



Rural Health Centres Acute Care Patient Experience Survey Results 2017-2018

Respondents

52 patients who received acute care services from one of 4 rural health centres completed the survey

Overall Experience

Overall visit
8.7 out of 10

100% would recommend facility to friends and family

Key Measures of Care and Services

96%
Received right meal for diet



97%
Pain was well controlled



98%
Doctors explained things in a way that was understood



98%
Treated with courtesy and respect by nursing staff



100%
Room and bathroom were kept clean



86%
Asked if help was available after discharge



Patient Recommendations



- ✔ Explore ways to ensure staff describe and explain possible side effects of new medications
- ✔ Ensure all patients are given information in writing about symptoms to monitor after discharge
- ✔ Explore ways to meet the spiritual and/or religious needs of patients