



At or better than target.  
Continue to monitor.



Within 5% of target. Monitor  
and take action as appropriate.



Below target by more than 5%.  
Take action and monitor progress.



No target identified  
or available.

## WHAT IS BEING MEASURED?

Like the majority of Ontario hospitals, Bluewater Health has engaged National Research Corporation Canada (NRCC) to survey randomly selected patients discharged from our inpatient units. This measure rolls up the positive answers linked to the following questions to create a score that represents whether patients feel that their preferences are respected while in hospital:

Question:

- Did you have enough say about your treatment?
- Did nurses talk in front of you as if you weren't there?
- Did doctors talk in front of you as if you weren't there?
- Did you feel like you were treated with respect and dignity while you were in the hospital?

Positive Answer:

- "Yes, definitely"
- "No"
- "No"
- "Yes, always"

## WHY IS THIS IMPORTANT?

Ontario hospitals measure patient satisfaction to better understand patients' and families' hospital care experiences. The measure of whether a patient felt his or her preferences were respected while in Bluewater Health provides insight into our delivery of patient- and family-centred care, which is a strategic priority for Bluewater Health and continues to be a top priority in our Quality Improvement Plan (QIP). This measure informs where changes can be made to improve patient and family experiences.

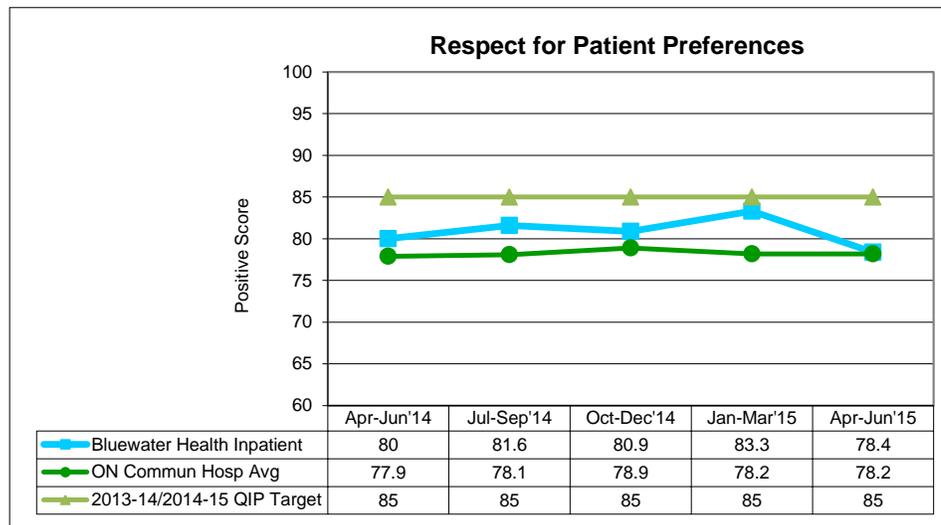
## WHAT IS THE TARGET?

Bluewater Health has aimed to have a positive Score that is higher than the Ontario Community Hospital Average score. For 2014-15, Bluewater Health has retained the target of 85.

## HOW ARE WE DOING?

In the most recent reporting Period (April to June 2015) Bluewater Health achieved a positive score of 78.4 which

is above the Ontario Community Hospital Average score and is just 2.6 points below the QIP target of 85.



## WHAT ACTIONS ARE WE TAKING?

In order to improve its score, Bluewater Health will engage the help of the Patient Advocate and Patient Experience Partners (PEPs), and will undertake the following:

- Increase staff awareness of patient experience data,
- Implement best practice guidelines
- Develop a patient and family-centered care philosophy and strategy.

## WHERE CAN I LEARN MORE ABOUT THIS MEASURE?

- [Contact us](#)

**FREQUENCY REPORTED:** Quarterly

**NEXT UPDATE:** January 2016