

NWT Hospital Satisfaction Questionnaire Results Stanton Territorial Hospital

Why do we conduct the questionnaire?

The NWT Hospital Satisfaction Questionnaire is conducted regularly as part of the Department of Health and Social Services system wide evaluation and reporting system. Client satisfaction is used to measure the effectiveness of health programs and services and is an integral part of quality health care. Client satisfaction is also a requirement of quality assurance and accreditation processes. The NWT Hospital Satisfaction Questionnaire provides information that helps us identify what we are doing well and where opportunities for improvement exist.

What's new?

The three previous cycles yielded consistently high ratings of satisfaction with the hospitals. The 2010 NWT Hospital Satisfaction questionnaire was modified to introduce and address new areas of client satisfaction. This change was made in order that new areas of client satisfaction could be assessed.

How did we do the questionnaire?

The 2010 NWT Hospital Satisfaction Questionnaire consists of 18 questions which fall into the following categories: Access, Safety, Care, and Treatment/Procedure. Select demographic information was also collected. Throughout this report, questionnaire results are presented by the categories mentioned above.

Utilization statistics indicate that on average Stanton Territorial Hospital admits 4,800 clients per month. The questionnaire was administered in November 2010, with the goal of asking everyone who received a service during this month to complete the questionnaire.

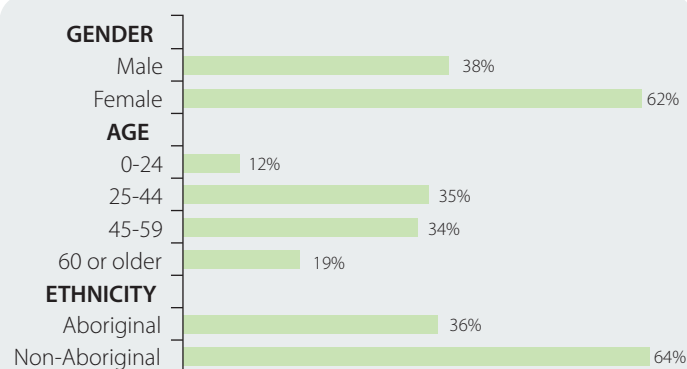
Hospital staff was asked to hand out questionnaires and stamped addressed envelopes to all persons over the age of 16 who received a hospital service during the month of November 2010. Interpreters were available to those requiring service in another official language.

The NWT Hospital Satisfaction Questionnaire was self-administered. Typically, self-administered questionnaires have low response rates of approximately 20%. The response rate for Stanton was 29.7%, or thirteen hundred thirty seven completed questionnaires, well above the average response rate.

Who completed the questionnaire?

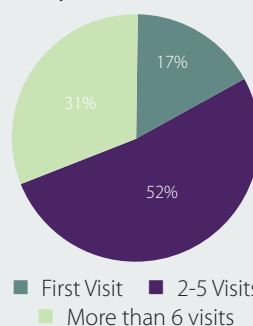
Demographics

Here is a look at the demographics of the 2010 NWT Hospital Satisfaction Questionnaire respondents for Stanton Territorial Hospital.

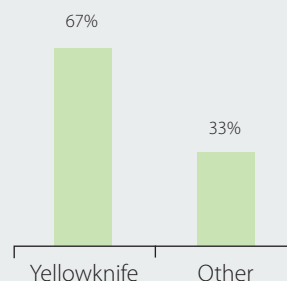


• (Gender n=1310, Age n=1283, Ethnicity n=1257)

How many times did you visit the hospital (or its clinic) this year? (n=1306)



Home Community (n=1302)

