

2006  
NWT  
HOSPITAL  
SATISFACTION  
QUESTIONNAIRE

Hay River





## OVERVIEW

Measuring client satisfaction is seen as a means of gauging the effectiveness of existing services and guiding future developments. The Northwest Territories (NWT) Hospital Satisfaction Questionnaire was developed to help measure consumer's satisfaction with the four hospitals in the NWT. The first hospital satisfaction questionnaire was conducted in the fall of 2004 and summary reports were provided to each hospital in March 2005. The reports were also made available on the Department of Health and Social Services website.

The Department of Health and Social Services and the four hospital authorities decided to conduct the NWT Hospital Satisfaction Questionnaire again in the fall of 2006. By using the same questionnaire and similar methodology, results are comparable between the two questionnaires.

**This report provides a summary of the 2004 and 2006 findings and is specific to the hospital in Hay River.**

## PROJECT METHODOLOGY AND DATA LIMITATIONS

A hospital satisfaction working group was established with a project lead from the Department of Health and Social Services and representatives from each hospital. In consultation with senior management, hospital staff, the NWT Bureau of Statistics and staff from the Department of Health and Social Services, the working group developed the NWT Hospital Satisfaction Questionnaire.

The NWT Hospital Satisfaction Questionnaire was distributed at the four hospitals in the Northwest Territories during the month of November 2006. Patients were provided a self-administered questionnaire and encouraged to complete it by front-line hospital staff. Completed questionnaires were returned to the Department where data entry, analysis and the final reports were completed.

The voluntary and self-administered methodology of the questionnaire resulted in valuable feedback from those who responded to the questionnaire, but does not necessarily provide a representative sample. As a result, data from each hospital must be interpreted with caution, response rates cannot be calculated and the data cannot be analyzed from a territorial perspective.

**The findings from these questionnaires can be used to:**

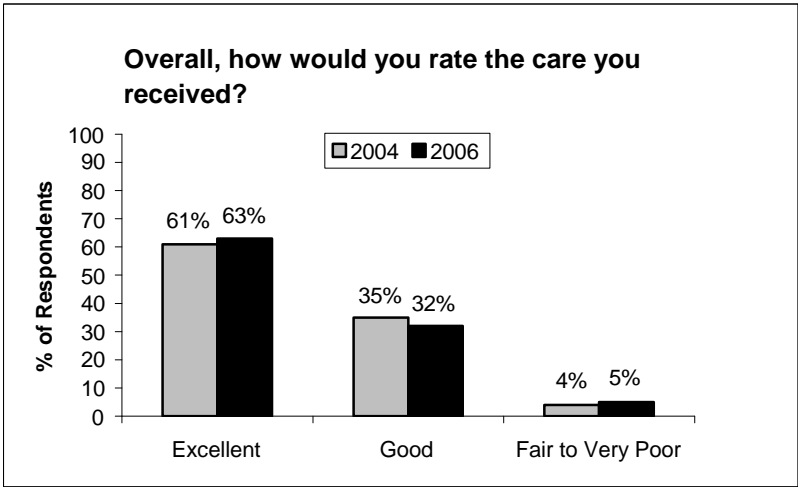
- provide feedback to senior management and hospital staff;
- recognize areas that are working well;
- indicate areas for improvement;
- provide a component of the hospital accreditation process;
- serve as comparison between the 2004 and 2006 client satisfaction measurements.

- A total of 380 completed questionnaires were received from people utilizing the hospital in Hay River during the month of November 2006, compared to 398 in 2004.
- Not all respondents answered all questions: n=the number of responses for that particular question.
- Some percentages may not add up to 100% due to rounding.
- **The majority of respondents provided ratings of excellent or good for every question asked on the Hospital Satisfaction Questionnaire in both 2004 and 2006.**

## MEASURES OF HOSPITAL SATISFACTION

### Overall Satisfaction

The question that asked, “**Overall, how would you rate the care you received?**” provides a concise summary of the overall findings of the NWT Hospital Satisfaction Questionnaire. The vast majority of respondents provided ratings of excellent or good.

