

Emergency Department Comment Card Summary April 2021

Rating scale:

Number of
Reponses



Yes



Somewhat





No

Emergency Services	Rating scale:			
	Number of Reponses	Yes	Somewhat	No
I was treated with respect and dignity	74	95.9%	4.1%	0.0%
My accessibility concerns were addressed	67	94.0%	3.0%	3.0%
I was treated with respect and dignity	73	100.0%	0.0%	0.0%
I was informed & understood the tests, preparations & procedures	70	97.1%	0.0%	2.9%
I was given the opportunity to discuss treatment options	64	87.5%	4.7%	7.8%
My care preferences were respected	66	100.0%	0.0%	0.0%
I was provided with patient safety information	64	87.5%	6.2%	6.3%
The waiting and exam rooms were clear and tidy	72	100.0%	0.0%	0.0%
My privacy was respected	72	100.0%	0.0%	0.0%
My preferred language is: <u>English</u> - 94.7% <u>French</u> - 5.3% <u>Ojibway</u> - 0%				
I was offered services in my preferred language	64	98.4%	0.0%	1.6%
Overall I was satisfied with the care I received	68	94.1%	4.4%	1.5%
Total/Average - Emergency Services	754	95.9%	2.0%	2.1%

Diagnostic Imaging Comment Card Summary May 2021

Rating scale:




  
 Number of Reponses Yes Somewhat No

Diagnostic Imaging		Number of Reponses	Yes	Somewhat	No
	It was easy to find the department and access services	40	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	34	100.0%	0.0%	0.0%
	I was treated with respect and dignity	40	100.0%	0.0%	0.0%
	I was informed & understood the tests, preparations & procedures	40	100.0%	0.0%	0.0%
	I was informed on how and when to obtain my results	40	97.5%	2.5%	0.0%
	I was provided with a patient safety handout	29	79.3%	3.4%	17.3%
	My privacy was respected	39	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 86.5% <u>French</u> - 13.5% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	36	94.4%	5.6%	0.0%
	Overall I was satisfied with the care I received	40	100.0%	0.0%	0.0%
Total/Average - Diagnostic Imaging		338	96.8%	1.3%	1.9%

AC & Nakina Clinic Comment Card Summaries June 2021

Rating scale:

Number of Reponses   
 Yes Somewhat No

		Number of Reponses	 Yes	 Somewhat	 No
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	5	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	5	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	5	100.0%	0.0%	0.0%
	I was treated with respect and dignity	5	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	5	100.0%	0.0%	0.0%
	My care preferences were respected	5	100.0%	0.0%	0.0%
	My pain was well controlled	5	100.0%	0.0%	0.0%
	The temperature of my food was appropriate	5	100.0%	0.0%	0.0%
	The quantity of food was sufficient	5	100.0%	0.0%	0.0%
	I was provided with a patient safety handout	5	100.0%	0.0%	0.0%
	My room was kept clean and tidy	5	100.0%	0.0%	0.0%
	My privacy was respected	5	100.0%	0.0%	0.0%
Overall I was satisfied with the care I received	4	100.0%	0.0%	0.0%	
Total/Average - AC Only		64	100.0%	0.0%	0.0%
Nakina Clinic	It was easy to access the clinic and services	25	92.0%	0.0%	8.0%
	I was provided with appropriate information	23	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	25	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	25	96.0%	0.0%	4.0%
	I was treated with respect and dignity	25	96.0%	0.0%	4.0%
Nakina Clinic Only		123	96.8%	0.0%	3.2%

