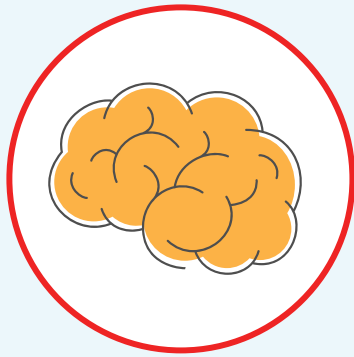


2019 Patient Care Survey Results*

Who responded?

Patients - 41%
Families - 56%
Bystanders - 3%
Total responses = 111



Knowledgeable

95% felt staff were knowledgeable about treatment.

Overall satisfaction

96% are satisfied with their experience.



Privacy

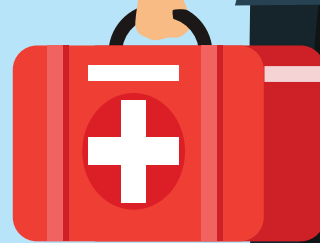
8%
over
2018

78% of patients who had someone with them were asked if they wanted that person involved in discussions.



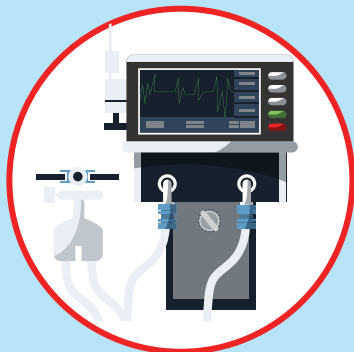
Safe and secure

97% of patients felt secure when being moved. 95% of those surveyed didn't have any concerns related to safety.



Disclosure

90% of patients felt they were included in their medical care.



Hand hygiene

74% noticed staff practicing good hand hygiene. However, 26% didn't notice if staff were or weren't.

