

2006

NWT

HOSPITAL

SATISFACTION

QUESTIONNAIRE

S t a n t o n



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 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 Stanton hospital.

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 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:

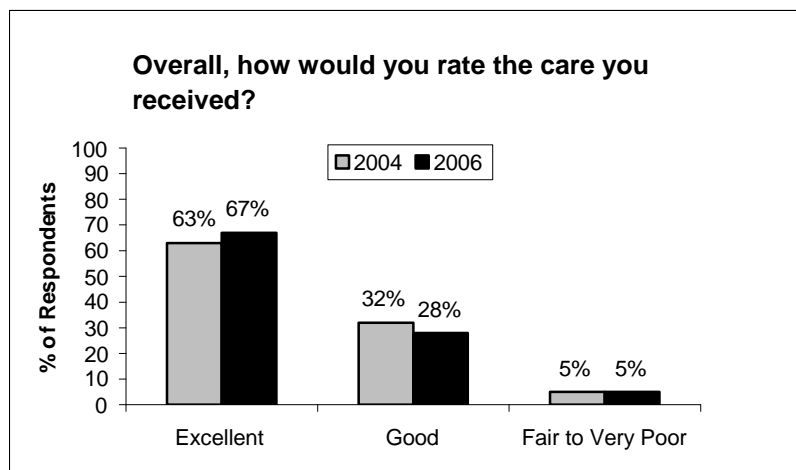
- provide feedback to senior management and hospital staff;
- recognize areas that are working well;
- indicate areas for improvement;
- provide a component of the hospital accreditation process;
- serve as comparison between the 2004 and 2006 client satisfaction measurements.

- A total of 709 completed questionnaires were received from people utilizing Stanton during the month of November 2006, compared to 826 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.

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.

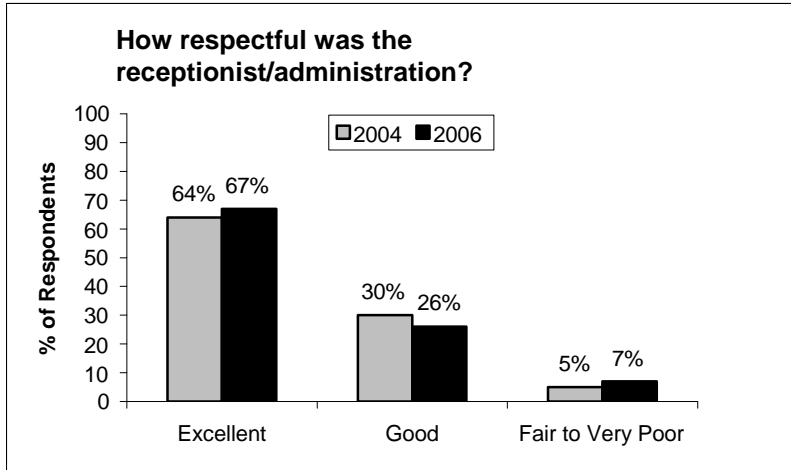


2004 n=784
2006 n=685

- In both 2004 and 2006, 95% of respondents rated the overall care they received as good or excellent.
- Ratings of excellent increased slightly in 2006 to 67%.
- In both 2006 and 2004, one respondent gave a rating of very poor.

