

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 Q4 (January to March 2018) are in!

Acute Care

For overall Rating of the hospital inpatient we scored 68.9% which is significantly above 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 19 of the 26 dimensions of care and was significantly so on five (5).

	MAHC	Benchmarks
	FY Q4, 2017-18	Ontario IP Community Hosp Average
How would you rate this hospital?	68.9% n-size: 61	57.3% n-size: 18,791
Would you recommend this hospital to family and friends?	75.8% n-size: 62	64.5% n-size: 18,838

Dimensions of Care	FY Q4, 2017-18	Ontario IP Community Hosp Average
Respect and Dignity	73.4% n-size: 62	69.6% n-size: 19,052
Coordination of Care	72.4% n-size: 62	62.3% n-size: 18,722
Responsiveness	58.9% n-size: 43	59.5% n-size: 13,726
Information Sharing	51.9% n-size: 53	47.5% n-size: 15,394

Dimensions of Care	FY Q4, 2017-18	Ontario IP Community Hosp Average
Physical Environment	56.6% n-size: 61	50.6% n-size: 18,947
Discharge Transition Planning and Management	68.3% n-size: 57	63.5% n-size: 18,515
Access to Care	87.8% n-size: 49	68.7% n-size: 11,171
Admission into the Hospital Organized (Direct Admission)	62.5% μ n-size: 8	81.3% n-size: 6,517
Cleanliness	77.0% n-size: 61	62.4% n-size: 18,635
Communication with Doctors	75.5% n-size: 62	75.7% n-size: 18,935
Communication with Nurses	73.1% n-size: 62	69.3% n-size: 19,062
Discharge Planning	80.0% n-size: 50	70.7% n-size: 16,694
Emotional Support	61.2% n-size: 49	57.5% n-size: 13,324
Enough Information Given about Admission Process - Prior to Arrival	50.0% μ n-size: 8	67.1% n-size: 6,559
Explanation about Medications	57.1% μ n-size: 28	50.7% n-size: 11,328
Hospital Stay Helpful	67.8% n-size: 59	70.4% n-size: 18,775
Information Shared with Patients in the ED	45.0% n-size: 50	34.7% n-size: 11,281
Internal Coordination	69.9% n-size: 62	60.7% n-size: 18,905
Involvement in Decision-making	73.4% n-size: 62	63.0% n-size: 18,898
Overall Hospital Experience	66.7% n-size: 60	65.2% n-size: 18,512
Pain Controlled	56.1% n-size: 41	65.5% n-size: 12,156
Post-Discharge Management	64.7% n-size: 59	59.7% n-size: 18,709
Quietness	36.1% n-size: 61	38.8% n-size: 18,688
Received Information about Condition and Treatment	64.5% n-size: 62	59.1% n-size: 18,848
Staff Responsiveness	66.3% n-size: 52	53.0% n-size: 15,441
Transfer from ED to Hospital Bed Organized (admission through ED)	87.8% n-size: 49	61.5% n-size: 10,966

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 63.2% which exceeds the Ontario Community Hospital Average score (46.9%) 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 three (3).

Correlating Question	MAHC	Benchmarks
	FY Q4, 2017-18	Ontario ED Community Hosp Average
How would you rate the ER care?	63.2% n-size: 155	46.9% n-size: 21,599
Would you recommend this hospital to family and friends?	71.3% n-size: 157	53.6% n-size: 21,659

Dimensions of Care	FY Q4, 2017-18	Ontario ED Community Hosp Average
How Well Emergency Room Doctors & Nurses Communicate with Patients	72.9% n-size: 156	65.4% n-size: 21,857
Communication with Patients Prior to Their Release	88.0% n-size: 158	82.6% n-size: 21,744
Getting Timely Care	84.5% n-size: 158	71.7% n-size: 21,950
Communication with Patients about Their Medicines	76.5% n-size: 51	68.4% n-size: 6,341

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