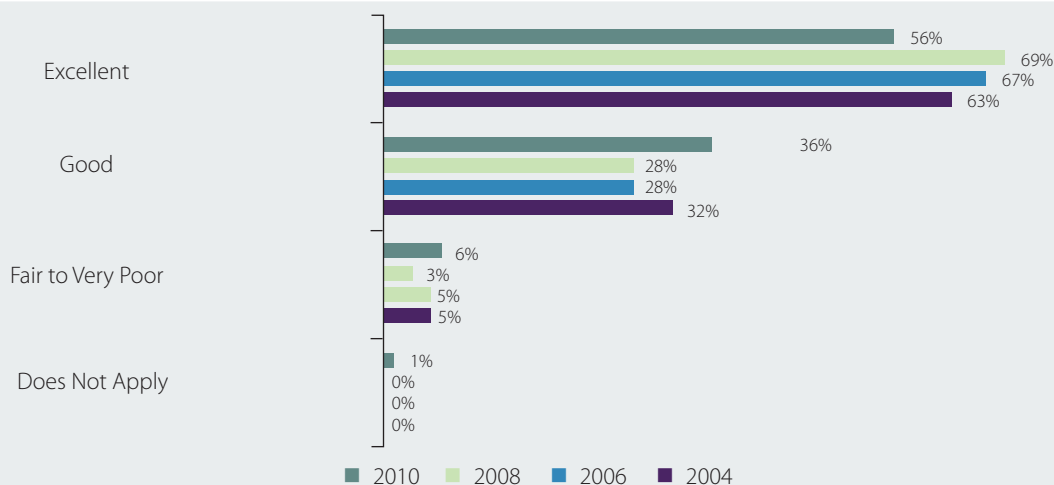


- A large percentage of respondents were female
- 69% of respondents were between the ages of 25-59
- Non-aboriginals accounted for 64% of responses
- 83% of respondents have visited the hospital on more than once occasion over the last year
- 33% of respondents listed a community other than Yellowknife as their home community

Questionnaire Results

Overall Care

92% of respondents rated their overall satisfaction with care received at Stanton Territorial Hospital as Excellent or Good.

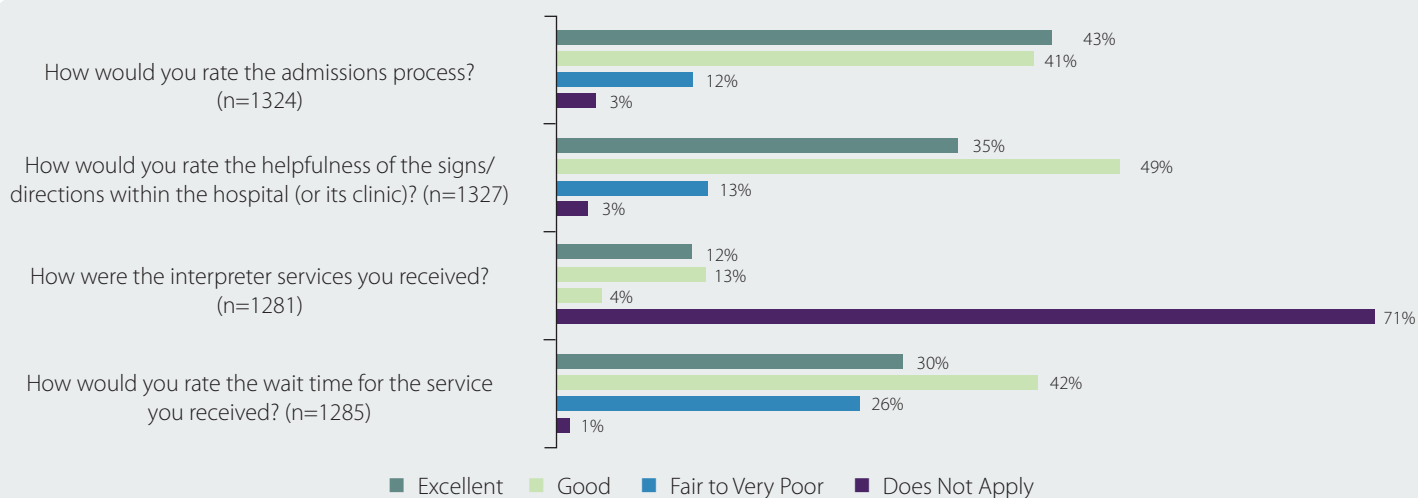


Access

When receiving hospital services, it's important that clients have positive experiences when it comes to admission, direction, communication and timely service. Admission is often the first point of contact a client will have when accessing a hospital service. For this reason it is important to assess satisfaction with the admissions process. Signs and directions within the hospital (or its clinic) are in place to assist clients with getting where they need to go. Many patients are from outlying communities and may not be familiar with the facility. Interpreter services eliminate barriers and improve accessibility for patients. Anyone requiring service in an official language receives assistance through an interpreter. Hospital wait times vary by service and are generally an area of interest to the public.

