

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 Q3 (October to December 2017) are in!

Acute Care

For overall Rating of the hospital inpatient we scored 54.2% which is below the Ontario Community Hospital Average score (56.5%). All 26 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.

	MAHC	Benchmarks
	FY Q3, 2017-18	Ontario IP Community Hosp Average
How would you rate this hospital?	54.2% μ n-size: 24	56.5% n-size: 19,004
Would you recommend this hospital to family and friends?	60.0% μ n-size: 59	63.9% n-size: 19,065

Dimensions of Care	FY Q3, 2017-18	Ontario IP Community Hosp Average
Respect and Dignity	69.2% μ n-size: 25	69.5% n-size: 19,287
Coordination of Care	66.4% μ n-size: 25	62.1% n-size: 18,951
Responsiveness	68.3% μ n-size: 20	59.8% n-size: 13,972
Information Sharing	39.4% μ n-size: 22	47.5% n-size: 15,569

Dimensions of Care	FY Q3, 2017-18	Ontario IP Community Hosp Average
Physical Environment	52.0% μ n-size: 25	50.3% n-size: 19,166
Discharge Transition Planning and Management	61.7% μ n-size: 24	63.3% n-size: 18,763
Access to Care	75.0% μ n-size: 16	68.4% n-size: 11,328
Admission into the Hospital Organized (Direct Admission)	88.9% μ n-size: 9	81.4% n-size: 6,573
Cleanliness	60.9% μ n-size: 23	62.0% n-size: 18,847
Communication with Doctors	77.3% μ n-size: 25	75.6% n-size: 19,164
Communication with Nurses	68.0% μ n-size: 25	69.0% n-size: 19,299
Discharge Planning	66.7% μ n-size: 21	70.5% n-size: 17,025
Emotional Support	61.1% μ n-size: 18	57.3% n-size: 13,488
Enough Information Given about Admission Process - Prior to Arrival	66.7% μ n-size: 9	67.2% n-size: 6,610
Explanation about Medications	42.3% μ n-size: 13	50.9% n-size: 11,361
Hospital Stay Helpful	68.0% μ n-size: 25	70.4% n-size: 19,018
Information Shared with Patients in the ED	20.0% μ n-size: 15	35.0% n-size: 11,455
Internal Coordination	68.0% μ n-size: 25	60.5% n-size: 19,142
Involvement in Decision-making	58.0% μ n-size: 25	63.3% n-size: 19,158
Overall Hospital Experience	60.0% μ n-size: 25	65.0% n-size: 18,761
Pain Controlled	66.7% μ n-size: 18	65.8% n-size: 12,421
Post-Discharge Management	56.0% μ n-size: 25	59.7% n-size: 18,947
Quietness	48.0% μ n-size: 25	38.8% n-size: 18,911
Received Information about Condition and Treatment	56.0% μ n-size: 25	59.0% n-size: 19,102
Staff Responsiveness	58.8% μ n-size: 17	53.2% n-size: 15,628
Transfer from ED to Hospital Bed Organized (admission through ED)	61.5% μ n-size: 13	60.6% n-size: 11,149

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

Emergency Care

Overall rating of care in the ER is 56.7% which exceeds the Ontario Community Hospital Average score (46.5%) by a significant amount.

MAHC has exceeded the Ontario Community Hospital Average score on all 4 dimensions of care, and was significantly so on 2. One of the metrics, "Communication With Patients About Their Medicines" has the symbol μ which indicates low n-size and therefore results may not be statistically reliable.

Correlating Question	MAHC	Benchmarks
	FY Q3, 2017-18	Ontario ED Community Hosp Average
How would you rate the ER care?	56.7% n-size: 97	46.5% n-size: 22,686
Would you recommend this hospital to family and friends?	68.1% n-size: 94	53.7% n-size: 22,746

Dimensions of Care	FY Q3, 2017-18	Ontario ED Community Hosp Average
How Well Emergency Room Doctors & Nurses Communicate with Patients	76.4% n-size: 98	65.4% n-size: 22,961
Communication with Patients Prior to Their Release	87.2% n-size: 94	82.7% n-size: 22,843
Getting Timely Care	85.7% n-size: 98	71.5% n-size: 23,064
Communication with Patients about Their Medicines	70.1% μ n-size: 29	68.1% n-size: 6,568

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