No Comment Cards




Acute Care & Laboratory Comment Card Summaries August 2021

Rating scale: Number of   
Reponses Yes Somewhat No

Acute Care & Laboratory	I was treated with respect and dignity	39	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	30	96.7%	0.0%	3.3%
	My privacy was respected	38	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 96.8% <u>French</u> - 3.2% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	35	91.4%	0.0%	8.6%
	Overall I was satisfied with the care I received	39	97.4%	0.0%	2.6%
Total/Average - AC/Laboratory		181	97.1%	0.0%	2.9%
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	1	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	1	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	1	100.0%	0.0%	0.0%
	My care preferences were respected	1	100.0%	0.0%	0.0%
	My pain was well controlled	1	100.0%	0.0%	0.0%
	The temperature of my food was appropriate	1	100.0%	0.0%	0.0%
	The quantity of food was sufficient	1	0.0%	100.0%	0.0%
	I was provided with a patient safety handout	1	100.0%	0.0%	0.0%
My room was kept clean and tidy	1	100.0%	0.0%	0.0%	
Total/Average - AC Only		9	88.9%	11.1%	0.0%
Laboratory	It was easy to find the department	37	86.5%	10.8%	2.7%
	I was informed & understood the collection and/or ECG process	33	93.9%	0.0%	6.1%
	I was informed on how and when to obtain my results	34	61.8%	8.8%	29.4%
Total/Average - Laboratory Only		104	80.7%	6.5%	12.7%




ED Comment Card Summaries September 2021

Rating scale: Number of   
Reponses Yes Somewhat No

Emergency		Number of			
		Reponses	Yes	Somewhat	No
	I was treated with respect and dignity	37	89.2%	5.4%	5.4%
	My accessibility concerns were addressed	34	97.1%	2.9%	0.0%
	My care preferences were respected	35	94.3%	2.9%	2.9%
	I was informed and understood tests, preparations & procedures	32	90.6%	9.4%	0.0%
	I was given the opportunity to discuss treatment options	30	83.3%	16.7%	0.0%
	My privacy was respected	34	91.2%	2.9%	5.9%
	My preferred language is: <u>English</u> - 88.2% <u>French</u> - 8.8% <u>Ojibway</u> - 2.9%				
	I was offered services in my preferred language	32	96.9%	0.0%	3.1%
	Overall I was satisfied with the care I received	34	94.1%	0.0%	5.9%
	It was easy to find the department	37	89.2%	5.4%	5.4%
	I was provided with patient safety information	32	93.8%	0.0%	6.2%
	The waiting and exam rooms were clean and tidy	36	91.7%	8.3%	0.0%
Total/Average		373	91.9%	4.9%	3.2%

Rehabilitation Comment Card Summaries October 2021




Rating scale:

Number of Reponses			
	Yes	Somewhat	No

Rehabilitation	I was treated with respect and dignity	24	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	22	100.0%	0.0%	0.0%
	My care preferences were respected	24	100.0%	0.0%	0.0%
	My privacy was respected	24	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 87.0% <u>French</u> - 13.0% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	23	91.3%	0.0%	8.7%
	Overall I was satisfied with the care I received	21	95.2%	4.8%	0.0%
	It was easy to find the department	24	100.0%	0.0%	0.0%
	I was informed of the risks and benefits of treatment	24	100.0%	0.0%	0.0%
	I was informed and understood the treatment instructions	24	100.0%	0.0%	0.0%
Total/Average		210	98.5%	0.5%	1.0%

AC & Telemedicine Comment Card Summaries November 2021




Rating scale:




