

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?

The Patient Satisfaction Survey Results for Q1 (April to June 2017) are in!

Acute Care Results

For overall Rating of the hospital inpatient we scored 60.7%, which exceeds the Ontario Community Hospital Average score (56.1%). MAHC has exceeded the Ontario Community Hospital Average score on 18 of the 26 dimensions of care and was significantly so on one dimension.

	MAHC	Benchmarks
	FY Q1, 2017-18	Ontario IP Community Hospital Average
How would you rate this hospital?	60.7% n-size: 61	56.1% n-size: 19,656
Would you recommend this hospital to family and friends?	68.3% n-size: 63	64.2% n-size: 18,868

Dimensions of Care	FY Q2, 2017-18	Ontario IP Community Hospital Average
Respect and Dignity	66.8% n-size: 63	69.4% n-size: 19,947
Coordination of Care	69.0% n-size: 58	62.3% n-size: 19,601
Responsiveness	61.0% n-size: 44	60.0% n-size: 14,481
Information Sharing	58.2% n-size: 52	47.7% n-size: 16,169
Physical Environment	54.8% n-size: 63	51.0% n-size: 19,842

Dimensions of Care	FY Q2, 2017-18	Ontario IP Community Hospital Average
Discharge Transition Planning and Management	62.5% n-size: 56	63.6% n-size: 19,416
Access to Care	82.9% n-size: 41	67.9% n-size: 11,835
Admission into the Hospital Organized (Direct Admission)	76.9% n-size: 13 μ	81.6% n-size: 6,719
Cleanliness	63.9% n-size: 56	62.7% n-size: 19,525
Communication with Doctors	71.8% n-size: 60	75.3% n-size: 19,800
Communication with Nurses	67.7% n-size: 60	69.1% n-size: 19,962
Discharge Planning	66.7% n-size: 44	70.2% n-size: 17,846
Emotional Support	61.7% n-size: 42	57.5% n-size: 14,161
Enough Information Given about Admission Process - Prior to Arrival	78.6% n-size: 14 μ	66.5% n-size: 6,758
Explanation about Medications	62.5% n-size: 36	51.2% n-size: 11,723
Hospital Stay Helpful	74.6% n-size: 59	70.3% n-size: 19,678
Information Shared with Patients in the ED	45.2% n-size: 42	35.0% n-size: 11,941
Internal Coordination	66.9% n-size: 59	60.8% n-size: 19,805
Involvement in Decision-making	58.1% n-size: 62	63.1% n-size: 19,805
Overall Hospital Experience	67.8% n-size: 59	65.3% n-size: 19,445
Pain Controlled	61.8% n-size: 38	65.6% n-size: 12,832
Post-Discharge Management	60.1% n-size: 56	60.1% n-size: 19,599
Quietness	46.8% n-size: 62	39.4% n-size: 19,567
Received Information about Condition and Treatment	60.7% n-size: 61	59.4% n-size: 19,767
Staff Responsiveness	63.0% n-size: 50	54.0% n-size: 16,253
Transfer from ED to Hospital Bed Organized (admission through ED)	69.0% n-size: 42	60.5% n-size: 11,649

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

Emergency Care Results

Overall rating of care in the ER is 56.9%, which exceeds the Ontario Community Hospital Average score (46.3%) by a significant amount. MAHC has exceeded the Ontario Community Hospital Average score on three of four dimensions of care and was significantly so on one dimension.

	MAHC	Benchmarks
Correlating Question	FY Q2, 2017-18	Ontario ED Community Hospital Average
How would you rate the ER care?	56.9% n-size: 174	46.3% n-size: 24,730
Would you recommend this hospital to family and friends?	64.7% n-size: 173	53.9% n-size: 24,798

Dimensions of Care	FY Q2, 2017-18	Ontario ED Community Hospital Average
How Well Emergency Room Doctors & Nurses Communicate with Patients	71.2% n-size: 175	65.3% n-size: 25,018
Communication with Patients Prior to Their Release	83.0% n-size: 176	83.2% n-size: 24,915
Getting Timely Care	83.1% n-size: 175	71.5% n-size: 25,125
Communication with Patients about Their Medicines	72.2% n-size: 42	68.1% n-size: 7,202

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