



# Corner Brook Acute Care Patient Experience Survey Results 2021-2022

## Respondents







240 surveys were completed by patients receiving acute care services from 2 facilities in Corner Brook

## Overall Experience

Overall care  
8.4 out of 10

88% would recommend services to friends and family



## Key Measures of Care and Services

<b>84%</b> Informed what to do in case of health changes 	<b>81%</b> Asked if adequate support was available 	<b>96%</b> Treated with courtesy and respect by nurses 	<b>91%</b> Nurses listened carefully 	<b>87%</b> Involved in decision-making 	<b>88%</b> Pain was well controlled 
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## Recommendations



Explore opportunities to enhance:

-  Communication about medications and side effects
-  Temperature of meals and patient satisfaction with meals provided

Full report available on the Western Health website: [westernhealth.nl.ca/survey](https://westernhealth.nl.ca/survey)