No Comment Cards

Diagnostic Imaging Comment Card Summary
May 2022

Rating scale:	Number of Reponses	Yes 🙂	Somewhat 😐	No ☹️
It was easy to find the department and access services	35	91.4%	8.6%	0.0%
My accessibility concerns were addressed	33	97.0%	3.0%	0.0%
I was treated with respect and dignity	35	100.0%	0.0%	0.0%
I was informed & understoof the tests, preparations & procedures	34	97.1%	2.9%	0.0%
I was informed on how and when to obtan my results	35	97.1%	2.9%	0.0%
I was provided with a patient safety handout	33	90.9%	0.0%	9.1%
My privacy was respected	35	100.0%	0.0%	0.0%
My preferred language is: English - 94.1% French - 5.9% Ojibway - 0%				
I was offered services in my preferred language	32	90.6%	6.3%	3.1%
Overall I was satisfied with the care I received	35	97.1%	2.9%	0.0%
Total/Average - Diagnostic Imaging	**307**	**95.7%**	**3.0%**	**1.4%**

Column: Diagnostic Imaging

Nakina Clinic Comment Card Summaries
June 2022

	Rating scale:	Number of Reponses	☺ Yes	😐 Somewhat	☹ No
Nakina Clinic	It was easy to access the clinic and services	44	97.7%	2.3%	0.0%
	My accessibility concerns were addressed	41	95.1%	2.5%	2.4%
	I was treated with respect and dignity	44	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	44	97.7%	2.3%	0.0%
	I was provided with appropriate information	44	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	42	95.2%	2.4%	2.4%
	My care preferences were respected	43	97.7%	2.3%	0.0%
	The waiting and exam rooms were clean and tidy	44	100.0%	0.0%	0.0%
	My privacy was respected	44	100.0%	0.0%	0.0%
	My preferred language is: English - 97.6% French - 2.4% Ojibway - 0%				
	I was offered services in my preferred language	38	97.4%	0.0%	2.6%
	Overall I was satisfied with the care I received	43	97.7%	2.3%	0.0%
Total/Average - Nakina Clinic		**470**	**98.0%**	**1.3%**	**0.7%**

No Comment Cards

Acute Care & Laboratory Comment Card Summaries
August 2022

	Rating scale:	Number of Reponses	☺ Yes	😐 Somewhat	☹ No
Acute Care & Laboratory	I was treated with respect and dignity	40	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	33	100.0%	0.0%	0.0%
	My privacy was respected	39	100.0%	0.0%	0.0%
	My preferred language is: _English_ - 89.7% _French_ - 10.3% _Ojibway_ - 0%				
	I was offered services in my preferred language	31	90.3%	9.7%	0.0%
	Overall I was satisfied with the care I received	40	100.0%	0.0%	0.0%
Total/Average - AC/Laboratory		**183**	**98.1%**	**1.9%**	**0.0%**
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	2	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	2	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	2	100.0%	0.0%	0.0%
	My care preferences were respected	2	100.0%	0.0%	0.0%
	My pain was well controlled	2	100.0%	0.0%	0.0%
	The temperature of my food was appropriate	2	100.0%	0.0%	0.0%
	The quantity of food was sufficient	2	100.0%	0.0%	0.0%
	I was provided with a patient safety handout	2	100.0%	0.0%	0.0%
	My room was kept clean and tidy	2	100.0%	0.0%	0.0%
Total/Average - AC Only		**18**	**100.0%**	**0.0%**	**0.0%**
Laboratory	It was easy to find the department	38	73.7%	21.0%	5.3%
	I was informed & understood the collection and/or ECG process	37	92.3%	7.7%	0.0%
	I was informed on how and when to obtain my results	35	82.9%	5.7%	11.4%
Total/Average - Laboratory Only		**110**	**83.0%**	**11.5%**	**5.6%**

Acute Care & ED Comment Card Summaries
September 2022

	Rating scale:	Number of Reponses	☺ Yes	😐 Somewhat	☹ No
Acute Care & Emergency	I was treated with respect and dignity	12	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	10	90.0%	0.0%	10.0%
	My privacy was respected	9	100.0%	0.0%	0.0%
	My preferred language is: English - 87.5% French - 12.5% Ojibway - 0%				
	I was offered services in my preferred language	10	90.0%	10.0%	0.0%
	Overall I was satisfied with the care I received	10	100.0%	0.0%	0.0%
Total/Average - AC/Emergency		51	96.0%	2.0%	2.0%
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	6	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	5	80.0%	20.0%	0.0%
	I was given the opportunity to discuss treatment options	6	100.0%	0.0%	0.0%
	My care preferences were respected	6	100.0%	0.0%	0.0%
	My pain was well controlled	6	83.3%	16.7%	0.0%
	The temperature of my food was appropriate	5	60.0%	40.0%	0.0%
	The quantity of food was sufficient	5	80.0%	20.0%	0.0%
	I was provided with a patient safety handout	5	80.0%	20.0%	0.0%
	My room was kept clean and tidy	6	83.3%	16.7%	0.0%
Total/Average - AC Only		50	85.2%	14.8%	0.0%
ED	It was easy to find the department	3	100.0%	0.0%	0.0%
	I was provided with patient safety information	5	100.0%	0.0%	0.0%
	The waiting and exam rooms were clean and tidy	3	100.0%	0.0%	0.0%
Total/Average - Emergency Only		11	100.0%	0.0%	0.0%

