

Emergency Department Comment Card Summaries

April 2024

Rating scale:

  
 Number of Yes Somewhat No
 Responses



| | | | | | |
|--------------------------------------|---|-----|--------|-------|-------|
| Emergency Department | It was easy to find the department | 11 | 100.0% | 0.0% | 0.0% |
| | My accessibility concerns were addressed | 8 | 75.0% | 12.5% | 12.5% |
| | I was treated with respect and dignity | 11 | 81.8% | 0.0% | 18.2% |
| | I was informed & understood the tests, preparations & procedures | 10 | 70.0% | 10.0% | 20.0% |
| | I was given the opportunity to discuss treatment options | 10 | 80.0% | 0.0% | 20.0% |
| | My care preferences were respected | 10 | 80.0% | 0.0% | 20.0% |
| | I was provided with patient safety information | 9 | 67.0% | 0.0% | 33.0% |
| | The waiting and exam rooms were clean and tidy | 9 | 88.9% | 11.1% | 0.0% |
| | My privacy was respected | 10 | 80.0% | 0.0% | 20.0% |
| | My preferred language is: <u>English</u> - 90.9% <u>French</u> - 9.1% <u>Ojibway</u> - 0% | | | | |
| | I was offered services in my preferred language | 9 | 88.9% | 0.0% | 11.1% |
| | Overall I was satisfied with the care I received | 11 | 81.8% | 0.0% | 18.2% |
| Total/Average - Emergency Department | | 108 | 81.2% | 3.1% | 15.7% |

Home Care July 2024 - NO HOME CARE

Nakina Clinic Comment Card Summaries

June 2024

Rating scale:

| Number of Reponses |  |  |  |
|-----------------------|---|---|---|
| | Yes | Somewhat | No |



| | | | | | |
|--------------------------------------|---|------------|--------------|-------------|-------------|
| Nakina Clinic | It was easy to access the clinic and services | 32 | 96.9% | 3.1% | 0.0% |
| | My accessibility concerns were addressed | 29 | 100.0% | 0.0% | 0.0% |
| | I was treated with respect and dignity | 31 | 100.0% | 0.0% | 0.0% |
| | I was informed and understood tests, preparations & procedures | 32 | 93.8% | 6.2% | 0.0% |
| | I was provided with appropriate information | 32 | 96.9% | 0.0% | 3.1% |
| | I was given the opportunity to discuss treatment options | 29 | 100.0% | 0.0% | 0.0% |
| | My care preferences were respected | 30 | 100.0% | 0.0% | 0.0% |
| | The waiting and exam rooms were clean and tidy | 31 | 100.0% | 0.0% | 0.0% |
| | My privacy was respected | 32 | 96.9% | 3.1% | 0.0% |
| | My preferred language is: <u>English</u> - 96.4% <u>French</u> - 3.6% <u>Ojibway</u> - 0% | | | | |
| | I was offered services in my preferred language | 29 | 100.0% | 0.0% | 0.0% |
| | Overall I was satisfied with the care I received | 31 | 100.0% | 0.0% | 0.0% |
| Total/Average - Nakina Clinic | | 338 | 98.6% | 1.1% | 0.3% |

Chemo July 2024 - NO CHEMO

Laboratory Comment Card Summaries

August 2024

Rating scale:

Number of
Reponses
  Yes
  Somewhat
  No

| | | | | | |
|--|--|-----------|--------------|-------------|--------------|
| Laboratory | It was easy to find the department | 4 | 75.0% | 25.0% | 0.0% |
| | My accessibility concerns were addressed | 2 | 100.0% | 0.0% | 0.0% |
| | I was treated with respect and dignity | 4 | 100.0% | 0.0% | 0.0% |
| | I was informed & understood the collection and/or ECG process | 3 | 75.0% | 0.0% | 25.0% |
| | I was informed on how and when to obtain my results | 3 | 75.0% | 0.0% | 25.0% |
| | My privacy was respected | 3 | 75.0% | 0.0% | 25.0% |
| | My preferred language is: <u>English</u> - 50% <u>French</u> - 0% <u>Ojibway</u> - 50% | | | | |
| | I was offered services in my preferred language | 2 | 50.0% | 0.0% | 50.0% |
| Overall I was satisfied with the care I received | | 3 | 100.0% | 0.0% | 0.0% |
| Total/Average - Laboratory Only | | 24 | 81.3% | 3.1% | 15.6% |

