



2020 Patient Care Survey Results

Who responded?

Patients - 58%
Families - 40%
Bystanders - 2%
Total responses = 53

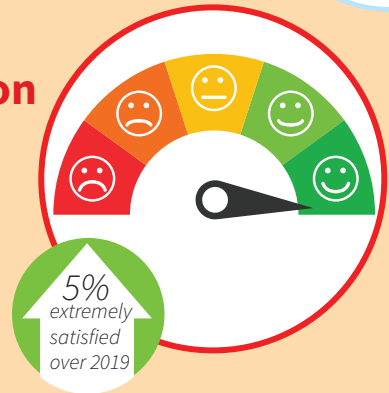


Knowledgeable

89% felt staff were knowledgeable about treatment. However 9% responded they didn't know.

Overall Satisfaction

96% are satisfied with their experience.

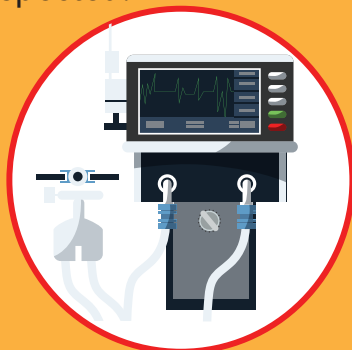


Privacy

68% of patients who had someone with them were asked if they wanted that person involved in discussions.



100% had their wishes respected.



Disclosure

92% of patients felt they were included in their medical care.



Hand hygiene

81% noticed staff practicing good hand hygiene. However, 19% didn't notice if staff were or weren't.



Safe and secure

93% of those surveyed didn't have any concerns related to safety.

91% of patients felt secure when being moved.

