

Patient Engagement



Sharing information with patients in a way that is easily understood is a crucial element to patient engagement. On the 2019/20 Quality Improvement Plan, RMH committed to tracking whether enough information was being shared when patients leave the hospital (“discharge”), and implementing changes to promote improvement in this patient engagement metric. Surveys are randomly distributed by a third party company (NRC Health) to patients following an experience at Ross Memorial Hospital. RMH is tracking results for this question: “Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?” to focus improvement efforts in this area for the next year.

Patient Experience: Did you receive enough information on discharge?
(n=84 Inpatients on Medicine, Surgery and Rehab units
April - June 2019)