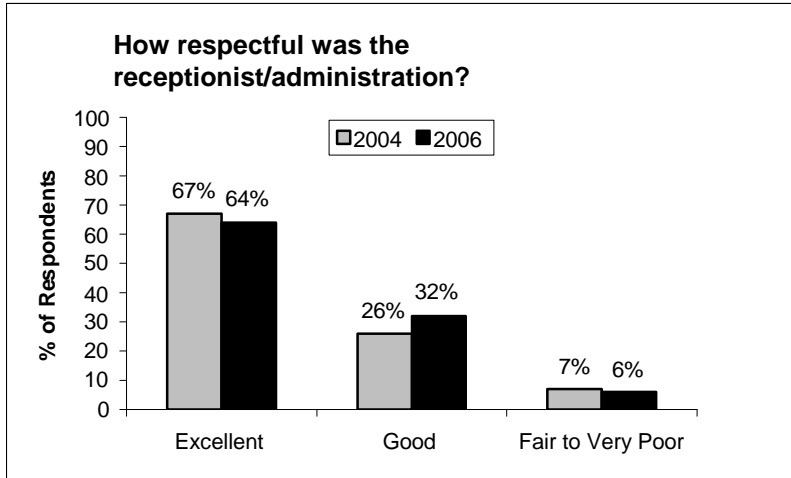


2004 n=356  
2006 n=345

- In 2006, approximately 95% of respondents rated the overall care they received as good or excellent, a finding similar to 2004 (96%).
- In 2006, three respondents gave ratings of very poor and in 2004 no respondents gave ratings of very poor.

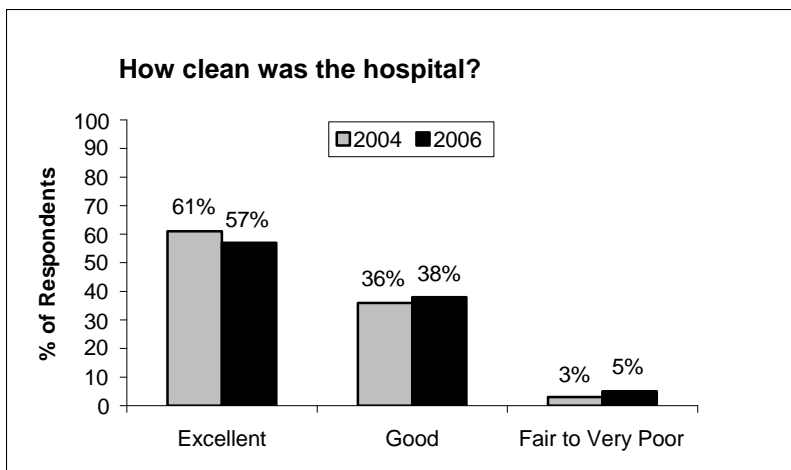
## General Questions

This section of the questionnaire asked five questions relating to general services provided by the hospital.



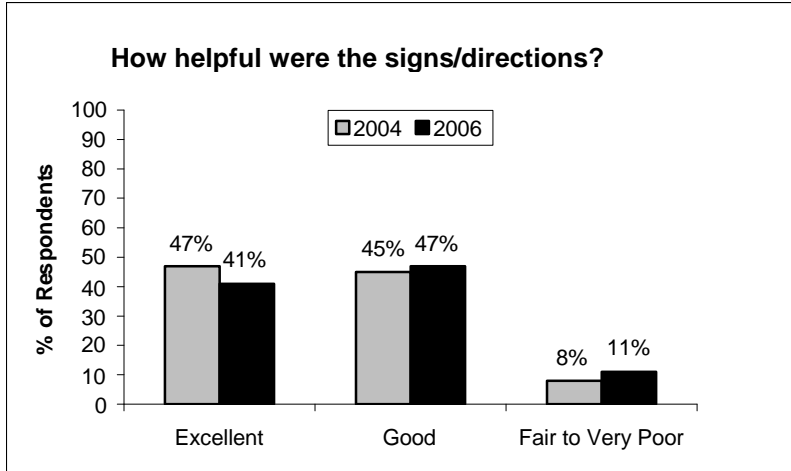
2004 n=383  
2006 n=371

- Findings between the two years were similar, with a slightly higher percentage of people rating receptionist/administration respectfulness as excellent or good in 2006 (96%) compared to 2004 (93%).
- In 2006, two respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.



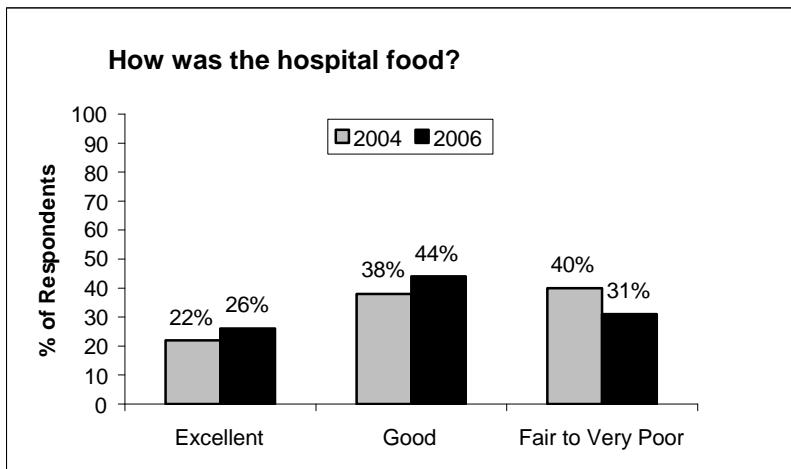
2004 n=385  
2006 n=374

- There was a slight decrease in the number of 2006 respondents selecting excellent for hospital cleanliness.
- No respondents selected very poor as a rating for hospital cleanliness in 2006 (one respondent in 2004), but more respondents in 2006 said hospital cleanliness was fair.



