

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?

Patient Satisfaction Survey results for Q3 (October 1 to December 31, 2018) are in!

Emergency Care

Overall rating of care in Emergency is 59.1%, which exceeds the Ontario Community Hospital Average score (47.4%) by a significant amount.

MAHC has exceeded the Ontario Community Hospital Average score on all two (2) of the four (4) dimensions of care.

	MAHC	Benchmarks
Correlating Question	FY Q3, 2018-19	Ontario ED Community Hosp Average
How would you rate the Emergency care?	59.1% n-size: 164	47.4% n-size: 23,031
Would you recommend this hospital to family and friends?	65.6% n-size: 163	54.6% n-size: 23,079

Dimensions of Care	FY Q3, 2018-19	Ontario ED Community Hosp Average
How Well Emergency Room Doctors & Nurses Communicate with Patients	72.6% n-size: 163	67.0% n-size: 23,313
Communication with Patients Prior to Their Release	82.5% n-size: 163	82.7% n-size: 23,211
Getting Timely Care	77.9% n-size: 165	70.4% n-size: 23,435
Communication with Patients about Their Medicines	66.3% n-size: 44	68.6% n-size: 6,780

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

Acute Care

Overall rating of inpatient acute care is 48.4%, which is below the Ontario Community Hospital Average score (58.1%).

Two (2) 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 12 of the 26 dimensions of care and was significantly so on two (2).

	MAHC	Benchmarks
	FY Q3, 2018-19	Ontario IP Community Hosp Average
How would you rate this hospital?	48.4% n-size: 64	58.1% n-size: 20,263
Would you recommend this hospital to family and friends?	67.2% n-size: 64	65.5% n-size: 20,231

Dimensions of Care	FY Q3, 2018-19	Ontario IP Community Hosp Average
Respect and Dignity	72.9% n-size: 65	70.0% n-size: 20,573
Coordination of Care	63.7% n-size: 64	62.9% n-size: 20,165
Responsiveness	56.7% n-size: 45	59.9% n-size: 14,811
Information Sharing	44.0% n-size: 49	48.1% n-size: 16,667
Physical Environment	44.6% n-size: 65	51.2% n-size: 20,464
Discharge Transition Planning and Management	62.2% n-size: 59	63.8% n-size: 19,892
Access to Care	87.2% n-size: 39	69.2% n-size: 12,177
Admission into the Hospital Organized (Direct Admission)	61.1% μ n-size: 18	81.3% n-size: 6,895
Cleanliness	57.1% n-size: 63	64.0% n-size: 20,144
Communication with Doctors	78.3% n-size: 63	75.5% n-size: 20,447
Communication with Nurses	73.7% n-size: 66	70.3% n-size: 20,579
Discharge Planning	73.9% n-size: 46	70.9% n-size: 17,889
Emotional Support	62.7% n-size: 51	57.1% n-size: 14,229
Enough Information Given about Admission Process - Prior to Arrival	66.7% μ n-size: 18	67.2% n-size: 6,938
Explanation about Medications	48.4% n-size: 32	51.5% n-size: 12,274
Hospital Stay Helpful	69.1% n-size: 68	70.4% n-size: 20,231
Information Shared with Patients in the ED	30.8% n-size: 39	35.2% n-size: 12,296
Internal Coordination	59.0% n-size: 65	61.5% n-size: 20,390
Involvement in Decision-making	67.2% n-size: 64	63.4% n-size: 20,367
Overall Hospital Experience	69.2% n-size: 65	65.2% n-size: 19,842
Pain Controlled	65.8% n-size: 38	65.3% n-size: 13,026
Post-Discharge Management	57.5% n-size: 62	60.1% n-size: 20,175
Quietness	32.3% n-size: 65	38.4% n-size: 20,159
Received Information about Condition and Treatment	55.4% n-size: 65	59.9% n-size: 20,304
Staff Responsiveness	55.9% n-size: 59	54.0% n-size: 16,674
Transfer from ED to Hospital Bed Organized (admission through ED)	78.6% n-size: 42	61.5% n-size: 11,954

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