3% n-size: 23,158
Communication with Patients Prior to Their Release	85.8% n-size: 159	82.4% n-size: 23,039
Getting Timely Care	75.3% n-size: 158	70.7% n-size: 23,279
Communication with Patients about Their Medicines	69.0% n-size: 36	68.5% n-size: 6,717

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

Acute Care

For overall rating of the hospital inpatient we scored 56.2%, which is below the Ontario Community Hospital Average score (57.5%).

Four (4) 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 11 of the 26 dimensions of care and was significantly so on one (1).

	MAHC	Benchmarks
	FY Q2, 2018-19	Ontario IP Community Hosp Average
How would you rate this hospital?	56.2% n-size: 48	57.5% n-size: 19,829
Would you recommend this hospital to family and friends?	64.6% n-size: 48	65.0% n-size: 19,871

Dimensions of Care	FY Q2, 2018-19	Ontario IP Community Hosp Average
Respect and Dignity	69.2% n-size: 48	69.5% n-size: 20,133
Coordination of Care	56.8% n-size: 47	62.4% n-size: 19,752
Responsiveness	59.4% n-size: 30	59.4% n-size: 14,483
Information Sharing	48.0% n-size: 41	47.6% n-size: 16,290
Physical Environment	50.0% n-size: 48	51.1% n-size: 20,024
Discharge Transition Planning and Management	61.0% n-size: 44	63.4% n-size: 19,517
Access to Care	87.2% n-size: 39	68.9% n-size: 11,831
Admission into the Hospital Organized (Direct Admission)	80.0% μ n-size: 5	81.2% n-size: 6,799
Cleanliness	63.8% n-size: 47	63.7% n-size: 19,709
Communication with Doctors	76.4% n-size: 48	75.4% n-size: 20,018
Communication with Nurses	69.4% n-size: 48	69.6% n-size: 20,144
Discharge Planning	72.9% n-size: 35	70.8% n-size: 17,539
Emotional Support	52.9% n-size: 34	56.7% n-size: 14,000
Enough Information Given about Admission Process - Prior to Arrival	40.0% μ n-size: 5	67.0% n-size: 6,854
Explanation about Medications	51.7% μ n-size: 29	51.2% n-size: 11,999
Hospital Stay Helpful	69.6% n-size: 46	70.0% n-size: 19,789
Information Shared with Patients in the ED	40.8% n-size: 38	34.6% n-size: 11,960
Internal Coordination	55.2% n-size: 48	61.0% n-size: 19,970
Involvement in Decision-making	62.5% n-size: 48	62.8% n-size: 19,926
Overall Hospital Experience	60.9% n-size: 46	64.7% n-size: 19,402
Pain Controlled	66.0% μ n-size: 25	65.3% n-size: 12,761
Post-Discharge Management	58.0% n-size: 46	59.6% n-size: 19,744
Quietness	35.4% n-size: 48	38.6% n-size: 19,733
Received Information about Condition and Treatment	56.5% n-size: 46	59.3% n-size: 19,883
Staff Responsiveness	56.1% n-size: 33	53.3% n-size: 16,385
Transfer from ED to Hospital Bed Organized (admission through ED)	64.1% n-size: 39	61.1% n-size: 11,625

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