



2021 Patient Care Survey Results

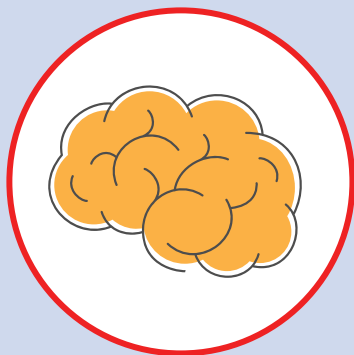
Who responded?

Patients - 58%

Families - 40%

Bystanders - 2%

Total responses = 104



Knowledgeable

91% felt staff were knowledgeable about treatment. However 6% responded they didn't know.

Overall Satisfaction

94% are satisfied with their experience.

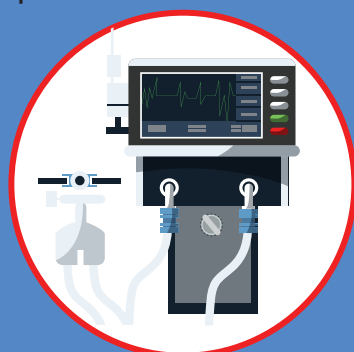


Privacy

87% of patients who had someone with them were asked if they wanted that person involved in discussions.



97% had their wishes respected.



Disclosure

89% of patients felt they were included in their medical care.



Safe and secure

96% of those surveyed didn't have any concerns related to safety.

93% of patients felt secure when being moved.



Hand hygiene

80% noticed staff practicing good hand hygiene. However, 20% didn't notice if staff were or weren't.