



**NORTHERN  
HEALTH REGION**

# **Community Report**

## **Northern Health Region Conducts Patient Experience Survey**

### **Healthy People in a Healthy North**

The Vision of the Northern Health Region is to achieve healthy people in a healthy North. We realize that these go hand in hand and so we strive to achieve this by delivering on the promise of our Mission of providing quality, accessible and compassionate health services to the people we serve. We track a number of factors and outcomes and use a number of tools to help us assess the job we are doing and identify areas for improvement.

## **Patient Experience Survey**

We recently compiled the results of our most recent Patient Experience Survey and would like to share some of the results with you. The survey questionnaire was completed by patients discharged from hospitals throughout the Region between November 2015 and March 2016. More than 1,400 questionnaires were sent to patients. While we wished the questionnaire response rate would have been higher, we are satisfied that the data we were able to gather will assist us in our process of continuous improvement in support of our Mission and Vision.

### **Who Responded**

More than 90% of responses came from patients who were in our largest hospitals in Thompson, Flin Flon and The Pas. Two thirds of the patients were female. Almost half of the respondents were in the 30 to 59 age group with the second largest group being the 60 and over age group. More than two-thirds of the respondents (72%) described their physical health as good, very good or excellent with the balance reporting fair or poor health. It was encouraging to see that more than three-quarters of those who completed the survey (82%) described their mental and emotional health as good, very good or excellent.

Education levels varied widely with a third (34%) reporting they had not graduated from high school. Just under a quarter (23%) were high school graduates and 30% reported completing college or university. A total of 13% indicated they had achieved a post-graduate degree or professional designation. More than half of respondents reported they were Caucasian, followed by 38% indicating Aboriginal or Indigenous heritage.

### **Overall Experience Rating**

We were very encouraged to see that the vast majority of patients (87%) indicated they would recommend the hospital they were a patient in to their family or friends. Around three quarters (73%) of those surveyed rated their overall hospital experience as an 8, 9 or 10 out of 10. Less than one in ten respondents (9%) rated their experience as less than 5 out of ten. While this is encouraging, it reinforces that there is always room for improvement to achieve greater satisfaction from the patients we serve in the Region. Next, we will share some of the highlights of the survey with you.

### **Care from Nurses**

Survey participants overwhelmingly reported (95%) that nurses treated them with courtesy and respect. They also reported that nurses listened carefully to them (91%) and explained

things to the patients in a way they could understand (89%) and that the majority or those surveyed (85%) reported that they got help as soon as they wanted it when they pressed the bedside call button. We are proud of our nurses and were very pleased to see the areas where they excelled in our patients' eyes. That said, we are using the data from areas where patients told us we fell short of their expectations as information to help us improve and enhance the experience for future patients.

### **Care from Doctors**

Again, the vast majority of survey respondents (87%) told us their doctor treated them with courtesy and respect. They also reported that the doctors listened carefully to them (88%). We are also encouraged to see that a very high percentage (87%) reported that the doctors explained things in a way that they could understand. We are proud of these results and the doctors who practice within our hospitals and communities.

### **Hospital Environment**

The cleanliness of patient rooms and bathrooms rated high (80%) among survey respondents; a testament to our housekeeping staff. We were also encouraged to hear that

the majority (78%) felt the area around their room was quiet at night.

### **Communication and Follow-up**

The patients surveyed agreed that doctors, nurses and hospital staff seemed informed and up-to-date about their hospital care (84%).

They also reported good communication between their healthcare professionals (84%).

They felt that they were involved in decisions about treatment and care (83%) and that their family or friends were involved in decisions about their treatment and care (86%). Patients reported that they got the support they needed with any anxieties, fears or worries (73%).

There was high agreement (91%) that test or procedures were done when they were told they would be done.

### **Next Steps**

While we are pleased to see these results, we are committed to continuing to strive for the best experience for our patients. We acknowledge that a hospital stay is not a pleasant experience for many patients due to the circumstances that brought them to us. We commit to learning from the areas where we achieved results that fall short of our own expectations as a health region. We commit to striving every day to demonstrate our

dedication to delivering quality, accessible and compassionate health services.

# Message from Cal Huntley Board Chair

These latest statistics on health services in the Northern Health Region are very encouraging.

The Board is committed to continuous quality improvement. We have much to be proud of in the results of this latest patient experience survey. Continuous quality improvement is foundational within the organization and a key part of our plans going forward.

Our strength as a Board comes from the diversity of our members and their combined experience and wisdom. As a Board, we recognize that we must meet the local health needs of Northerners. We are also tasked with ensuring the financial sustainability of our health care system. The Province is currently facing a challenging financial situation where difficult decisions will be made in order to

become a more sustainable and innovative organization.

We are heartened and pleased by the performance of our management and staff of the Northern Health Region. We congratulate them for continually working towards our Vision of Healthy People Healthy North. We realize we still have much work to do.

## **Message from Helga Bryant, CEO**

As Manitobans we are passionate about our health care system. Sustaining our health care system requires a strong leadership team, committed and dedicated staff and an effective Board; this Region is fortunate to have all 3 of these factors.

Service delivery and financial accountability are a shared responsibility between government, the health care system and the public. We are doing what we can to support the sustainability of the provincial health care system of which we are so proud.

The financial challenges the Province is currently facing are daunting. We will meet those challenges head on by working together and make our way through this journey successfully.

Although we are proud of these latest statistics, we know there is still room for improvement and continue to work on the areas where we fall short. Quality improvement is an ongoing process that will help us achieve excellence in patient care.

In closing, I want to salute our staff for this achievement. They are the ones who deliver the services and programs to meet the health needs of our citizens. This is their achievement and I commend them for it. Megwetch, Ekosi, Ekosani, Masicho!