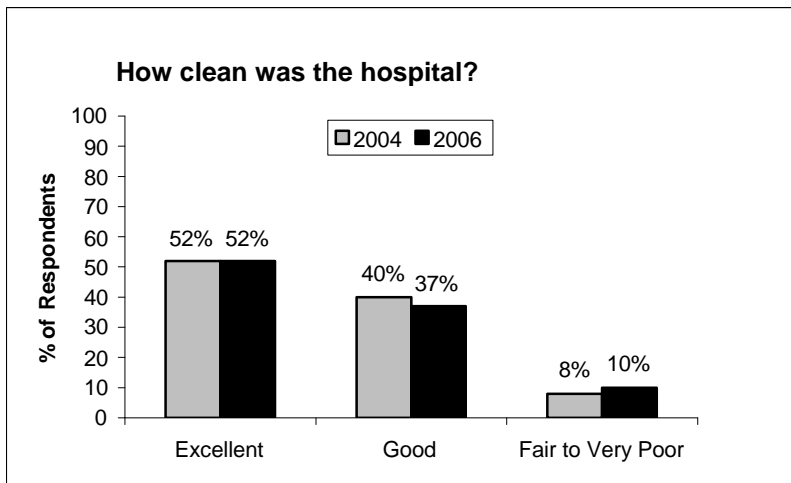
General Questions

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



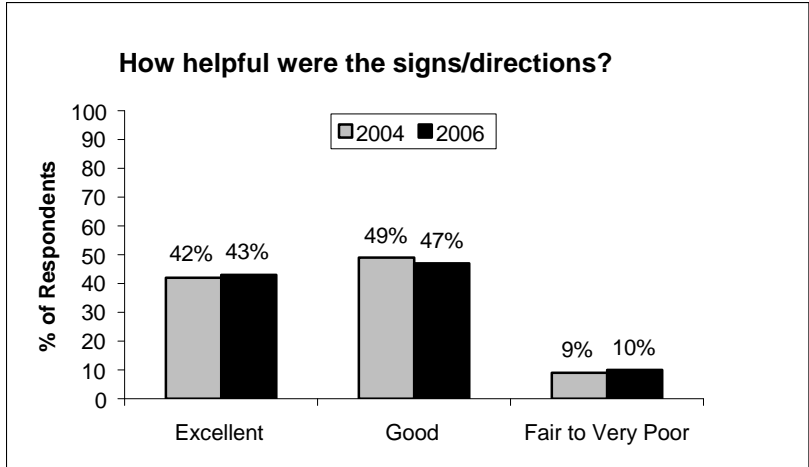
2004 n=810
2006 n=689

- Findings between the two years were similar.
- In 2006, five respondents gave ratings of very poor and in 2004 four respondents gave ratings of very poor.



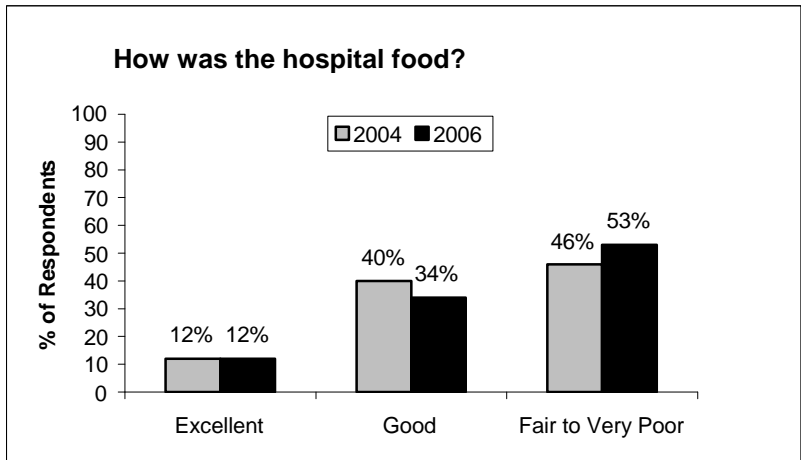
2004 n=819
2006 n=695

- There was a slight decrease in good ratings in 2006 as more respondents selected fair to very poor ratings.
- In 2006, ten respondents gave ratings of very poor for hospital cleanliness and in 2004 three respondents gave ratings of very poor.



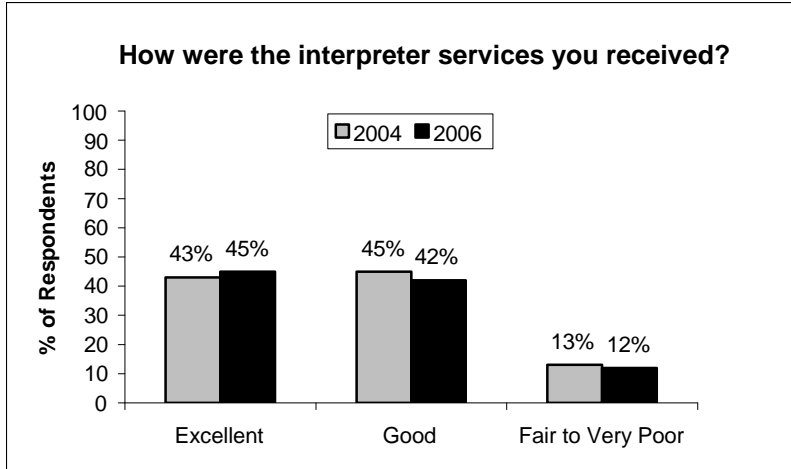
2004 n=798
2006 n=674

- Findings between the two years were similar.
- Respondents from every service area provided ratings of fair or lower for hospital signage.
- In 2006, three respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.