Client satisfaction with Access:

- 84% of respondents rated the admissions process as Excellent/Good
- 85% of respondents rated the helpfulness of signs and directions as Excellent/Good
- This question did not apply to 71% of the respondents. However, of the remaining 29% to whom this question did apply, 25% provided ratings of Excellent/Good for interpreter services
- Although 72% of respondents provided Excellent/Good ratings, over 25% had less positive experiences with wait times, providing ratings of Fair to Very Poor



Safety

Ensuring the safety of clients is critical to providing high quality care. NWT Hospitals ensure that care is provided in a safe manner through a variety of quality assurance programs and initiatives. It is important that clients observe a safe, clean environment when they access services, and that safety precautions are taken related to client identification and medications. Hand hygiene plays an important role in reducing the spread of infections in hospitals. Systems are in place to ensure safe treatment when it comes to medications. For most, but not all service areas, clients are asked for identification and about the medications that they take.

Client satisfaction with Safety:

- Signs and posters on hand washing were observed by 84% of respondents
- 90% of respondents said they noticed hand washing or sanitizing stations

- 89% of respondents rated the cleanliness of the hospital (or its clinic) as Excellent/Good

How would you rate the cleanliness of the hospital (or its clinic)? (n=1323)

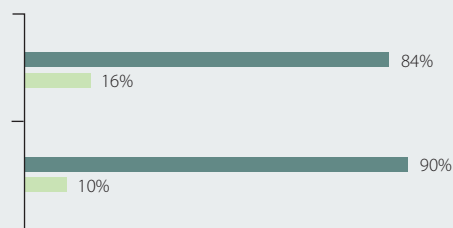


Handwashing

Did you notice signs or posters in the hospitals (or its clinic) that told you to wash your hands? (n=1320)

Did you see hand washing or sanitizing stations in the hospital (or its clinic)? (n=1322)

■ Yes ■ No



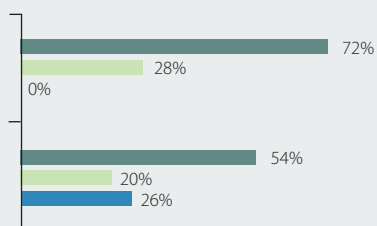
- 72% of respondents reported that they were asked for client identifiers, such as photo ID, address, or their date of birth
- 54% of respondents indicated that they were asked about the medications that they take

Identification and Medications

During this visit, were you asked to confirm your identification? For example, were you asked to produce photo identification, or to provide your address, or date of birth? (n=1325)

Were you asked about the medications that you take? (n=1301)

