



At or better than target.
Continue to monitor.



Within 5% of target. Monitor
and take action as appropriate.



Below target by more than 5%.
Take action and monitor progress.



No target identified
or available.

WHAT IS BEING MEASURED?

Like the majority of Ontario hospitals, Bluewater Health has engaged National Research Corporation Canada (NRCC) to survey randomly-selected patients discharged from our inpatient units. This measure tracks responses to the question “Would you recommend Bluewater Health?” (in the survey, they received in the mail after their inpatient hospital stay).

WHY IS THIS IMPORTANT?

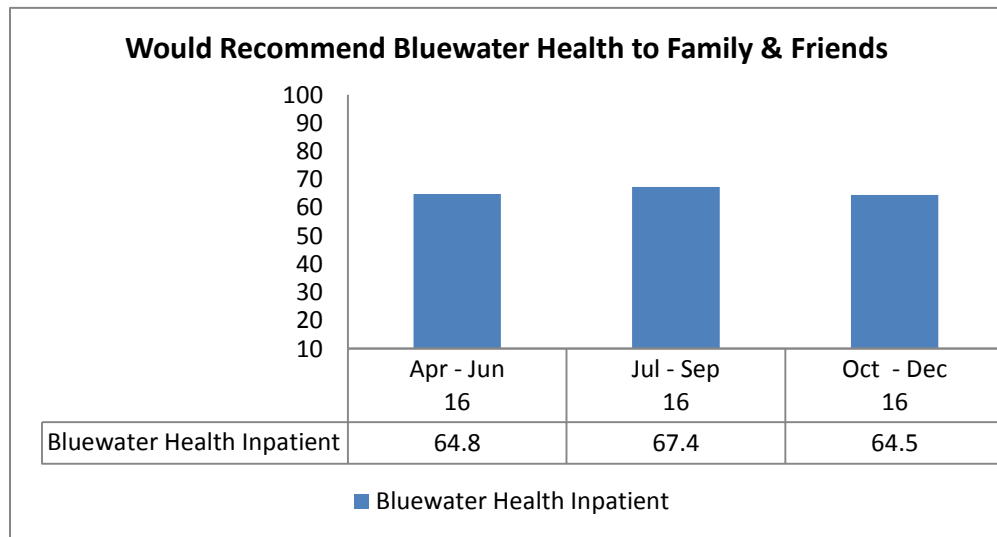
Ontario hospitals measure patient satisfaction to better understand their patients’ and families’ hospital care experiences. The measure of whether a patient would definitely recommend Bluewater Health is studied alongside other survey answers to understand where changes can be made to improve patient and family experiences with their hospital care. In 2016, rating scales for some questions changed from “Excellent”, “Very Good”, etc. to a scale from 0 to 10. Because these are new surveys, direct trending and comparison with previous surveys is unsuitable. There is no baseline for 2016-2017 and no improvement target for patient satisfaction in our Quality Improvement Plan (QIP) for 2016-2017.

WHAT IS THE TARGET?

Bluewater Health has always aimed to have a positive score and targets will be set for the 2017-2018 QIP.

HOW ARE WE DOING?

In the most recent reporting period (October - December), Bluewater Health’s score is 64.5.



Preferred
Trend/
Direction



WHAT ACTIONS ARE WE TAKING?

Bluewater Health has undertaken the following:

- Studying patient experience survey data for improvement opportunities;
- Embedding a patient and family-centred care philosophy and strategy;
- Engaging Patient Experience Partners (PEPs) on teams and committees; and
- Improving communication with patients and families in planning for discharge.

WHERE CAN I LEARN MORE ABOUT THIS MEASURE?

- Contact us

FREQUENCY REPORTED: Quarterly

NEXT UPDATE: August 2017