



# Western Regional Memorial Hospital Ambulatory Care

## Client Experience Survey Results 2018-2019

### Respondents







280 surveys were completed by clients receiving ambulatory care services from Western Memorial Regional Hospital

### Overall Experience

Overall Visit  
8.9 out of 10




97% would recommend services to friends and family

### Key Measures of Care and Services

<b>93%</b> Felt involved in decisions about care and treatment 	<b>94%</b> Surroundings were clean 	<b>55%</b> Received information in writing about health changes 	<b>96%</b> Treated with courtesy and respect 	<b>77%</b> Asked if adequate support was available 	<b>96%</b> Things were explained in a way that was understandable 
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### Client Recommendations



-  Explore ways to better communicate wait times to clients
-  Ensure all clients are asked if they have the help they need after their visit
-  Ensure all clients are given information in writing about what symptoms or health problems to look out for after their visit