2004 n=265
2006 n=247

- The lowest level of satisfaction appears to be with hospital food – the only question where the majority of respondents selected fair to very poor ratings in 2006.
- In 2006, of the 247 respondents, 53% of respondents gave ratings of fair to very poor compared to 46% in 2004.
- In 2006, 25 respondents gave ratings of very poor and in 2004 nine respondents gave ratings of very poor.



- Findings between the two years were similar.
- In both 2006 and 2004, two respondents gave ratings of very poor.

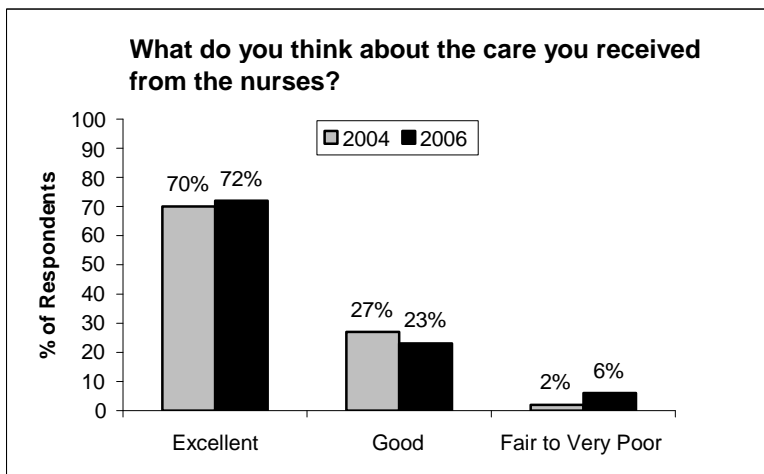
2004 n=127
2006 n=99

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.

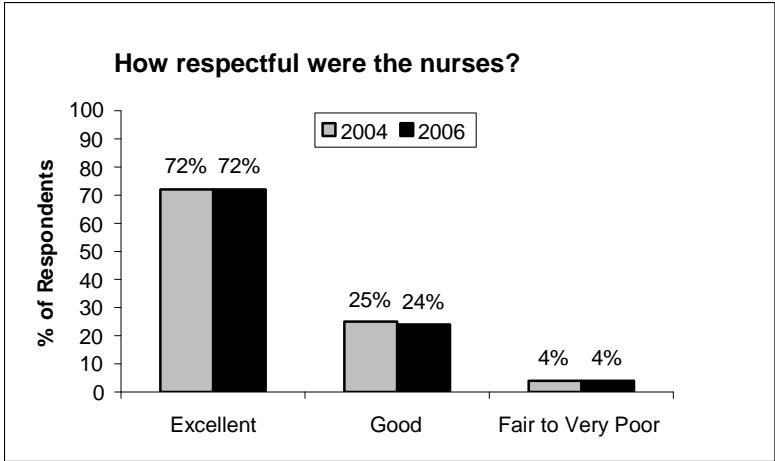
Nurses

There was a high level of respondent satisfaction evident in the three questions directly related to nursing with 94% or higher of respondents in 2004 and 2006 providing ratings of good or excellent.



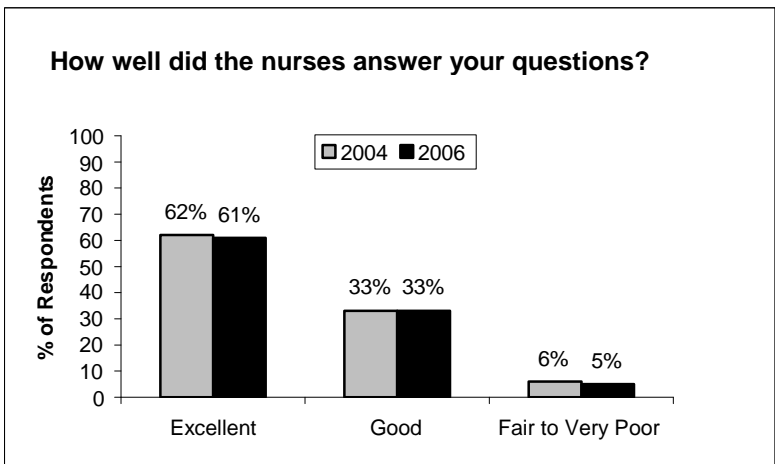
- In 2006, excellent ratings increased slightly. However, ratings in the fair to very poor category increased as well.
- In 2006, four respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.