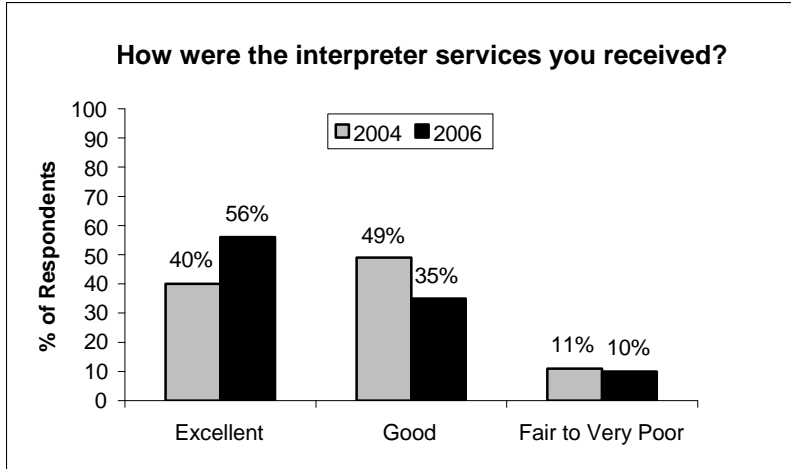
2004 n=367  
2006 n=356

- Respondents from every service area provided fair to very poor ratings for hospital signage (11% in 2006, 8% in 2004.)
- In 2006, one respondent gave a rating of very poor and in 2004 no respondents gave ratings of very poor.



2004 n=65  
2006 n=85

- The lowest level of satisfaction appears to be with hospital food. However, when excellent or good responses are combined, over half of respondents were satisfied with the food.
- There was an increase in 2006 in the percentage of respondents providing excellent or good ratings for hospital food (70% compared to 60% in 2004).
- In 2006, three respondents gave ratings of very poor and in 2004 no respondents gave ratings of very poor.



2004 n=68  
2006 n=66

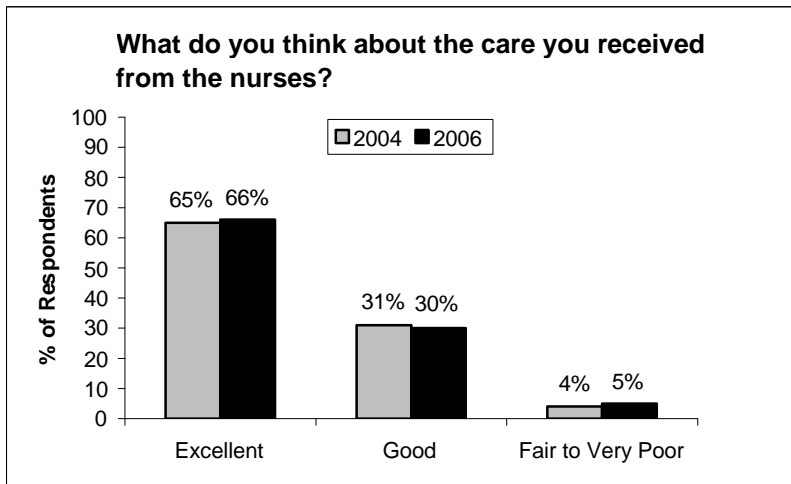
- Interpreter services also saw an increase in satisfaction ratings at the hospital – ratings of excellent – ratings of excellent rose from 40% in 2004 to 56% in 2006.
- In 2006, one respondent gave a rating of very poor and in 2004 no respondents gave ratings of very poor.

## Health Care Providers

The Health Care Provider section of the questionnaire was divided into nurses, doctors and specialized health care providers. Similar questions were asked of each.

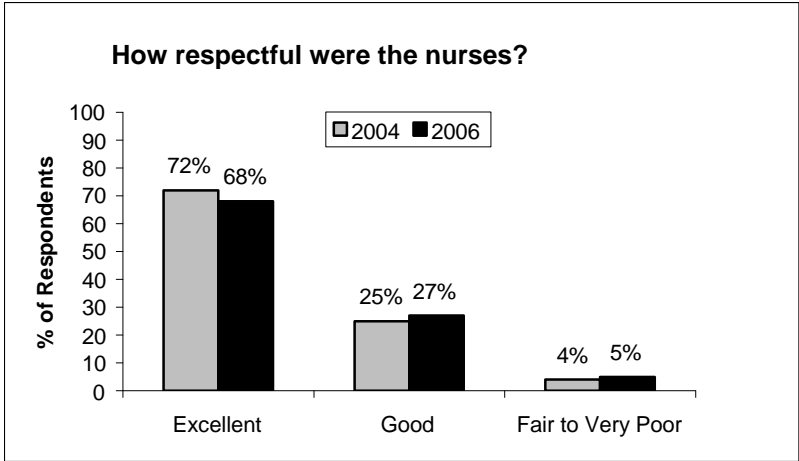
### Nurses

The high level of respondent satisfaction with nurses was evident in the three questions directly related to nursing with 93% or higher of respondents in 2004 and 2006 providing ratings of good or excellent.



