

**Regional Ambulatory Care
Patient Experience
April to June 2013**



**Western
Health**

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Ambulatory Care Patient Experience Background

Survey Instrument

The ambulatory care patient experience survey was a validated acute care experience survey modified for the evaluation of ambulatory care services throughout Western Health (See Appendix A). The original survey is an Accreditation Canada Client Experience Survey based on the Hospital Care Quality Information from the Consumer Perspective.

Method

Ambulatory care patient experience surveys were mailed to a random sample. This package included a cover letter, survey, and preaddressed and postage paid return envelope.

Participants

A list of patients utilizing ambulatory care services from each facility within Western Health from April to June of 2013 was obtained from Information Services. Ambulatory care services were defined as outpatient services including physiotherapy, blood work, EKG, EEG, ambulance, General Radiography, Bone Mineral Densitometry, Computerized Axial Tomography, Ultrasonography, Echocardiography, Mammography, Interventional Radiography, Nuclear Medicine, and Magnetic Resonance Imaging. Patients excluded were patients residing in long term care facilities, respite patients, palliative care patients, and all patients under 16 years of age. Also, measures were taken

to ensure that surveys were not sent to patients who were deceased. Some surveys were returned unopened as the address was incorrect, incomplete or the person had moved.

Sample

Based on ambulatory care visits from the April to June of 2013, a 95% confidence level, a 5% confidence interval, and considering a 35% response rate, a random sample was calculated. The total number of those patients receiving ambulatory care services across the region in this time period, and excluding the patients as described in the previous section, was 48,450. Five hundred and thirteen surveys were distributed per month to a random sample for a total of 1539 surveys.

Privacy, Confidentiality, Data Security

Privacy and confidentiality were achieved as the patients voluntarily completed the survey and returned the completed survey in a postage paid, preaddressed envelope with no identifying information or codes on the envelope or survey to identify the person. Any information that could potentially identify the patients was deleted. The data was stored on a password protected computer and surveys were stored in a locked office in the Western Memorial Health Clinic used by Quality Management and Research staff.

Data Analysis

A student completed the data entry for all surveys using Statistical Package for Social Sciences. Descriptive statistics were calculated on regional data to obtain a general perspective of patient experiences with ambulatory care services at Western Health.

Statistics were also calculated for Western Memorial Regional Hospital. The following section provides regional survey results.

Results

Demographics

A total of 1539 surveys were distributed. Of these, 16 were returned as the address was incorrect, the individual had moved, or died. Over the three month period, 626 of the 1539 surveys were completed for a response rate of 40.7%.

Survey respondents were asked to indicate which site they visited (See Table 1). Respondents were provided with an “other” category and a space for writing. Some respondents specified blood clinic, Deer Lake Medical Clinic, lab, Mountain View Retirement Centre, Douglas Stewart Clinic in Ramea, or Woody Point Clinic. Other respondents wrote in more than one clinic.

Table 1. Frequency and Percentage of Respondents by Site

Hospital	Frequency	Percentage
Western Memorial Regional Hospital	333	53.2%
Sir Thomas Roddick Hospital	141	22.5%
Rufus Guinchard Health Centre	11	1.8%
Bonne Bay Health Centre	21	3.4%
Calder Health Centre	8	1.3%
Dr. Charles LeGrow Health Centre	56	8.9%
Western Memorial Health Clinic	27	4.3%
Other	20	3.2%
Missing	9	1.4%
Total	626	100.0%

To gain a more thorough understanding of the demographics, respondents were asked to report their age group (See Figure 1) and highest grade or level of school completed (See Figure 2). The majority of the respondents were over the age of 60 (56.1%). Nearly 38% did not graduate from high school, 19.3% had high school or equivalent, 37.4% had some college or graduated from college, and 5.4% did not report.