2004 n=594
2006 n=560



2004 n=595
2006 n=566

- Findings between the two years were similar.
- In 2006, of the 566 respondents, five respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.

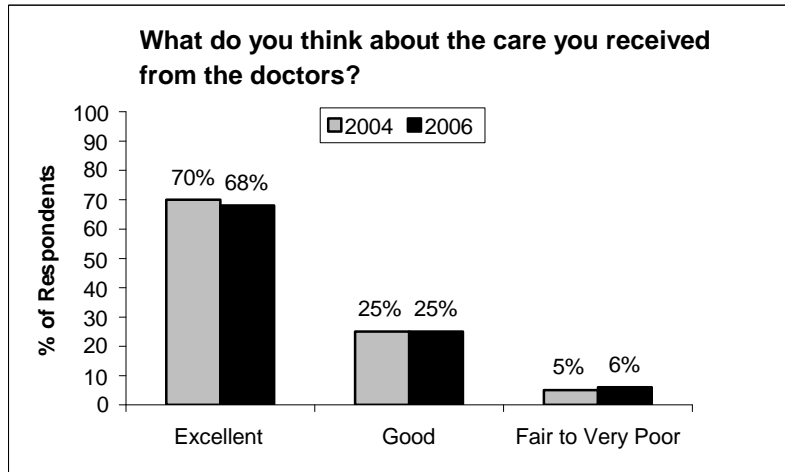


2004 n=559
2006 n=540

- Findings between the two years were similar.

Doctors

High levels of respondent satisfaction was also evident in the three questions directly related to doctors with 92% or higher of respondents in 2004 and 2006 providing ratings of good or excellent.



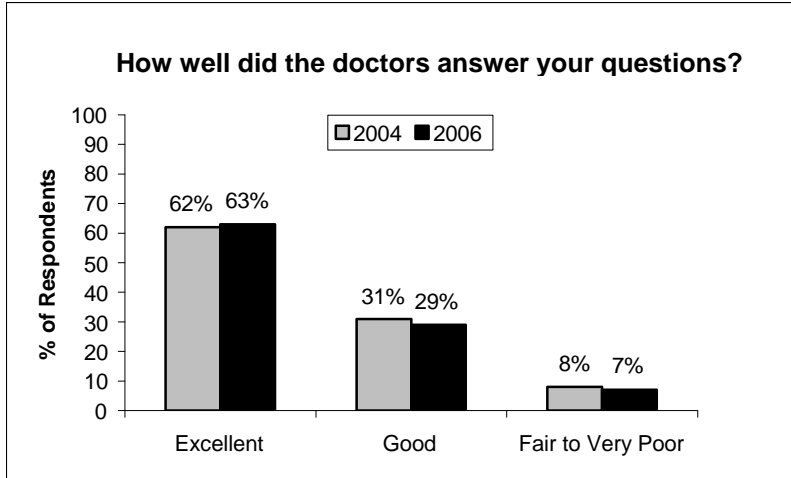
2004 n=598
2006 n=532

- Findings between the two years were similar.
- In 2006 and 2004, two respondents gave ratings of very poor.



2004 n=606
2006 n=542

- In 2006, there was a slight decrease in good ratings and an increase in the proportion of respondents selecting fair or poor ratings.
- In both 2006 and 2004, two respondents gave ratings of very poor.