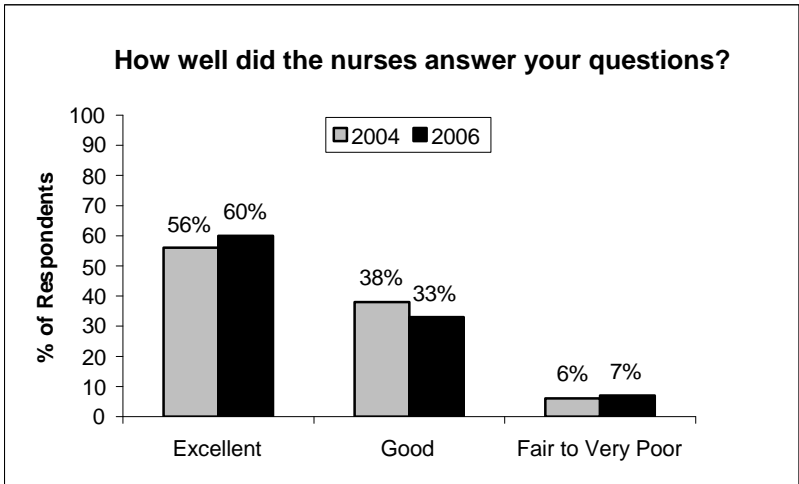
2004 n=152  
2006 n=206

- The satisfaction ratings for care received from nurses was similar in 2004 and 2006.



2004 n=154  
2006 n=207

- In 2006, there was a slight drop in excellent and an increase in the number of respondents selecting good, fair or poor.
- In 2006, no respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.



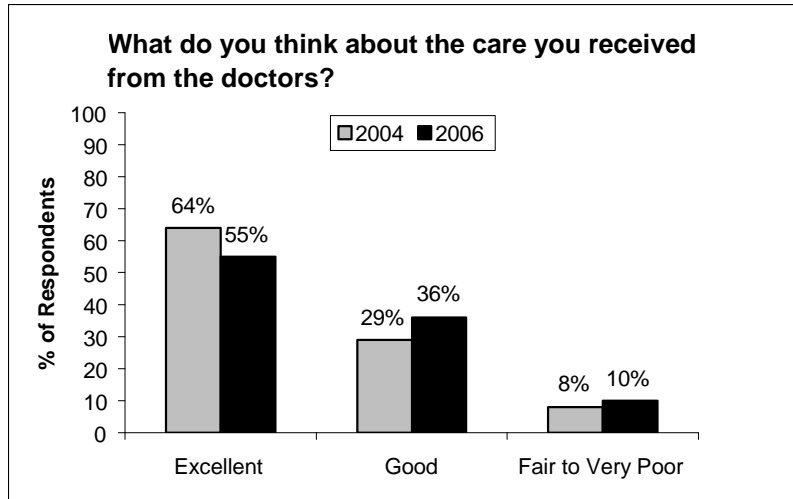
2004 n=136  
2006 n=187

- In 2006, excellent ratings increased, but the proportion of respondents selecting fair also rose.



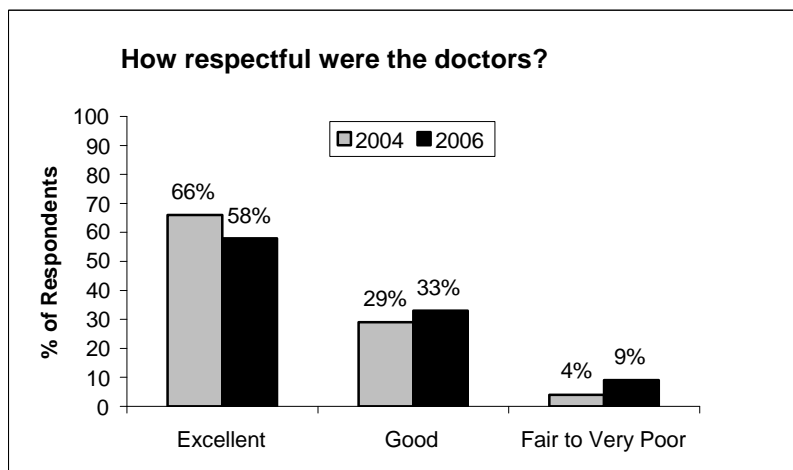
## Doctors

Excellent ratings dropped in 2006 for all three questions relating to doctors.



