



Labrador-Grenfell Health

For Immediate Release

February 15, 2018

Labrador-Grenfell Health Reports on Results from Client Experience Surveys

Labrador-Grenfell Health is pleased to provide summary results today from individuals who completed client experience surveys during the period of May 2016 to May 2017. Labrador-Grenfell Health launched the online survey, 'Please Tell Us', in May 2016 to gather feedback from clients and families who have accessed programs and services in all parts of the region.

More than 600 respondents provided answers to a series of questions and the feedback was grouped in seven areas: Communication, Facility, Knowledgeable, Respect, Discharge, Admission and Access. The results indicate the level of satisfaction from individuals was highest in the area of respect and lowest in the area of admission. See the attached summary for more information.

"The delivery of high quality, patient-centered care requires health care providers to carefully consider the client's experience in the healthcare environment," said Donnie Sampson, Vice-President, Labrador-Grenfell Health. "The input we receive from individuals who complete the client experience survey is continuously being utilized to identify opportunities for improvements. Our goal is to provide the best possible health care to the people of Labrador and Northern Newfoundland."

The client experience survey is available in a variety of program areas, including cancer care, diabetes care, dialysis, home care, hospital emergency services, community clinics and health centres, hospital inpatient services, long-term care, mental health and addictions, obstetrics, public health, surgical services diagnostic imaging, laboratory, and rehabilitation.

Labrador-Grenfell Health thanks individuals who have completed the client experience survey and encourages clients, residents and family members to take a few minutes to answer the survey questions. "It is important that the people we serve are partners in providing effective, efficient and safe health care services," said Paula March, Regional Director, Patient Safety and Quality. "We value the information that is shared with us and commit to using the feedback to continue to provide quality care."

The Health Authority assures the public that responses provided to survey questions are completely confidential. The survey data collected is reviewed and analyzed by managers and leadership and shared with frontline employees. The online surveys are accessible by computer, tablet or smartphone. Go to www.lghealth.ca/surveys.

- 30 -

Media Contact:

Allan Bock, Chief Communications Officer
Labrador-Grenfell Health
Happy Valley-Goose Bay, NL
Tel: (709) 897-2351
E-mail: allan.bock@lghealth.ca

Please Tell Us

Summary Results from the Labrador-Grenfell Health Client Experience Survey May 2016-May 2017

COMMUNICATION



83%

My health information was kept confidential.

Also:

- 80% - I was given privacy when talking about my health with staff.
- 77% - I was listened to.

KNOWLEDGEABLE



85%

Health care providers were knowledgeable.

ADMISSION



52%

I was given information on what to expect during my visit/appointment.

DISCHARGE



73%

My health care provider spoke to me, my family or caregiver about my care.

Also:

- 76% - My health care provider helped me understand my role in managing my health.
- 58% - I know who to contact if I have questions.

ACCESS



58%

I received care in a timely manner.

FACILITY



90%

Facility and grounds were safe.

Also:

- 77% - Facility was clean.
- 91% - Signage to direct me to my appointment.

RESPECT



91%

Staff respected my cultural values.

Also:

- 84% - The views of my family and caregivers were respected.
- 80% - Staff were friendly and helpful.



Labrador-Grenfell
Health

Your feedback helps
improve services.

Please Tell Us!
Go to www.lghealth.ca/surveys
or scan the QR code