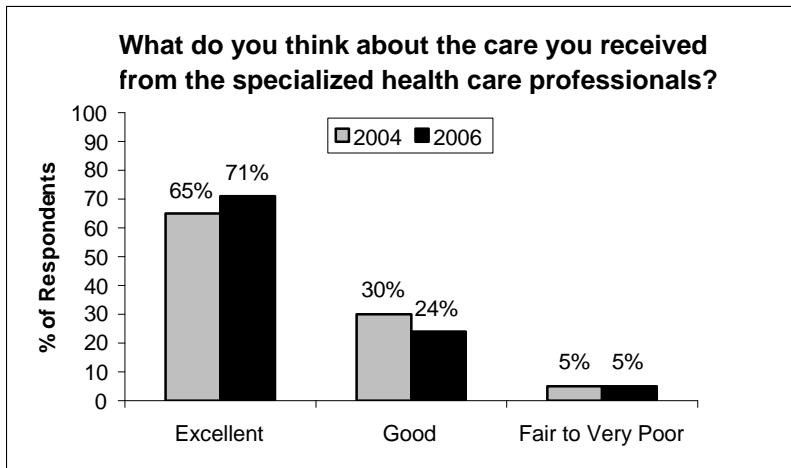


2004 n=588
2006 n=530

- Findings between the two years were similar.
- In 2006, four respondents gave ratings of very poor and in 2004 three respondents gave ratings of very poor.

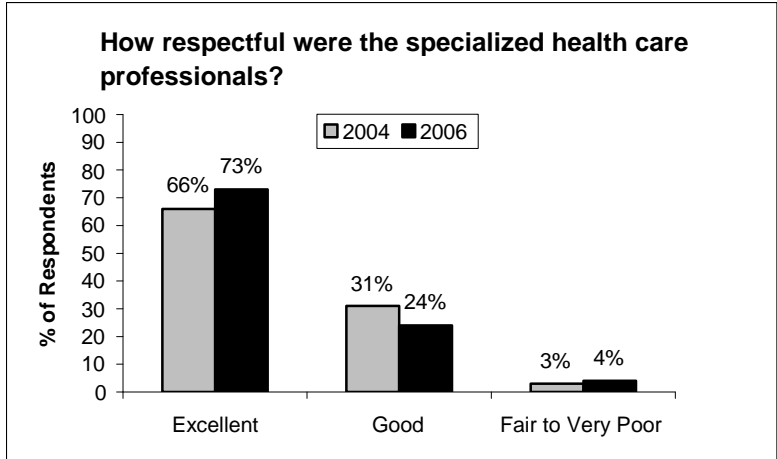
Specialized Care (For example: blood work, x-ray, physiotherapy, stress test etc.)

Questions on the care, respect and how well specialized care providers answered questions received very high ratings of satisfaction. In both 2004 and 2006, 94% or higher of respondents gave ratings of good or excellent for all three questions directly related to health care providers.



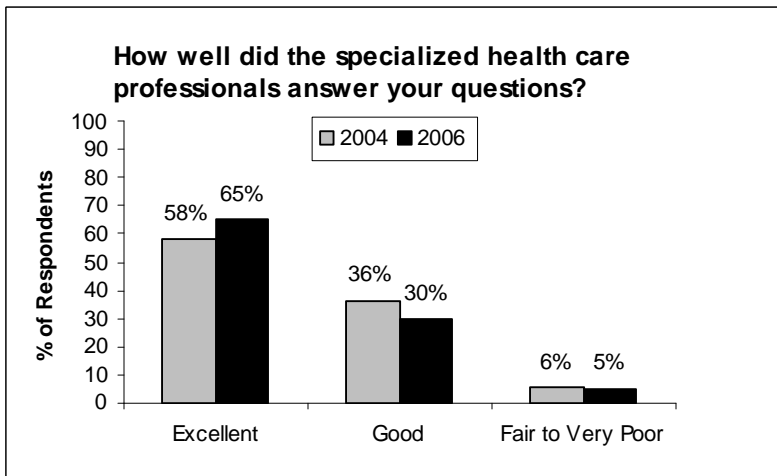
2004 n=596
2006 n=527

- In 2006, there was an increase in excellent ratings for the care received by specialized health care professionals.
- In 2006, no respondents gave ratings of very poor and in 2004 two respondents gave ratings of very poor.



