

Western Memorial Regional Hospital Acute Care

Patient Experience Survey Results 2017-2018

Respondents



244 patients who received acute care services from Western Memorial Regional Hospital completed the survey

Overall Experience



Overall hospital visit 7.8 out of 10

93% would recommend hospital to friends and family

Key Measures of Care and Services

89% Received right meal for diet

89% Pain was well controlled

91% Doctors explained things in a way that was understood

93% Treated with

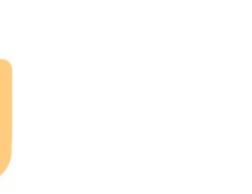
courtesy and respect by nursing staff

81% Room and bathroom were kept clean

84% Asked if help was available after discharge











Patient Recommendations



- Explore ways to ensure staff describe and explain possible side effects of new medications
- Explore ways to meet the spiritual and/or religious needs of patients