



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