



Regional Emergency Care Patient Experience Survey Results 2021-2022

Respondents

250 patients who visited
Western Health
emergency facilities
completed the survey

Overall Experience

Overall care
6.7 out of 10

73% would recommend
facility to friends and family

Key Measures of Care and Services

52%
Were told
how long
they would
have to wait



65%
Pain was
well
controlled



83%
Doctors
explained
things in a way
that was easy
to understand



83%
Treated with
courtesy and
respect by
nursing staff



89%
Rooms
were kept
clean







74%
Felt
involved in
decisions
about care



Patient Recommendations



Explore opportunities to enhance:

-  Patient involvement in decisions about their care
-  Communication about wait times
-  Patient pain control
-  Communication about help after discharge and symptoms or health problems to look out for