ED Comment Card Summaries

September 2024

Rating scale:

Number of
Reponses



Yes



Somewhat



No

| | | | | | |
|--------------------------------------|--|-----|--------|-------|-------|
| Emergency Department | It was easy to find the department | 10 | 90.0% | 0.0% | 10.0% |
| | My accessibility concerns were addressed | 7 | 71.4% | 28.6% | 0.0% |
| | I was treated with respect and dignity | 10 | 80.0% | 10.0% | 10.0% |
| | I was informed & understood the tests, preparations & procedures | 9 | 77.8% | 11.1% | 11.1% |
| | I was given the opportunity to discuss treatment options | 10 | 60.0% | 20.0% | 20.0% |
| | My care preferences were respected | 9 | 77.8% | 11.1% | 11.1% |
| | I was provided with patient safety information | 9 | 77.8% | 22.2% | 0.0% |
| | The waiting and exam rooms were clean and tidy | 10 | 80.0% | 20.0% | 0.0% |
| | My privacy was respected | 10 | 90.0% | 10.0% | 0.0% |
| | My preferred language is: <u>English</u> - 100% <u>French</u> - 0% <u>Ojibway</u> - 0% | | | | |
| | I was offered services in my preferred language | 10 | 100.0% | 0.0% | 0.0% |
| | Overall I was satisfied with the care I received | 10 | 70.0% | 10.0% | 20.0% |
| Total/Average - Emergency Department | | 104 | 79.5% | 13.0% | 7.5% |

Rehabilitation Comment Card Summaries

October 2024

Rating scale:

Number of
Reponses



Yes



Somewhat



No

| | | | | | |
|--|---|-----|--------|------|------|
| Rehabilitation | It was easy to find the department | 21 | 100.0% | 0.0% | 0.0% |
| | My accessibility concerns were addressed | 17 | 100.0% | 0.0% | 0.0% |
| | I was treated with respect and dignity | 21 | 100.0% | 0.0% | 0.0% |
| | My care preferences were respected | 21 | 100.0% | 0.0% | 0.0% |
| | I was informed of the risks and benefits of treatment | 21 | 100.0% | 0.0% | 0.0% |
| | I was informed and understood the treatment instructions | 21 | 100.0% | 0.0% | 0.0% |
| | My privacy was respected | 21 | 100.0% | 0.0% | 0.0% |
| | My preferred language is: <u>English</u> - 95% <u>French</u> - 5% <u>Ojibway</u> - 0% | | | | |
| | I was offered services in my preferred language | 21 | 95.2% | 0.0% | 4.8% |
| Overall I was satisfied with the care I received | | 21 | 100.0% | 0.0% | 0.0% |
| Total/Average - Rehabilitation Only | | 185 | 99.5% | 0.0% | 0.5% |

Telemedicine Comment Card Summaries




November 2024

Rating scale:




  
 Number of Yes Somewhat No
 Responses

| | | | | | |
|--|---|-----|--------|------|-------|
| Telemedicine | It was easy to find the department | 13 | 100.0% | 0.0% | 0.0% |
| | My accessibility concerns were addressed | 11 | 100.0% | 0.0% | 0.0% |
| | I was treated with respect and dignity | 13 | 100.0% | 0.0% | 0.0% |
| | I was informed and understood tests, preparations & procedures | 11 | 90.9% | 9.1% | 0.0% |
| | I was given ample opportunity for questions | 12 | 100.0% | 0.0% | 0.0% |
| | The follow-up process was made clear | 12 | 100.0% | 0.0% | 0.0% |
| | I felt comfortable during my telemedicine visit | 13 | 92.3% | 7.7% | 0.0% |
| | I could see the consultant clearly | 12 | 91.7% | 8.3% | 0.0% |
| | I could hear the consultant clearly | 12 | 91.7% | 0.0% | 8.3% |
| | The room was clean and tidy | 13 | 100.0% | 0.0% | 0.0% |
| | My privacy was respected | 13 | 100.0% | 0.0% | 0.0% |
| | My preferred language is: <u>English</u> - 81.8% <u>French</u> - 18.2% <u>Ojibway</u> - 10.0% | | | | |
| | I was offered services in my preferred language | 12 | 83.3% | 0.0% | 16.7% |
| I would use Telemedicine again | | 13 | 100.0% | 0.0% | 0.0% |
| Overall I was satisfied with the care I received | | 12 | 100.0% | 0.0% | 0.0% |
| Total/Average | | 172 | 96.4% | 1.8% | 1.8% |