Figure 1. Age of Respondents

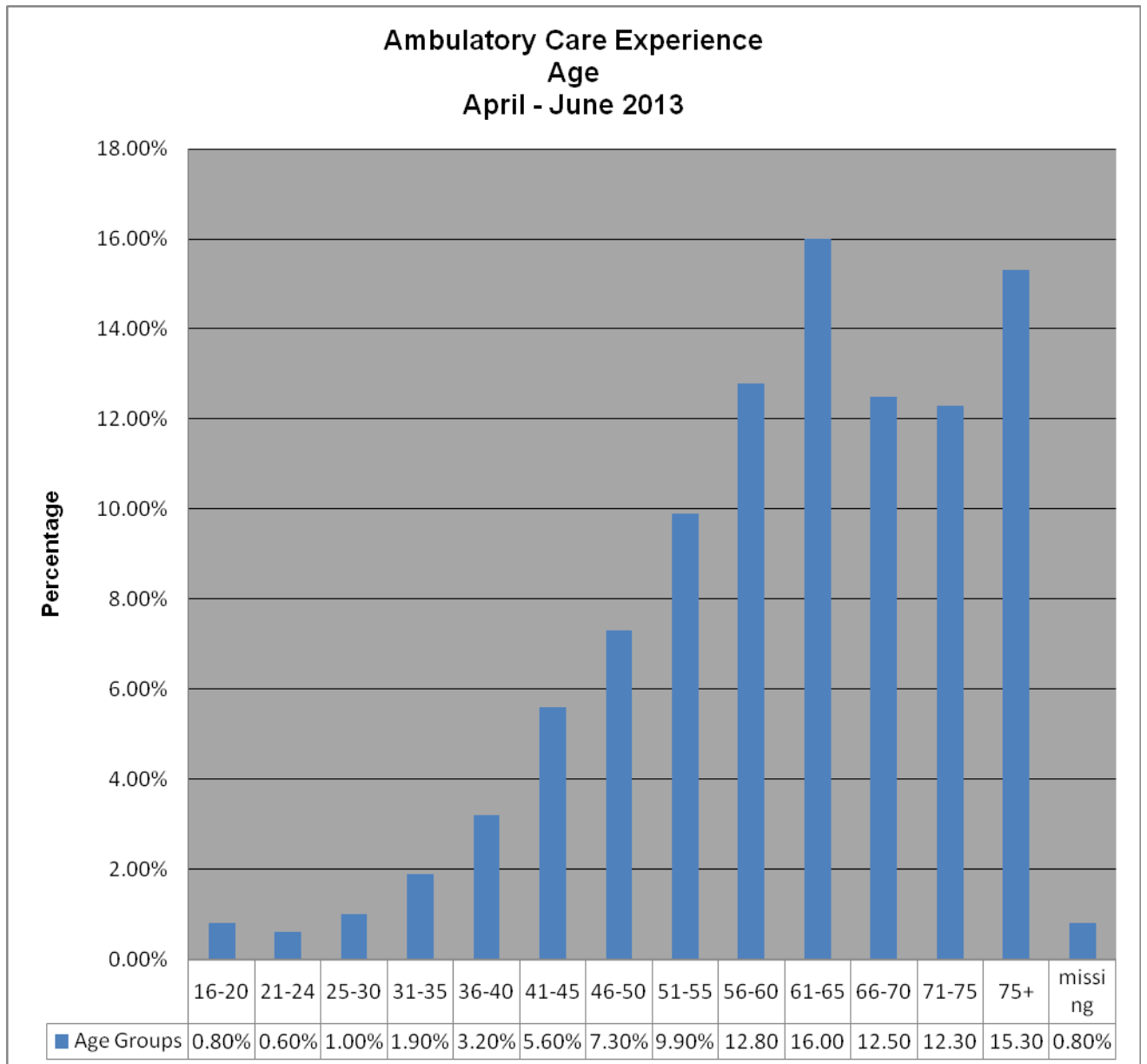
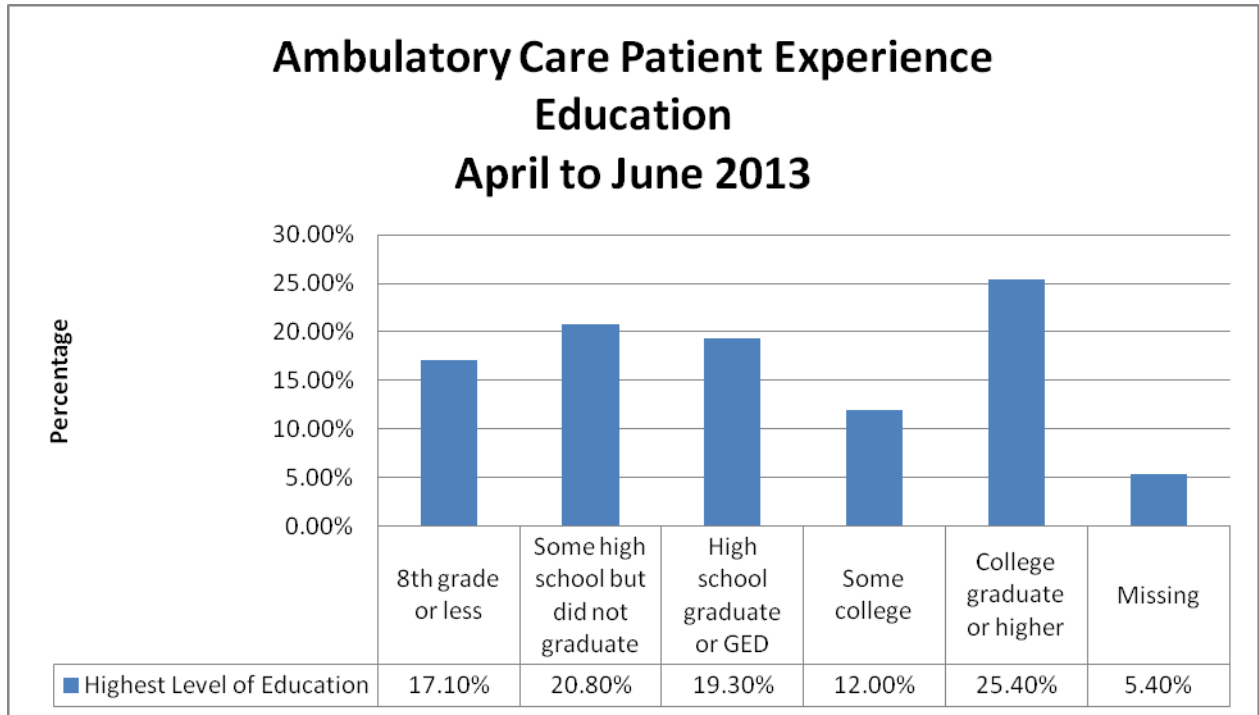