2004 n=623
2006 n=541

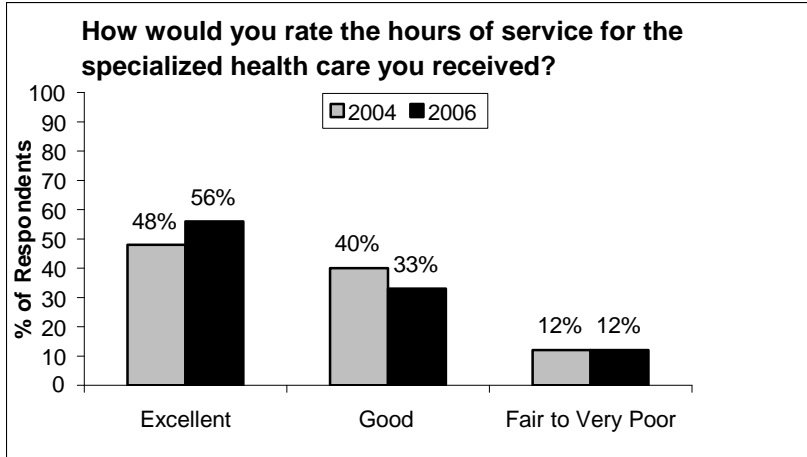
- As with all three questions directly related to specialized health care professionals, excellent ratings increased in 2006.
- In 2006, 97% of respondents provided excellent or good ratings as to the respectfulness of professional health care providers.
- In 2006, two respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.



2004 n=576
2006 n=518

- Excellent ratings increased in 2006 (65%) from 2004 (58%).
- In 2006, five respondents gave ratings of very poor and in 2004 two respondents gave ratings of very poor as to how the specialized health care provider answered their 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.).

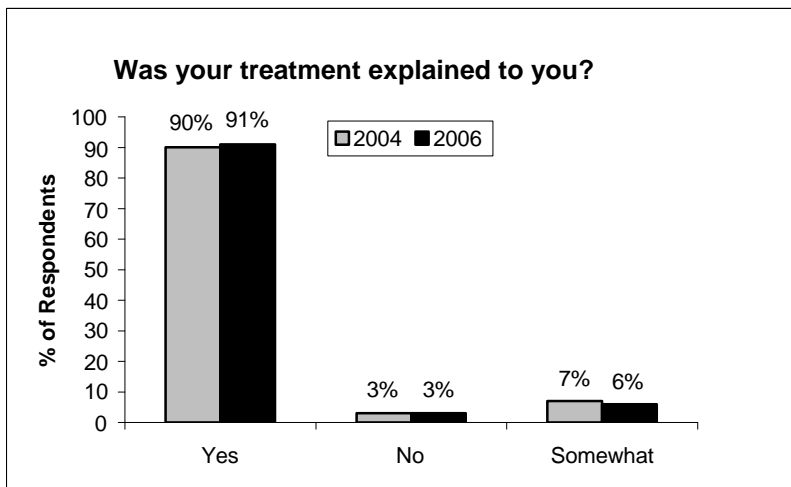


2004 n=600
2006 n=522

- Excellent ratings increased in 2006.
- In both 2004 and 2006, respondents were less satisfied with the hours of service for the specialized health care they received than they were with the care, respect and the way they felt their questions were answered - 12% of respondents rated the hours of service for the specialized health care they received as fair to very poor.
- In 2006, four respondents gave ratings of very poor and in 2004 five respondents gave ratings of very poor.

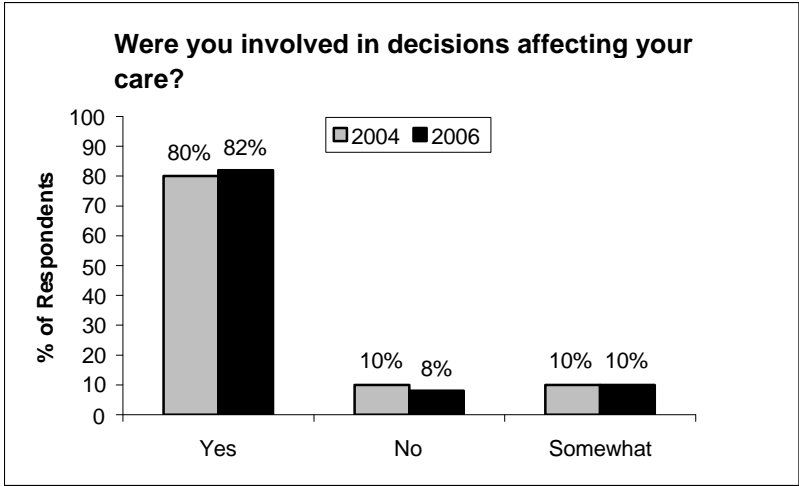
Treatment/Procedure

The questionnaire asked respondents three questions related to their treatment/procedure. Findings between the two years were similar.