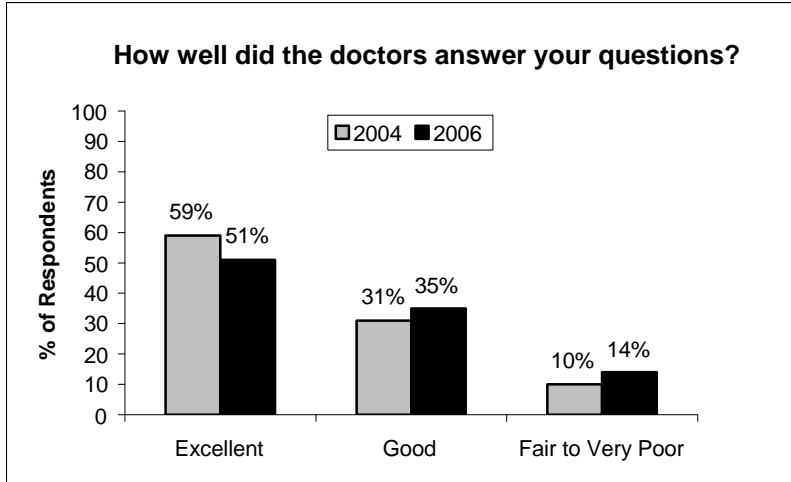
2004 n=136  
2006 n=159

- In 2006, respondents selected good or fair ratings more frequently than in 2004.
- In 2006, no respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.



2004 n=136  
2006 n=167

- As with all three questions related to doctors, excellent ratings were lower in 2006 (58%) than in 2004 (66%).
- In 2006, one respondent gave a rating of very poor and in 2004 no respondents gave ratings of very poor.

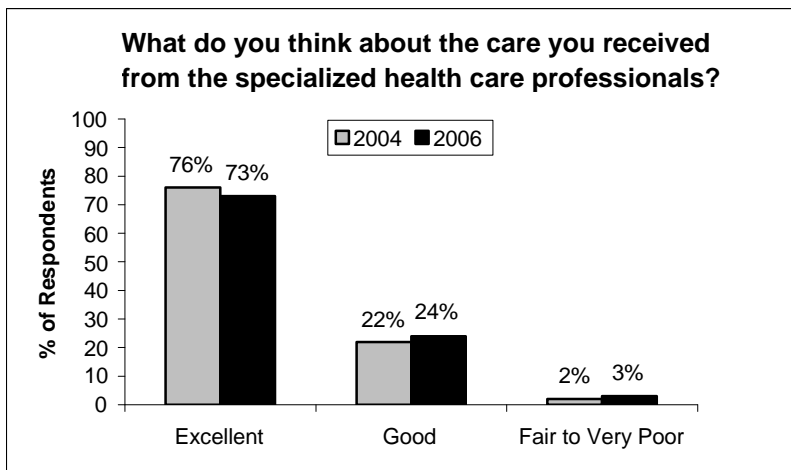


2004 n=133  
2006 n=158

- In 2006, the excellent category for how well doctors answered questions declined compared to 2004.
- This decline is opposite to nurse and specialized health care professionals who saw increases in excellent ratings for how well they answered questions.
- In 2006, two respondents gave ratings of very poor and in 2004 no respondents gave ratings of very poor.

**Specialized Care (For example: blood work, x-ray, physiotherapy, stress test etc.)**

Questions on the care, respect and how well specialized care providers answered questions received very high ratings of satisfaction. **No “Poor” or “Very Poor”** ratings were selected in this section of the questionnaire in both 2004 and 2006.



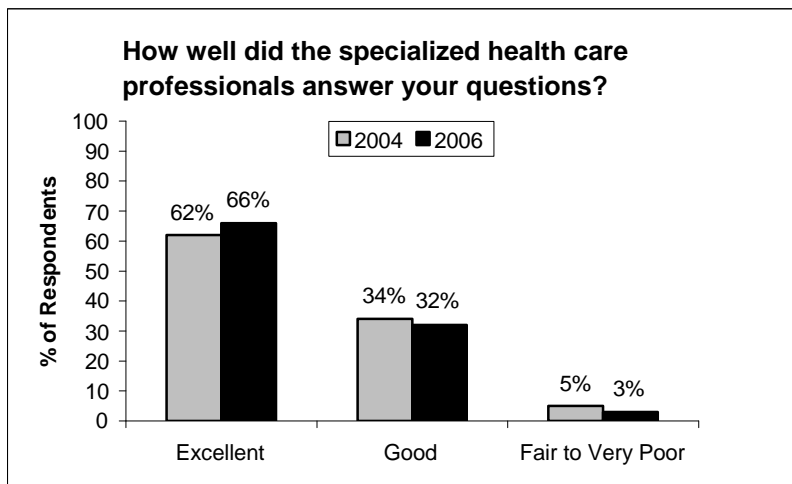
2004 n=344  
2006 n=332

- The satisfaction ratings for care received from specialized health care professionals was similar in 2004 and 2006 with a slight decline in excellent ratings.