Figure 2. Highest Level of Education

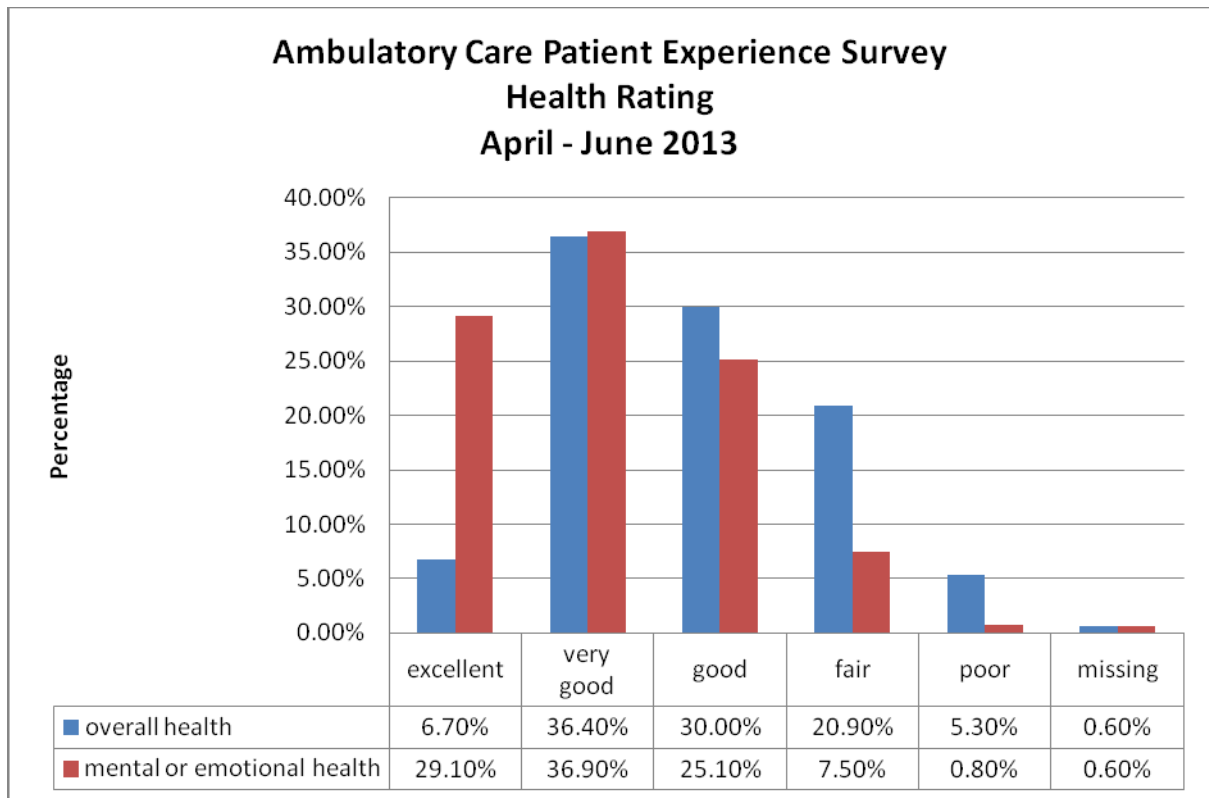


Health Rating

A major indicator of well-being is how a person rates his or her own health status.

Respondents were asked to rate their overall health and mental or emotional health (See Figure 3). When asked to rate their overall health, 43.1% reported very good or excellent, 