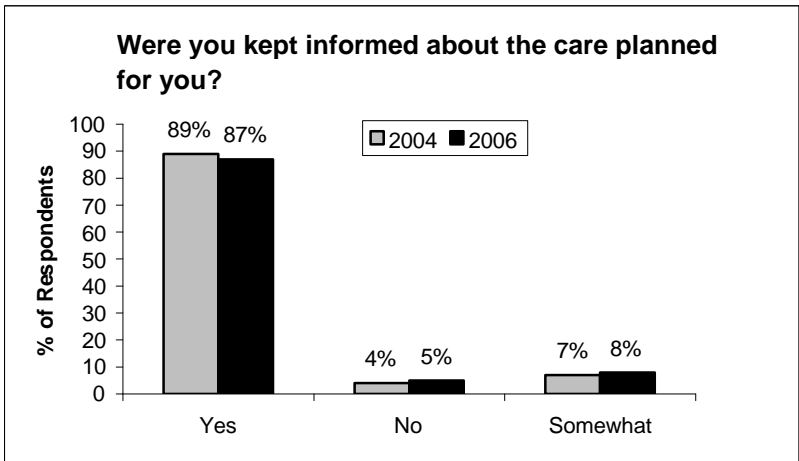
2004 n=677
2006 n=606

- In both 2004 and 2006, over 90% of respondents selected "yes" when asked if their treatment had been explained to them.



2004 n=573
2006 n=525

- In 2006, 82% of respondents selected “yes” when asked if they were involved in decisions affecting their care. This compares to 80% in 2004.



2004 n=597
2006 n=565

- In 2006, there was a slight drop in the proportion of respondents selected “yes” when asked if 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 in both 2006 and 2004. 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, doctors and specialized health care professionals in noting exceptional service.

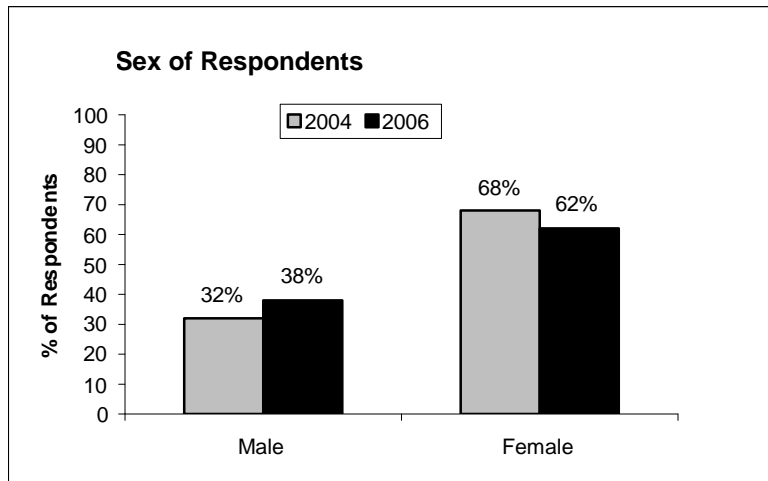
In 2006, minimal wait times was another theme that emerged to the question of what was being done well. Respondents commented on the quick, timely and efficient service provided.

However, the question of “Tell us what we could improve” indicated that some respondents felt wait times to get appointments and the time spent waiting at the hospital/clinic could be improved. These were the main suggestions for improvement in 2004 and again in 2006.