2004 n=347  
2006 n=333

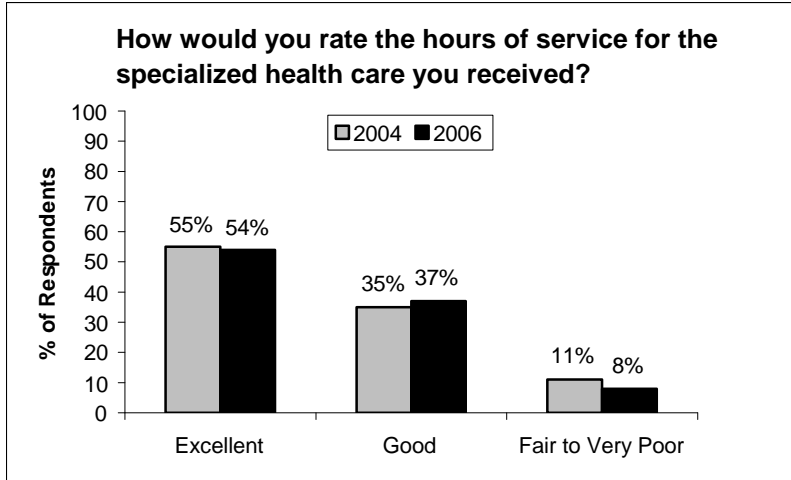
- In both 2004 and 2006, 98% of respondents rated the respectfulness of the specialized health care professional as excellent or good – the highest satisfaction rating of the questionnaire.



2004 n=304  
2006 n=299

- Excellent ratings increased in 2006 for how well specialized health care providers answered questions.

The specialized health care provider section of the questionnaire also asked respondents to rate the hours of service for the specialized health care they received (for example, blood work, x-ray, physiotherapy, stress test, etc.).

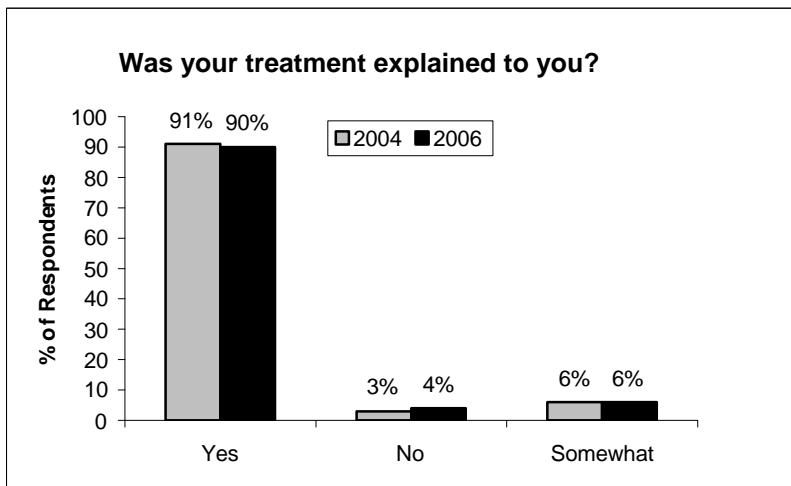


2004 n=329  
2006 n=305

- Findings between the two years were similar, with a slightly lower percentage of people rating the hours of specialized health care services as fair to very poor in 2006 (8%) than 2004 (11%).
- Unlike the other questions relating to specialized health care providers where fair was the lowest rating selected, some respondents selected poor and very poor for the hours of service.
- In 2006, three respondents gave ratings of very poor and in 2004 two respondents gave ratings of very poor.

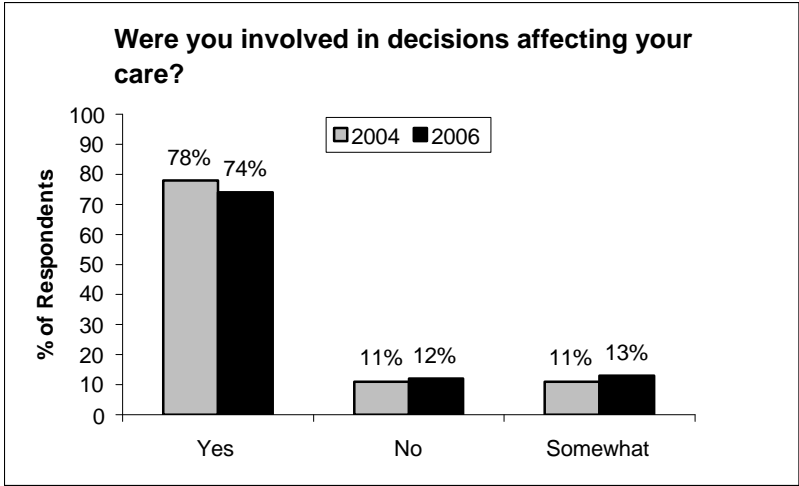
### Treatment/Procedure

The questionnaire asked respondents three questions related to their treatment/procedure. Findings were similar in 2004 and 2006.