Acute Care & Rehabilitation Comment Card Summaries
October 2022

		Number of Reponses	☺ Yes	😐 Somewhat	☹ No
Rating scale:					
Acute Care & Rehabilitation	I was treated with respect and dignity	47	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	42	95.2%	4.8%	0.0%
	My privacy was respected	47	100.0%	0.0%	0.0%
	My preferred language is: English - 95.4% French - 2.3% Ojibway - 2.3%				
	I was offered services in my preferred language	43	95.4%	2.3%	2.3%
	Overall I was satisfied with the care I received	44	100.0%	0.0%	0.0%
Total/Average - AC/Rehabilitation		**223**	**98.1%**	**1.4%**	**0.5%**
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	2	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	2	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	2	100.0%	0.0%	0.0%
	My care preferences were respected	2	100.0%	0.0%	0.0%
	My pain was well controlled	2	100.0%	0.0%	0.0%
	The temperature of my food was appropriate	2	100.0%	0.0%	0.0%
	The quantity of food was sufficient	2	100.0%	0.0%	0.0%
	I was provided with a patient safety handout	2	100.0%	0.0%	0.0%
	My room was kept clean and tidy	2	100.0%	0.0%	0.0%
Total/Average - AC Only		**18**	**100.0%**	**0.0%**	**0.0%**
Rehab	It was easy to find the department	45	91.1%	8.9%	0.0%
	I was informed of the risks and benefits of treatment	45	97.8%	2.2%	0.0%
	I was informed and understoof the treatment instructions	45	100.0%	0.0%	0.0%
Total/Average - Rehabilitation Only		**135**	**96.3%**	**3.7%**	**0.0%**

AC & Telemedicine Comment Card Summaries
November 2022

Rating scale:		Number of Reponses	☺ Yes	😐 Somewhat	☹ No
Acute Care & Telemedicine	I was treated with respect and dignity				
	My accessibility concerns were addressed				
	I was informed and understood tests, preparations & procedures				
	My privacy was respected				
	My preferred language is: English - 80.0% French - 10.0% Ojibway - 10.0%				
	I was offered services in my preferred language				
	Overall I was satisfied with the care I received				
Total/Average - AC/Telemedicine					
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health				
	I was given the opportunity to discuss treatment options				
	My pain was well controlled				
	The temperature of my food was appropriate				
	The quantity of food was sufficient				
	My care preferences were respected				
	I was provided with a patient safety handout				
	My room was kept clean and tidy				
Total/Average - AC Only					
Telemedicine	It was easy to find the department				
	I was given ample opportunity for questions				
	The follow-up process was made clear				
	I felt comfortable during my telemedicine visit				
	I could see the consultant clearly				
	I could hear the consultant clearly				
	The room was clean and tidy				
Total/Average - Telemedicine Only					

AC & Nakina Clinic Comment Card Summaries
December 2022

	Rating scale:	Number of Reponses	☺ Yes	😐 Somewhat	☹ No
Acute Care & Nakina Clinic	I was treated with respect and dignity	13	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	13	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	13	92.3%	7.7%	0.0%
	I was given the opportunity to discuss treatment options	13	100.0%	0.0%	0.0%
	My care preferences were respected	13	100.0%	0.0%	0.0%
	My privacy was respected	13	100.0%	0.0%	0.0%
	My preferred language is: English - 91.6% French - 8.4% Ojibway - 0%				
	I was offered services in my preferred language	13	100.0%	0.0%	0.0%
	Overall I was satisfied with the care I received	13	100.0%	0.0%	0.0%
Total/Average - AC/Nakina Clinic		**104**	**99.0%**	**1.0%**	**0.0%**
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	2	100.0%	0.0%	0.0%
	My pain was well controlled	2	50.0%	50.0%	0.0%
	The temperature of my food was appropriate	2	100.0%	0.0%	0.0%
	The quality of food was sufficient	2	100.0%	0.0%	0.0%
	I was provided with a patient safety handout	2	100.0%	0.0%	0.0%
	My room was kept clean and tidy	2	100.0%	0.0%	0.0%
Total/Average - AC Only		**12**	**91.7%**	**8.3%**	**0.0%**
Nakina Clinic	It was easy to access the clinic and services	11	100.0%	0.0%	0.0%
	I was provided with appropriate information	11	100.0%	0.0%	0.0%
	The waiting and exam rooms were clean and tidy	11	100.0%	0.0%	0.0%
Total/Average - Nakina Clinic Only		**33**	**100.0%**	**0.0%**	**0.0%**