DEMOGRAPHICS

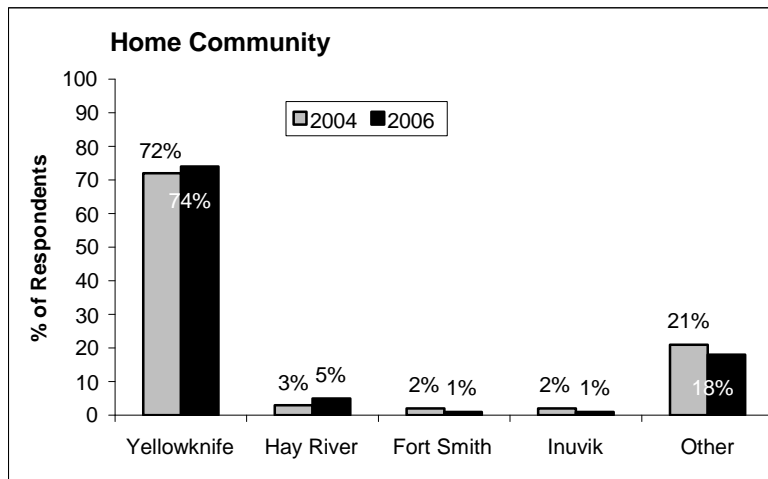
Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 826 respondents who completed questionnaires at Stanton in 2004 and the 709 who completed it in 2006.

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



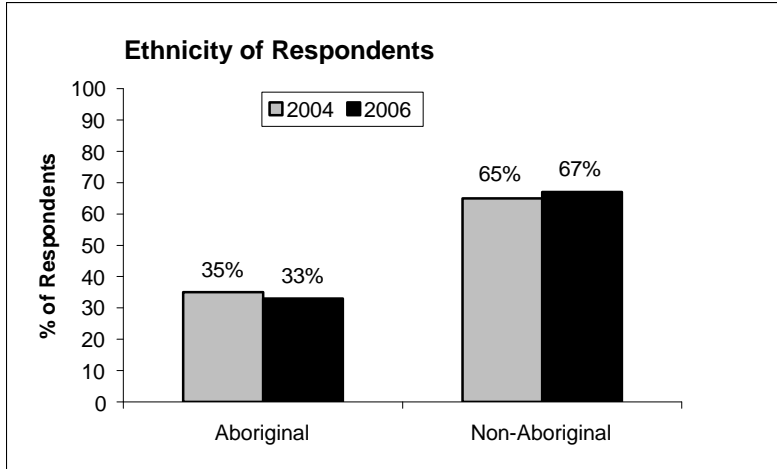
- More males completed the questionnaire in 2006 compared to 2004.

2004 n=802
2006 n=693



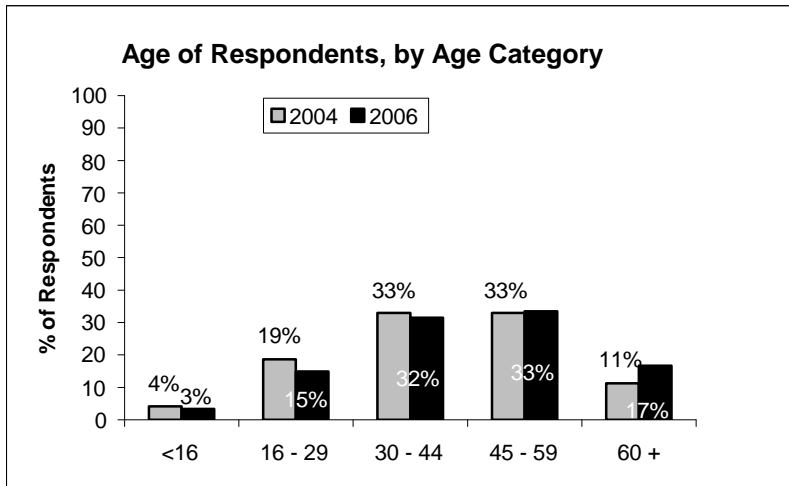
- Slightly higher proportions of respondents were from Yellowknife and Hay River in 2006.

2004 n=797
2006 n=687



2004 n=660
2006 n=536

- The proportion of Non-Aboriginal respondents increased slightly in 2006.



2004 n=789
2006 n=676

- The original intent of the questionnaire was that it only be distributed 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.
- There was an increase in respondents from the 60 years and over age category in 2006.

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 many of the questions in these sections - General, Health Care Providers and Treatment/Procedure – findings were similar between 2004 and 2006. The high levels of satisfaction with the services provided at Stanton and its clinics was evident by 95% of respondents in 2004 and 2006 selecting excellent or good ratings for the question, **“Overall, how would you rate the care you received?”**

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 throughout Stanton.