

Hotel Dieu Shaver Health and Rehabilitation Centre

Inpatient Satisfaction Surveys

June 22, 2017 to September 6, 2017

		All Inpatient	Complex Care	Rehab
No. of Responses		98	50	48
Question	% responding "Yes"			
1	Staff treated you with respect/dignity	94.90%	90.00%	100.00%
	<i>If you replied "No", was it:</i>			
	Therapy Staff	0.00%	0.00%	0.00%
	Nursing Staff	5.10%	10.00%	0.00%
	Physicians	0.00%	0.00%	0.00%
	Other Staff	0.00%	0.00%	0.00%
2	You/your family/caregiver were involved in care decisions	96.94%	96.00%	97.92%
3	Time you waited after using the call bell was usually reasonable	92.71%	89.80%	95.74%
4	Your spiritual needs were addressed	100.00%	100.00%	100.00%
5	You received enough information about what to do after you leave the hospital	98.98%	98.00%	100.00%
6	You would recommend this hospital to your friends and family	98.98%	98.00%	100.00%

Note:

The denominator for each question includes any surveys with a response of "Yes" or "No" and excludes any surveys where a respondent declined to answer the question.