

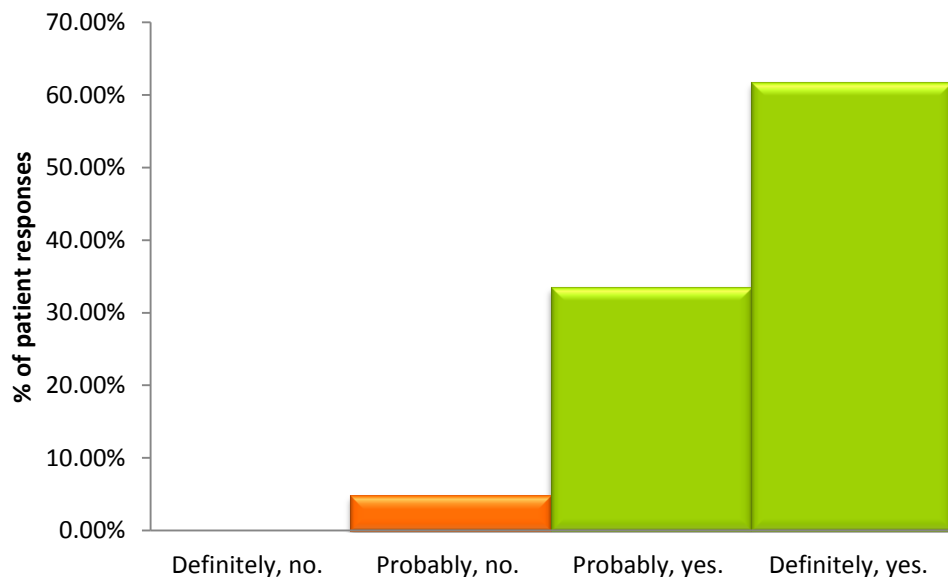
Patient Experience



Our patients' feedback is vital to determine what we are doing well and where we need to improve. Surveys are randomly distributed by a third party company (NRC Health) to patients following an experience at Ross Memorial Hospital. The results are compiled and analyzed by NRCC and sent back to RMH while keeping patient information confidential. The charts below show the results on the overall experience indicator: "Would patients recommend our Hospital or Emergency Department to family and friends?" This patient experience indicator is tracked closely as it appears on our 2018/19 Quality Improvement Plan as a key focus area for improvement.

"Would you recommend this Hospital to family and friends?"

(n=138 Medicine, Surgery or Rehab inpatients, Sep 2017 - Mar 2018)



"Would you recommend this Hospital to family and friends?"

(n=176 Emergency patients, Sep 2017 - Mar 2018)