30% reported good, 26.2% reported fair or poor, and .6% did not indicate. When asked to rate their mental or emotional health, 66% reported very good or excellent, 25.10% reported good, 8.3% reported fair or poor and .6% did not indicate.

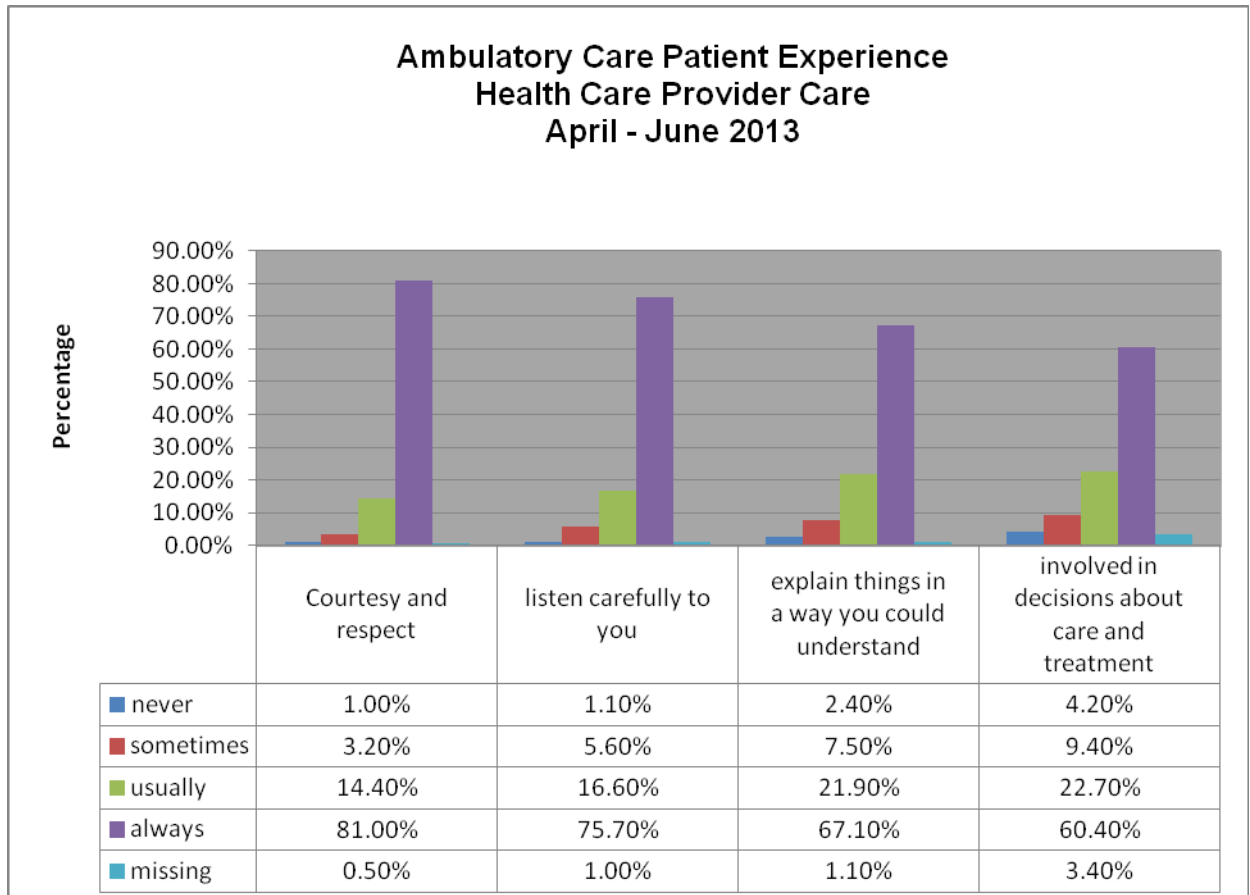
Figure 3. Ratings of Overall Health and Mental and Emotional Health