■ Yes ■ No ■ Does Not Apply

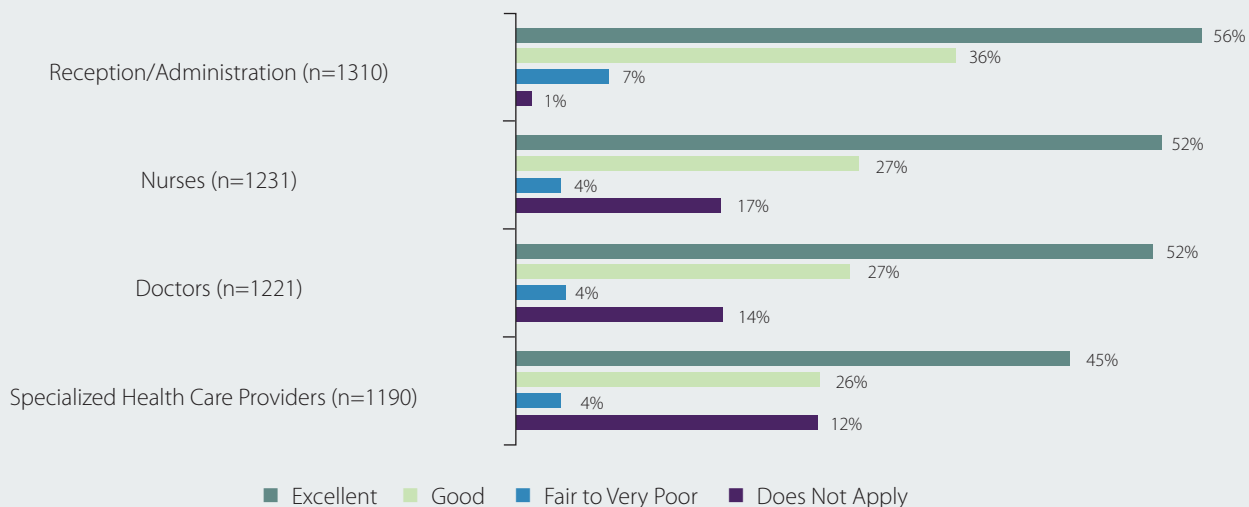


Care

Clients can expect high quality care from staff and health care providers at NWT Hospitals.

The following questions assessed rating of care provided by staff and health care providers.

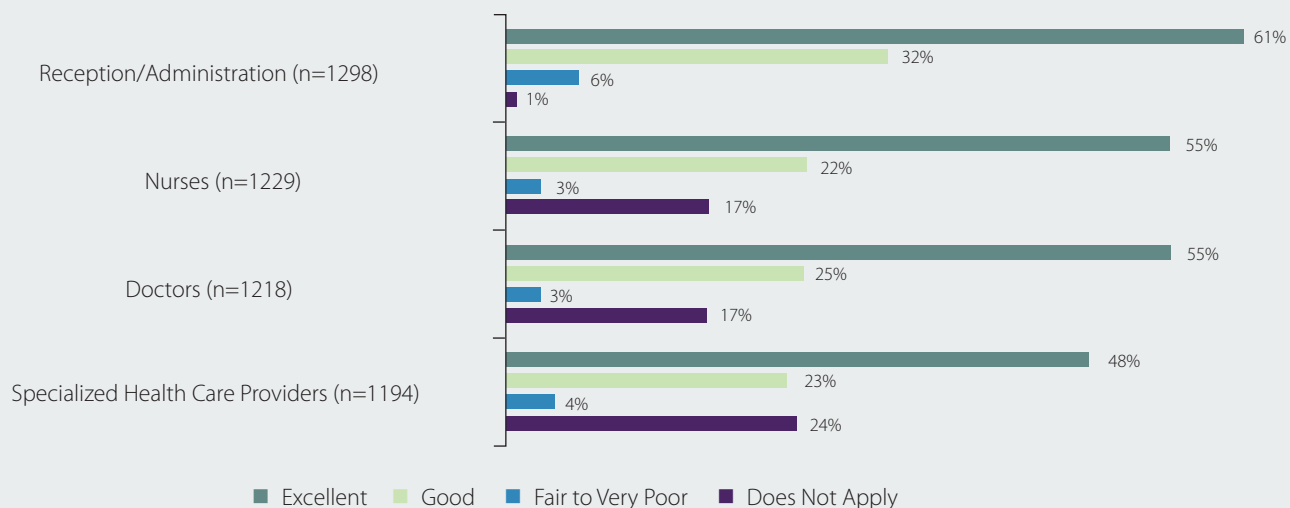
What did you think about the care you received from:



Providing care in a respectful manner is an important dimension of patient centred care.

The following question examines patients' views about whether they are treated with respect when visiting NWT Hospitals.

