



# Regional Acute Care Patient Experience Survey Results 2021-2022

## Respondents

318 surveys were completed  
by patients receiving  
acute care services from  
7 facilities

## Overall Experience

Overall care  
8.4 out of 10

88% would recommend  
services to friends and family

## Key Measures of Care and Services

**84%**  
Informed  
what to do in  
case of health  
changes



**79%**  
Asked if  
adequate  
support was  
available



**94%**  
Treated with  
courtesy and  
respect



**91%**  
Nurses  
listened  
carefully



**88%**  
Involved in  
decision-  
making



**87%**  
Pain was  
well  
controlled



## Recommendations



Explore opportunities to enhance:

- ✓ Communication about medications and side effects
- ✓ Communication about supports after discharge
- ✓ Patient satisfaction with meals

Full report available on the Western Health website: [westernhealth.nl.ca/survey](https://westernhealth.nl.ca/survey)