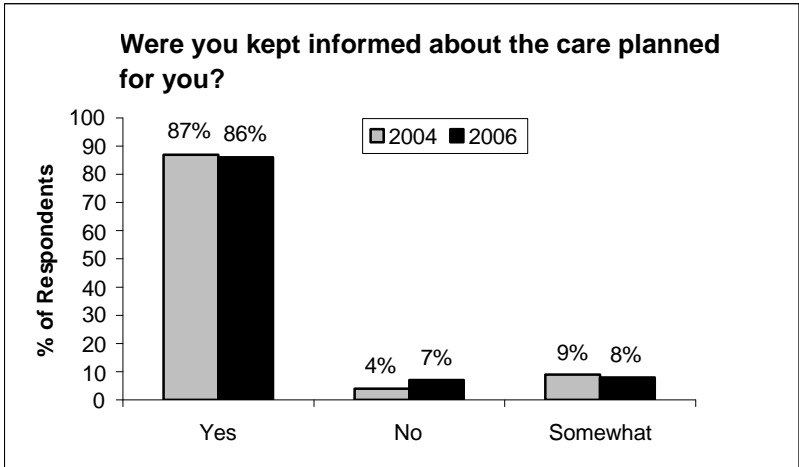
2004 n=311  
2006 n=284

- In 2004 and 2006, 90% or more of respondents indicated their treatments/procedures were clearly explained.



2004 n=232  
2006 n=219

- Respondents were less likely to respond “Yes” when asked if they felt they were involved in decisions affecting their care (74% in 2006 and 78% in 2004).



2004 n=244  
2006 n=230

- In 2004 and 2006, 86% or more of respondents indicated that they were kept informed about the care planned for them.

## **FEEDBACK**

The NWT Hospital Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- **Tell us about the things we are doing well; and**
- **Tell us about the areas in which we could improve.**

In response to the question “Tell us what we are doing well”, comments addressing staff appeared the most often. General comments included praise for things like staff being friendly, professional, knowledgeable, caring and helpful.

Praise was also directed towards staff in specific service areas as well as towards specific staff members. Respondents included the names of individual nurses and specialized health care professionals in noting exceptional service.

Minimal wait times was another theme that emerged to the question of what was being done well. Respondents commented on the quick, timely and efficient service provided.

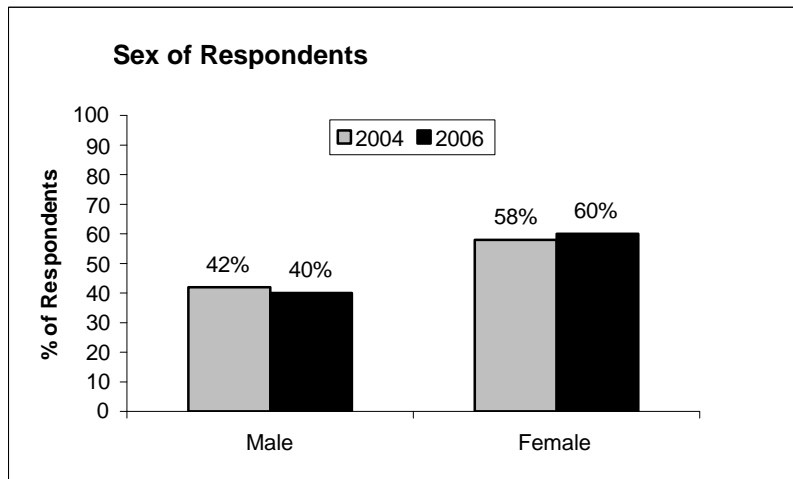
However, the question of “Tell us what we could improve” indicated that a greater number of respondents felt that wait times needed improving. Closely related to comments suggesting the need for decreased wait times were suggestions of hiring more staff. Comments that Hay River needs more doctors was a theme that appeared in 2004 and remained in 2006. In both years, the suggestion appearing most often in the section on improvements was the need for more doctors.

## DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 398 respondents who completed questionnaires in Hay River in 2004 and the 380 who completed it in 2006.

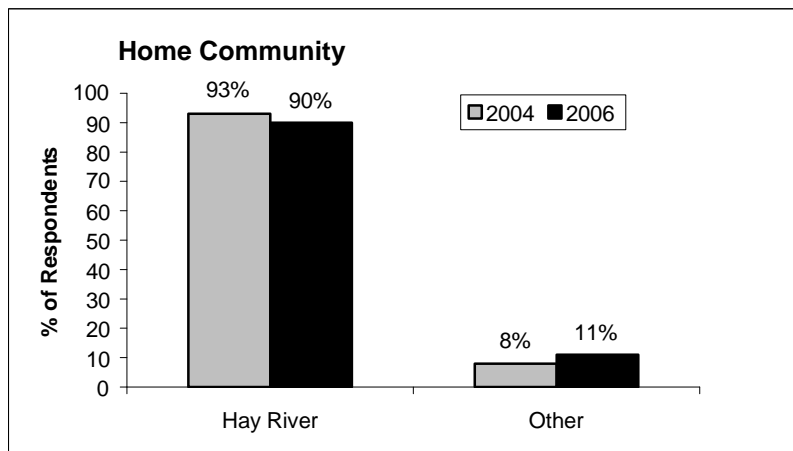
Comparisons between the two years indicate similar respondent demographics in 2004 and 2006.