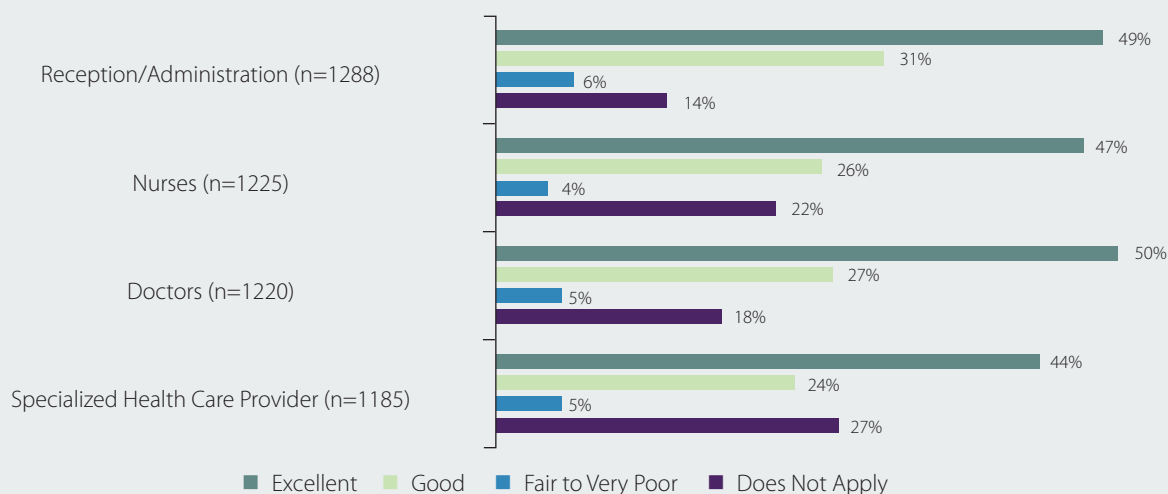
How respectful were the staff and health care professionals that you saw?



Patients are encouraged to be active participants in their own health care. Asking questions of the health care providers and staff they see is an important component of active participation.

The following questions relate to how well select staff and health care providers answer questions from patients.

How well did the staff and health care professionals answer your questions?



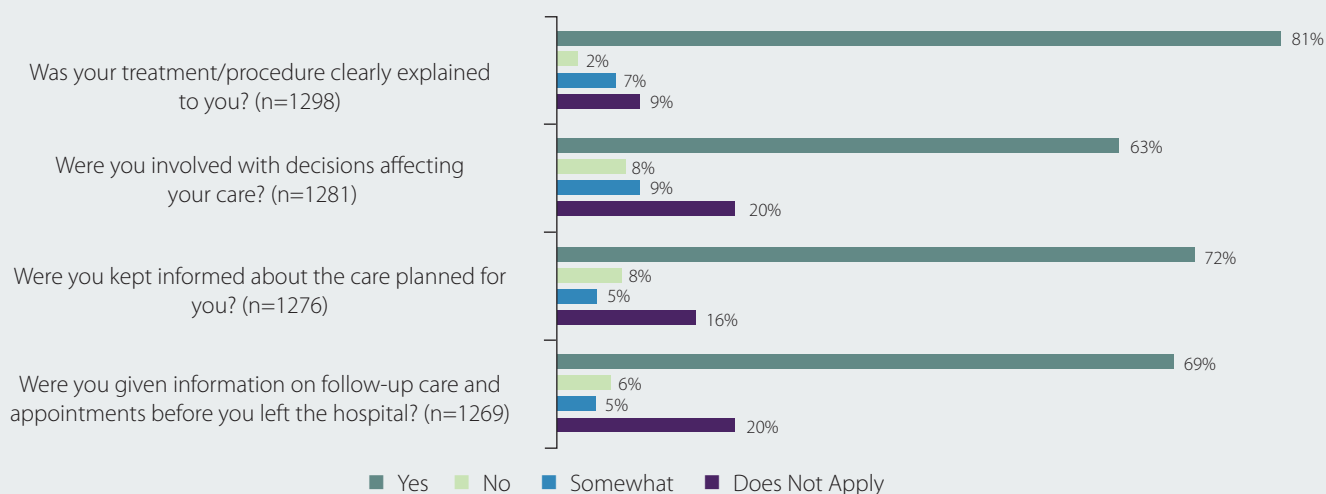
Treatment/Procedure

Patient centered care includes the sharing of information between health care providers and patients and involves patients in their own care.

Client satisfaction with treatment and procedure:

- Only 2% of respondents indicated that their treatment or procedure was not clearly explained to them.

- 69% of respondents said that they were involved with decisions affecting their care (answering 'yes' or 'somewhat').
- 77% of respondents felt that they were kept informed about the care planned for them (answering 'yes' or 'somewhat').
- Over 5% of respondents said that they were not given follow up information before they left the hospital.



What happens now?

The results from the NWT Hospital Satisfaction Questionnaire are generated and shared with the hospital.

The findings will help hospital administrators identify where improvement can be made and determine quality improvement initiatives.