AC & Chemotherapy Comment Card Summaries
January 2023

	Rating scale:	Number of Reponses	☺ Yes	😐 Somewhat	☹ No
Acute Care & Chemotherapy	I was treated with respect and dignity	6	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	6	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	6	100.0%	0.0%	0.0%
	My privacy was respected	6	100.0%	0.0%	0.0%
	My preferred language is: English - 100% French - 0% Ojibway - 0%				
	I was offered services in my preferred language	6	100.0%	0.0%	0.0%
	Overall I was satisfied with the care I received	6	100.0%	0.0%	0.0%
Total/Average - AC/Chemotherapy		**36**	**100.0%**	**0.0%**	**0.0%**
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	2	100.0%	0.0%	0.0%
	My care preferences were respected	2	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	2	100.0%	0.0%	0.0%
	I was provided with a patient safety handout	2	100.0%	0.0%	0.0%
	My pain was well controlled	2	100.0%	0.0%	0.0%
	The temperature of my food was appropriate	2	100.0%	0.0%	0.0%
	The quality of food was sufficient	2	100.0%	0.0%	0.0%
	My room was kept clean and tidy	2	100.0%	0.0%	0.0%
Total/Average - AC Only		**16**	**100.0%**	**0.0%**	**0.0%**
Chemotherapy	It was easy to find the department	4	100.0%	0.0%	0.0%
	I was given ample opportunity for questions	4	100.0%	0.0%	0.0%
	I was provided with patient safety information	4	100.0%	0.0%	0.0%
	I felt comfortable during my chemotherapy visit	4	100.0%	0.0%	0.0%
	The rooms were clean and tidy	4	75.0%	25.0%	0.0%
	The followup process was made clear	4	100.0%	0.0%	0.0%
Total/Average - Chemotherapy Only		**24**	**95.8%**	**4.2%**	**0.0%**

AC & Diagnostic Imaging Comment Card Summaries
February 2023

		Number of Reponses	☺ Yes	☻ Somewhat	☹ No
Rating scale:					
Acute Care & Diagnostic Imaging	I was treated with respect and dignity	24	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	23	95.7%	0.0%	4.3%
	I was informed and understood tests, preparations & procedures	24	100.0%	0.0%	0.0%
	My privacy was respected	24	100.0%	0.0%	0.0%
	I was provided with a patient safety handout	20	85.0%	5.0%	10.0%
	My preferred language is: English - 100% French - 0% Ojibway - 0%				
	I was offered services in my preferred language	23	100.0%	0.0%	0.0%
	Overall I was satisfied with the care I received	24	95.8%	4.2%	0.0%
Total/Average - AC/Diagnostic Imaging		**162**	**96.6%**	**1.4%**	**2.0%**
Acute Care	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	3	100.0%	0.0%	0.0%
	My care preferences were respected	3	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	3	100.0%	0.0%	0.0%
	My pain was well controlled	3	66.7%	33.3%	0.0%
	The temperature of my food was appropriate	3	66.7%	33.3%	0.0%
	The quality of food was sufficient	3	66.7%	33.3%	0.0%
	My room was kept clean and tidy	3	66.7%	33.3%	0.0%
Total/Average - AC Only		**21**	**81.0%**	**19.0%**	**0.0%**
Diagnostic Ima	It was easy to find the department and access services	21	95.2%	4.8%	0.0%
	I was informed on how and when to obtain my test results	21	100.0%	0.0%	0.0%
Total/Average - Diagnostic Imaging Only		**59**	**92.5%**	**3.5%**	**3.9%**

Nutritional Services Comment Card Summary
March 2023

	Rating scale:	Number of Reponses	Yes	Somewhat	No
Nutritional Services	It was easy to find the department	9	88.8%	0.0%	11.2%
	My accessibility concerns were addressed	8	87.5%	0.0%	12.5%
	I was treated with respect and dignity	10	100.0%	0.0%	0.0%
	My care preferences were respected	9	100.0%	0.0%	0.0%
	The diet instructions were easy to understand	10	100.0%	0.0%	0.0%
	I believe that I can make the changes discussed	10	100.0%	0.0%	0.0%
	I felt comfortable during the appointment	10	100.0%	0.0%	0.0%
	My privacy was respected	10	100.0%	0.0%	0.0%
	My preferred language is: English - 80.0% French - 20.0% Ojibway - 0%				
	I was offered services in my preferred language	9	100.0%	0.0%	0.0%
	Overall I was satisfied with the care I received	10	100.0%	0.0%	0.0%
Total/Average - Nutritional Services		**95**	**97.6%**	**0.0%**	**2.4%**