Health Care Provider Care

Patients were asked about health care provider care. Most patients reported that health care providers always or usually treated them with courtesy and respect (95.4%), listened carefully to them (92.3%), explained things in a way they could understand (89.0%), and involved them in decisions about care and treatment (83.1%) (See Figure 4). Seven respondents wrote positive comments relating to the excellent staff.

Figure 4. Health Care Provider Care

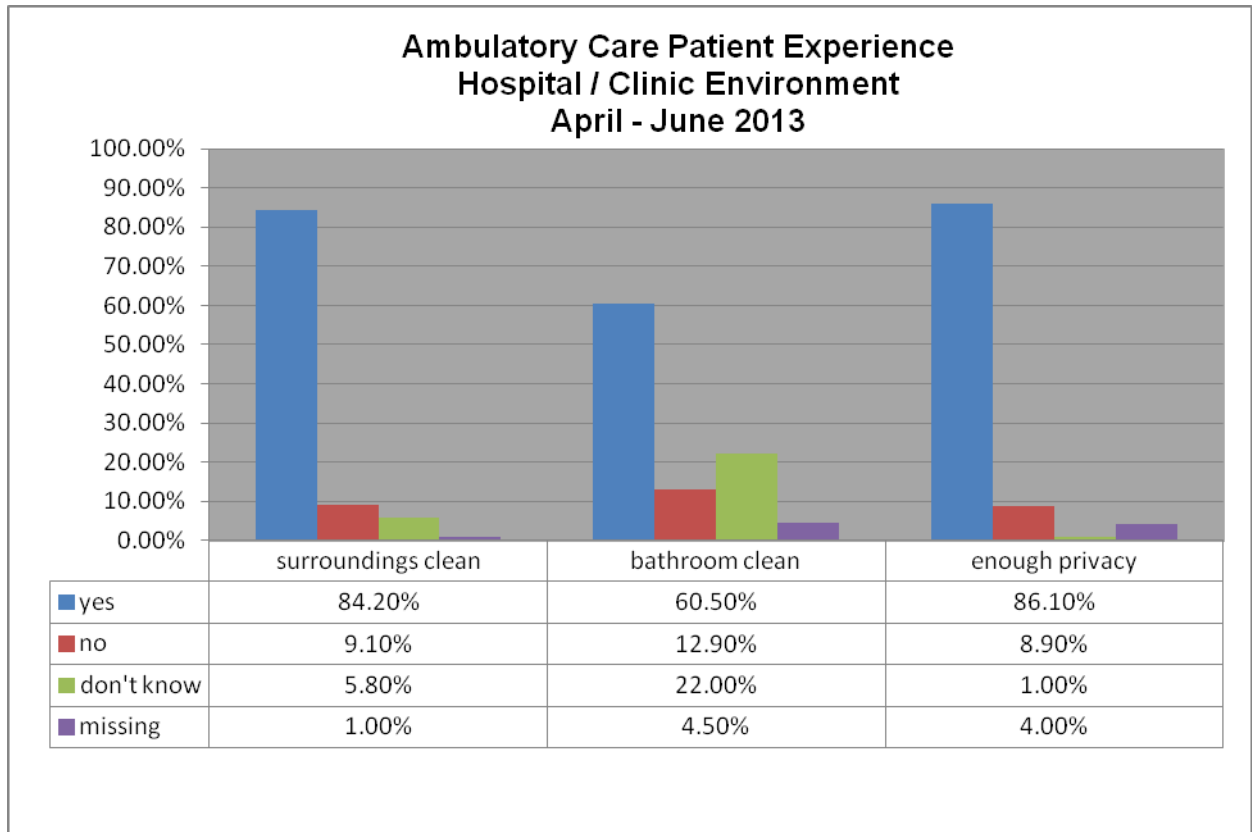


Hospital / Clinic Environment

Patients were asked about hospital / clinic environment including if the surroundings were clean, the bathroom was clean and whether they had enough privacy (See Figure 5). Most patients reported that the surroundings were clean (84.2%) and they had enough privacy (86.1%). Sixty point five percent of respondents reported that the bathrooms were clean.