Nakina Comment Card Summaries December 2024

| Rating scale: | | Number of Reponses |  Yes |  Somewhat |  No |
|---------------|---|-----------------------|---|--|--|
| Nakina Clinic | It was easy to access the clinic and services | 30 | 100.0% | 0.0% | 0.0% |
| | My accessibility concerns were addressed | 27 | 92.6% | 7.4% | 0.0% |
| | I was treated with respect and dignity | 30 | 96.7% | 3.3% | 0.0% |
| | I was informed & understood the tests, preparations & procedures | 29 | 96.6% | 3.4% | 0.0% |
| | I was provided with appropriate information | 30 | 96.7% | 3.3% | 0.0% |
| | I was given the opportunity to discuss treatment options | 27 | 96.3% | 3.7% | 0.0% |
| | My care preferences were respected | 29 | 96.6% | 3.4% | 0.0% |
| | The waiting and exam rooms were clean and tidy | 28 | 96.4% | 3.6% | 0.0% |
| | My privacy was respected | 29 | 96.6% | 0.0% | 3.4% |
| | My preferred language is: <u>English</u> - 89.7% <u>French</u> - 6.9% <u>Ojibway</u> - 3.4% | | | | |
| | I was offered services in my preferred language | 27 | 96.3% | 0.0% | 3.7% |
| | Overall I was satisfied with the care I received | 29 | 96.6% | 3.4% | 0.0% |
| Total/Average | | 315 | 96.5% | 2.9% | 0.6% |

Laboratory Comment Card Summaries December 2024

| Rating scale: | | Number of Reponses |  Yes |  Somewhat |  No |
|---------------------------------|--|-----------------------|---|--|--|
| Laboratory | It was easy to find the department | 13 | 69.2% | 23.1% | 7.7% |
| | My accessibility concerns were addressed | 10 | 90.0% | 10.0% | 0.0% |
| | I was treated with respect and dignity | 13 | 100.0% | 0.0% | 0.0% |
| | I was informed & understood the collection and/or ECG process | 9 | 88.9% | 11.1% | 0.0% |
| | I was informed on how and when to obtain my results | 10 | 80.0% | 20.0% | 0.0% |
| | My privacy was respected | 13 | 100.0% | 0.0% | 0.0% |
| | My preferred language is: <u>English</u> - 100% <u>French</u> - 0% <u>Ojibway</u> - 0% | | | | |
| | I was offered services in my preferred language | 12 | 100.0% | 0.0% | 0.0% |
| | Overall I was satisfied with the care I received | 13 | 100.0% | 0.0% | 0.0% |
| Total/Average - Laboratory Only | | 93 | 91.0% | 8.0% | 1.0% |

Walk-In Clinic Comment Card Summaries

December 2024

Rating scale:

Number of
Reponses



Yes



Somewhat



No

| | | | | | |
|---------------------------------|--|-----|--------|-------|------|
| Walk-In Clinic | It was easy to find the department | 23 | 87.0% | 13.0% | 0.0% |
| | My accessibility concerns were addressed | 18 | 100.0% | 0.0% | 0.0% |
| | I was treated with respect and dignity | 23 | 100.0% | 0.0% | 0.0% |
| | I was given the opportunity to discuss treatment options | 18 | 100.0% | 0.0% | 0.0% |
| | My care preferences were respected | 20 | 100.0% | 0.0% | 0.0% |
| | My privacy was respected | 22 | 100.0% | 0.0% | 0.0% |
| | The waiting and exam rooms were clean and tidy | 23 | 95.7% | 4.3% | 0.0% |
| | I have a primary care practitioner (PCP): <u>Yes:</u> 16 <u>No:</u> 6 | | | | |
| | Did you try to make an appointment wit your PCP?: <u>Yes:</u> 3 <u>No:</u> 13 | | | | |
| | My preferred language is: <u>English</u> - 100% <u>French</u> - 0% <u>Ojibway</u> - 0% | | | | |
| | I was offered services in my preferred language | 22 | 100.0% | 0.0% | 0.0% |
| | Overall, the walk-in clinic improved my access to primary care | 19 | 100.0% | 0.0% | 0.0% |
| | Overall I was satisfied with the care I received | 21 | 100.0% | 0.0% | 0.0% |
| Total/Average - Laboratory Only | | 209 | 98.3% | 1.7% | 0.0% |

No Chemo, too few AC comment cards

Diagnostic Imaging Comment Card Summaries

February 2025

Rating scale:

Number of
Reponses



Yes



Somewhat



No

| | | | | | |
|--|--|------------|--------------|-------------|-------------|
| Diagnostic Imaging | It was easy to find the department and access services | 26 | 92.3% | 7.7% | 0.0% |
| | My accessibility concerns were addressed | 22 | 100.0% | 0.0% | 0.0% |
| | I was treated with respect and dignity | 26 | 100.0% | 0.0% | 0.0% |
| | I was informed and understood tests, preparations & procedures | 25 | 100.0% | 0.0% | 0.0% |
| | I was informed on how and when to obtain my results | 26 | 100.0% | 0.0% | 0.0% |
| | I was provided with a patient safety handout | 24 | 100.0% | 0.0% | 0.0% |
| | My privacy was respected | 23 | 100.0% | 0.0% | 0.0% |
| | My preferred language is: <u>English</u> - 100% <u>French</u> - 0% <u>Ojibway</u> - 0% | | | | |
| | I was offered services in my preferred language | 21 | 100.0% | 0.0% | 0.0% |
| Overall I was satisfied with the care I received | | 26 | 100.0% | 0.0% | 0.0% |
| Total/Average | | 219 | 99.1% | 0.9% | 0.0% |

Acute Care Comment Card Summaries

March 2025

Rating scale:

Number of
Responses



Yes



Somewhat



No

| | | | | | |
|---------------|--|-----|--------|-------|-------|
| Acute Care | I was treated with respect and dignity | 17 | 94.1% | 5.9% | 0.0% |
| | My accessibility concerns were addressed | 16 | 100.0% | 0.0% | 0.0% |
| | I was informed & understood the tests, preparations & procedures | 17 | 94.1% | 5.9% | 0.0% |
| | I was informed & understood the tests, preparations & procedures | 17 | 100.0% | 0.0% | 0.0% |
| | I was provided with a patient safety handout | 13 | 100.0% | 0.0% | 0.0% |
| | My care preferences were respected | 17 | 100.0% | 0.0% | 0.0% |
| | My pain was well controlled | 17 | 88.2% | 5.9% | 5.9% |
| | The temperature of the food was appropriate | 17 | 76.5% | 11.8% | 11.7% |
| | The quality of the food was sufficient | 16 | 68.8% | 18.8% | 12.4% |
| | My room was kept clean and tidy | 17 | 88.2% | 5.9% | 5.9% |
| | My privacy was respected | 17 | 88.2% | 11.8% | 0.0% |
| | My preferred language is: <u>English</u> - 86.7% <u>French</u> - 13.3% <u>Ojibway</u> - 0% | | | | |
| | I was offered services in my preferred language | 16 | 93.8% | 6.2% | 0.0% |
| | When I left the Hospital, I had a good understanding of the things I was responsible for in managing my health | 15 | 93.3% | 6.7% | 0.0% |
| | Overall I was satisfied with the care I received | 17 | 100.0% | 0.0% | 0.0% |
| Total/Average | | 229 | 91.8% | 5.6% | 2.6% |