

For Immediate Release

April 18, 2019

**Labrador-Grenfell Health Reports on Results
from Client Experience Surveys**

Labrador-Grenfell Health would like to thank individuals who took the time to complete the client experience survey and is pleased to provide a summary of results for the period of May 1, 2017 to April 30, 2018. Over 300 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 for the 2017/18 period indicate that the level of satisfaction from individuals was highest in the area of respect, with 98 per cent of respondents indicating staff respected their cultural values. Satisfaction was lowest in the area of admission, with 60% of respondents indicating they were provided with sufficient information on what to expect during their visit/appointment. To see more highlights, please find the attached summary of results.

Labrador-Grenfell Health values and encourages clients, residents and family members to take a few moments to answer questions relating to all of their experiences in a variety of program areas including: cancer care; diabetes care; dialysis; home care; hospital emergency; community clinics and health centres; hospital inpatient; long-term care; mental health and addictions; obstetrics; public health; surgical services; diagnostic imaging; laboratory; and rehabilitation.

“Feedback from our clients is extremely important to providing insight on our services and identifying how we can improve,” said Heather Brown, President and CEO, Labrador-Grenfell Health. “Client experience is a key aspect of healthcare. Therefore, we continually evaluate the care and services we provide. The Client Experience Surveys allow Labrador-Grenfell Health to make decisions that impact the experience of our population.”

The online survey ‘Please Tell Us’ was launched in May 2016 to gather feedback from clients and families who have accessed programs and services in all parts of the region.

The Health Authority assures the public that responses provided to survey questions are completely anonymous and 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:

Amanda MacNeil, Regional Director of Communications
Labrador-Grenfell Health
Happy Valley-Goose Bay, NL
Tel: (709) 897-3201
E-mail: amanda.macneil@lghealth.ca

PLEASE TELL US

Summary of results from the Labrador-Grenfell Health Client Experience Survey May 2017- May 2018

98%

Staff respected my cultural values.

RESPECT

85% - The views of my family and caregivers were respected.

80% - Staff were friendly and helpful.

KNOWLEDGEABLE

85%

Health care providers were knowledgeable.

96%

Facility/ grounds were safe.

FACILITY

91% - Adequate signage to direct me to my appointment.

85% - Facility was clean

COMMUNICATION

88%

My health information was kept confidential.

85% - I was given privacy when talking about my health with staff.

78% - I was listened to.

DISCHARGE

73% - My health care provider spoke to me, my family or caregiver about my care.

63% - I know who to contact if I have questions.

81%

My health care provider helped me understand my role in managing my health.

ADMISSION

60%

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

ACCESS

66%

I received care in a timely manner.



Your feedback helps improve services.

Please Tell Us!

Go to lghealth.ca/surveys or scan the QR code above



Labrador-Grenfell Health