Respondents were asked to indicate their sex, home community, ethnicity and age.



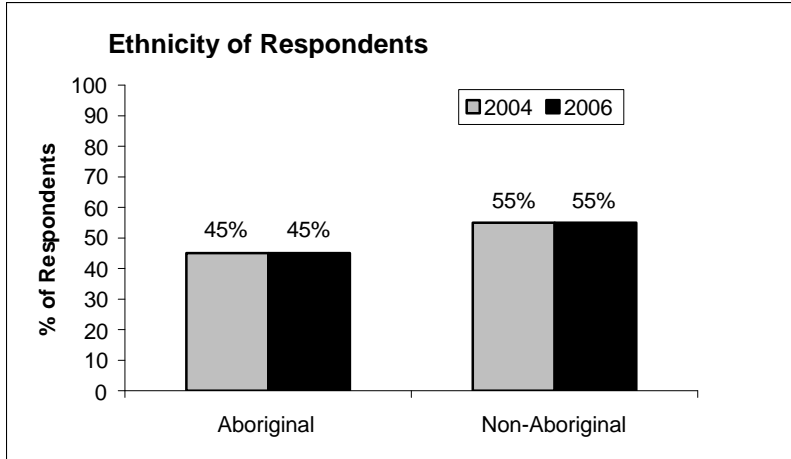
- Similar proportions of males and females completed the questionnaire in 2004 and 2006.

2004 n=367  
2006 n=362



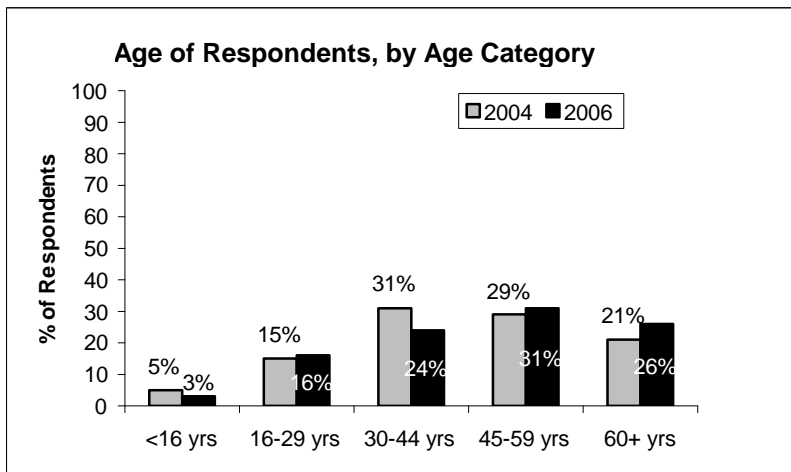
- Slightly higher numbers of people from "other" communities completed the questionnaire in 2006.

2004 n=361  
2006 n=361



2004 n=267  
2006 n=238

- The proportion of Aboriginal and Non-Aboriginal responses was similar in 2004 and 2006.



2004 n=357  
2006 n=348

- The original intent of the questionnaire was distribution to those over the age of 16. However, questionnaires were received with the age filled in under 16 years. In some cases, parents completed the questionnaire on behalf of a child receiving the hospital services and put in the child's age (for example 1 year old).
- All completed questionnaires were included in the analysis.



## **CONCLUSION**

The NWT Hospital Satisfaction Questionnaire asked respondents general questions relating to reception/administration, hospital cleanliness, signage, hospital food and interpreter services. Respondents also provided ratings relating to the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals.

In all of these sections of the questionnaire – General, Health Care Providers and Treatment/Procedure – the majority of the respondents were satisfied with the care they received from the hospital in Hay River. This satisfaction was evident with the first questionnaire in 2004 where 96% of respondents said that overall, the care they received was excellent or good. Similar results were present in the 2006 NWT Hospital Satisfaction Questionnaire with 95% of respondents saying the overall care they received at the hospital was good or excellent.

The majority of comments provided by respondents also reflected the quality of service provided. Hospital staff in particular received numerous comments praising their professionalism and caring attitudes. While some respondents offered suggestions for change and the need for improvement, the majority of comments reflected the high levels of satisfaction found in every question.

The main areas for improvement cited in 2004 remained in 2006 – the need for more doctors and reduced waiting times.