Number of Reponses	 Yes	 Somewhat	 No
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Acute Care & Telemedicine	I was treated with respect and dignity	10	80.0%	10.0%	10.0%
	My accessibility concerns were addressed	10	80.0%	10.0%	10.0%
	I was informed and understood tests, preparations & procedures	9	66.7%	22.2%	11.1%
	My privacy was respected	10	90.0%	0.0%	10.0%
	My preferred language is: <u>English</u> - 80.0% <u>French</u> - 10.0% <u>Ojibway</u> - 10.0%				
	I was offered services in my preferred language	10	80.0%	0.0%	20.0%
Overall I was satisfied with the care I received		10	80.0%	0.0%	20.0%
Total/Average - AC/Telemedicine		59	79.5%	7.0%	13.5%
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	4	75.0%	25.0%	0.0%
	I was given the opportunity to discuss treatment options	4	50.0%	25.0%	25.0%
	My pain was well controlled	4	75.0%	0.0%	25.0%
	The temperature of my food was appropriate	4	75.0%	25.0%	0.0%
	The quantity of food was sufficient	4	50.0%	50.0%	0.0%
	My care preferences were respected	4	75.0%	0.0%	25.0%
	I was provided with a patient safety handout	4	75.0%	0.0%	25.0%
	My room was kept clean and tidy	4	75.0%	25.0%	0.0%
Total/Average - AC Only		32	68.8%	18.8%	12.5%
Telemedicine	It was easy to find the department	6	66.7%	16.7%	16.7%
	I was given ample opportunity for questions	6	83.3%	0.0%	16.7%
	The follow-up process was made clear	6	83.3%	0.0%	16.7%
	I felt comfortable during my telemedicine visit	6	83.3%	0.0%	16.7%
	I could see the consultant clearly	6	83.3%	0.0%	16.7%
	I could hear the consultant clearly	6	83.3%	0.0%	16.7%
	The room was clean and tidy	6	83.3%	0.0%	16.7%
Total/Average - Telemedicine Only		42	80.9%	2.4%	16.7%

Nakina Clinic Comment Card Summaries December 2021

Rating scale:

Number of Reponses   
 Yes Somewhat No

Nakina Clinic	Rating scale:			
	Number of Reponses			
I was treated with respect and dignity	43	100.0%	0.0%	0.0%
I was informed and understood tests, preparations & procedures	41	97.6%	2.4%	0.0%
I was given the opportunity to discuss treatment options	44	97.7%	2.3%	0.0%
My privacy was respected	44	100.0%	0.0%	0.0%
My preferred language is: <u>English</u> - 100.0% <u>French</u> - 0.0% <u>Ojibway</u> - 0.0%				
I was offered services in my preferred language	44	100.0%	0.0%	0.0%
It was easy to access the clinic and services	43	93.0%	0.0%	7.0%
Total/Average	259	98.1%	0.8%	1.2%

Home Care Comment Card Summaries January 2022

Rating scale:

Number of Reponses			
	Yes	Somewhat	No

Home Care	I was treated with respect and dignity	24	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	23	100.0%	0.0%	0.0%
	My care preferences were respected	24	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	24	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	24	100.0%	0.0%	0.0%
	My supplies were ordered & arrived when I needed them	24	95.8%	4.2%	0.0%
	My nurse called beforehand to arrange visit times	24	100.0%	0.0%	0.0%
	My privacy was respected	24	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 93.8% <u>French</u> - 6.2% <u>Ojibway</u> - 0.0%				
	I was offered services in my preferred language	24	100.0%	0.0%	0.0%
Overall I was satisfied with the care I received	24	100.0%	0.0%	0.0%	
When the home care nurse left, I had a good understanding of the things I was responsible for	23	100.0%	0.0%	0.0%	
Total/Average		262	99.6%	0.4%	0.0%

Ultrasound Comment Card Summaries February 2022

Rating scale:

Number of
Reponses



Yes



Somewhat



No

Ultrasound	Rating scale:			
	Number of Reponses	Yes	Somewhat	No
I was treated with respect and dignity	20	100.0%	0.0%	0.0%
My accessibility concerns were addressed	19	100.0%	0.0%	0.0%
I was informed and understood tests, preparations & procedures	20	100.0%	0.0%	0.0%
It was easy to find the department and access services	20	95.0%	5.0%	0.0%
I was informed on how and when to obtain results	20	100.0%	0.0%	0.0%
I was provided with a patient safety handout	19	94.7%	0.0%	5.3%
My privacy was respected	19	100.0%	0.0%	0.0%
My preferred language is:	<u>English</u> - 94.1% <u>French</u> - 5.9% <u>Ojibway</u> - 0.0%			
I was offered services in my preferred language	17	94.1%	0.0%	5.9%
Overall I was satisfied with the care I received	19	100.0%	0.0%	0.0%
Total/Average		173	98.2%	0.6%

No Comment Cards