Several comments were made about the lack of cleanliness in specific areas.

Figure 5. Hospital / Clinic Environment

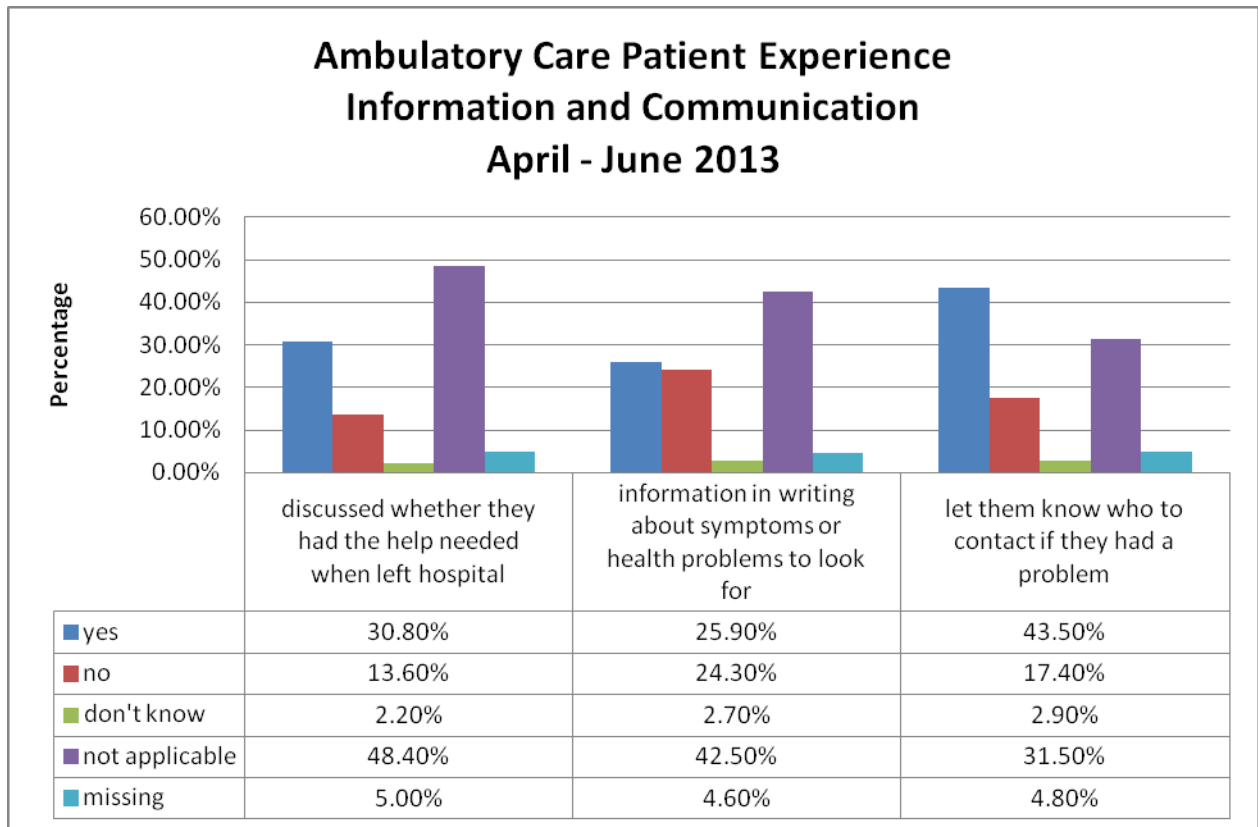


Information and Communication

Patients were asked if during their visit, health care providers talked with them about whether they would have the help needed when they left, whether they were given information in writing about symptoms or health problems to look out for after they left, and whether they were told who to contact if they had a problem (See Figure 6). Nearly 31% reported that they had a discussion with health care providers about whether they had the help needed when they left, 25.9% reported that they were given information in writing about what symptoms or health problems to look out for after they left, and 43.5% reported that health care providers told them who to contact if they had a problem. The “not applicable” responses must be considered given that the percentages in this category were high.

