

Muskoka Algonquin Healthcare participates in the Ontario Hospital Association's (OHA) **Patient Satisfaction Survey** process for Acute Inpatient care 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 Q2 (July to September 2017) are in!

Acute Care Results

For overall Rating of the hospital inpatient we scored 66.1%, which exceeds the Ontario Community Hospital Average score (56.5%) by a significant amount. MAHC has exceeded the Ontario Community Hospital Average score on 21 of the 26 dimensions of care and was significantly so on four (4) dimensions of care.

	MAHC	Benchmarks
	FY Q2, 2017-18	Ontario IP Community Hosp Average
How would you rate this hospital?	66.1% n-size: 59	56.5% n-size: 18,795
Would you recommend this hospital to family and friends?	72.9% n-size: 59	64.2% n-size: 18,868

Dimensions of Care	FY Q2, 2017-18	Ontario IP Community Hosp Average
Respect and Dignity	71.7% n-size: 60	69.6% n-size: 18,795
Coordination of Care	65.4% n-size: 58	62.5% n-size: 18,737
Responsiveness	69.2% n-size: 40	60.2% n-size: 13,835
Information Sharing	51.1% n-size: 51	48.0% n-size: 15,440
Physical Environment	57.6% n-size: 59	50.6% n-size: 18,972

Dimensions of Care	FY Q2, 2017-18	Ontario IP Community Hosp Average
Discharge Transition Planning and Management	56.5% n-size: 55	63.6% n-size: 18,546
Access to Care	93.8% n-size: 48	68.4% n-size: 11,271
Admission into the Hospital Organized (Direct Admission)	57.1% n-size: 7 μ	81.9% n-size: 6,478
Cleanliness	69.6% n-size: 56	62.3% n-size: 18,659
Communication with Doctors	75.6% n-size: 60	75.6% n-size: 18,947
Communication with Nurses	69.7% n-size: 60	69.1% n-size: 19,086
Discharge Planning	58.0% n-size: 44	70.4% n-size: 16,985
Emotional Support	69.0% n-size: 42	57.5% n-size: 13,381
Enough Information Given about Admission Process - Prior to Arrival	25.0% n-size: 8 μ	67.0% n-size: 6,509
Explanation about Medications	61.1% n-size: 27 μ	51.3% n-size: 11,249
Hospital Stay Helpful	75.9% n-size: 58	70.8% n-size: 18,805
Information Shared with Patients in the ED	46.9% n-size: 49	35.5% n-size: 11,384
Internal Coordination	63.1% n-size: 60	61.0% n-size: 18,914
Involvement in Decision-making	67.5% n-size: 60	63.5% n-size: 18,936
Overall Hospital Experience	75.9% n-size: 58	65.4% n-size: 18,592
Pain Controlled	75.8% n-size: 33	66.0% n-size: 12,268
Post-Discharge Management	58.9% n-size: 58	60.1% n-size: 18,723
Quietness	44.8% n-size: 58	39.1% n-size: 18,716
Received Information about Condition and Treatment	61.0% n-size: 59	59.5% n-size: 18,873
Staff Responsiveness	63.0% n-size: 46	53.9% n-size: 15,468
Transfer from ED to Hospital Bed Organized (admission through ED)	77.1% n-size: 48	60.7% n-size: 11,095

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

Emergency Care Results

Overall rating of care in the Emergency Dept. is 56.2%, which exceeds the Ontario Community Hospital Average score (46.4%) by a significant amount. MAHC has exceeded the Ontario Community Hospital Average score on all four (4) dimensions of care.

	MAHC	Benchmarks
Correlating Question	FY Q2, 2017-18	Ontario ED Community Hosp Average
How would you rate the ER care?	56.2% n-size: 178	46.4% n-size: 25,612
Would you recommend this hospital to family and friends?	69.1% n-size: 178	54.0% n-size: 23,671

Dimensions of Care	FY Q2, 2017-18	Ontario ED Community Hosp Average
How Well Emergency Room Doctors & Nurses Communicate with Patients	71.1% n-size: 181	65.5% n-size: 23,877
Communication with Patients Prior to Their Release	85.2% n-size: 182	83.0% n-size: 23,779
Getting Timely Care	76.5% n-size: 183	71.4% n-size: 23,979
Communication with Patients about Their Medicines	71.3% n-size: 50	68.3% n-size: 6,837

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