Respondents were also asked if during their visit, they were told how long they would have to wait to be seen. Exactly 17.6% of respondents were told, but the wait was shorter, 17.1% were told and had to wait as long as they were told, 14.9% were told but the wait was longer, 41.5% were not told, 6.7% did not know or could not remember, and 2.2% did not indicate.

Figure 6. Information and Communication



Overall Experience

Patients were asked to rank their hospital / clinic visit on a scale of 1 to 10 with 10 being the best. On average, patients ranked their visit at 8.74. Patients were also asked whether they would recommend the hospital / clinic to friends and family and 48.1% reported definitely yes, 41.5% said probably yes, 3.0% reported probably no, 2.1% reported definitely no and 5.3% did not report.

Opportunities for Improvement

Overall results indicate that health care providers treat patients with courtesy and respect, listen carefully to them, explain things in a way they can understand and involve them in decisions about care and treatment. Several respondents commented on the excellent staff.

Suggestions regarding communication, uniforms, and parking were written in three of the surveys.

Regionally, opportunities for improvement include:

- Communication with patients about wait times;
- Communication with patients, when appropriate, about whether they have the help they need when they leave the hospital;
- Communication with patients, when appropriate, about who to contact if they have a problem;
- Provision of written information, when appropriate, about symptoms or health problems that patients should look for when they leave the hospital / clinic;
- Explore ways to ensure cleanliness, in particular the bathrooms.

Appendix A
Ambulatory Care Patient Experience Survey

Ambulatory Care Client Experience Survey
Survey Instructions

- You should only fill out this survey if you are the client named on the envelope. Do not fill out this survey if you were not the client.
 - Answer all the questions by placing an X in the square to the left of your answer.
 - Answer all questions based on your last visit between April 2013, May 2013, and June 2013.
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1. Please indicate at which hospital you last visited:

- ☐ Western Memorial Regional Hospital
- ☐ Sir Thomas Roddick Hospital
- ☐ Rufus Guinchard Health Centre
- ☐ Bonne Bay Health Centre
- ☐ Calder Health Centre
- ☐ Dr. Charles L. LeGrow Health Centre
- ☐ Western Memorial Health Clinic
- ☐ Other, please specify: _____

YOUR CARE FROM HEALTH CARE PROVIDERS

2. During this hospital visit, how often did health care providers treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

3. During this hospital visit, how often did health care providers listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

4. During this hospital visit, how often did health care providers explain things in a way you could understand?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

5. During this hospital visit, how often did you feel involved in decisions about your care and treatment?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

6. During this hospital visit, were you told how long you would have to wait to be seen?

- ☐ Yes, but the wait was shorter
- ☐ Yes, and I had to wait as long as I was told
- ☐ Yes, but the wait was longer
- ☐ No, I was not told
- ☐ Don't know or can't remember

THE HOSPITAL ENVIRONMENT

7. During this hospital visit, were the surroundings clean?

- ☐ Yes
- ☐ No
- ☐ Don't know

8. During this hospital visit, was the bathroom clean?

- ☐ Yes
- ☐ No
- ☐ Don't know

9. During this hospital visit, did you feel you had enough privacy?

- ☐ Yes
- ☐ No
- ☐ Don't know

WHEN YOU LEFT THE HOSPITAL

10. During this hospital visit, did health care providers talk with you about whether you would have the help you needed when you left the hospital?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

11. During this hospital visit, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

12. During this hospital visit, did health care providers let you know who to contact if you had a problem?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

OVERALL HOSPITAL RATING

13. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your visit?

- ☐ 0 Worst hospital possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best hospital possible

14. Would you recommend this program or service to your friends and family?

- ☐ Definitely no
- ☐ Probably no
- ☐ Probably yes
- ☐ Definitely yes

ABOUT YOU

There are only a few remaining items left.

15. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college
- ☐ College graduate or higher

16. Age

- ☐ 16-20
- ☐ 21-24
- ☐ 25-30
- ☐ 31-35
- ☐ 36-40
- ☐ 41-45
- ☐ 46-50
- ☐ 51-55
- ☐ 56-60
- ☐ 61-65
- ☐ 66-70
- ☐ 71-75
- ☐ 75+

17. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

18. In general, how would you rate your overall mental or emotional health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

THANK YOU Please return the completed survey in the prepaid, preaddressed envelope.