In-Patient Satisfaction Survey

The following questions are designed to receive feedback from you so that may improve the services we provide for patients. Please circle the appropriate answer in the question asked below.

Admission & Translation:

I was satisfied with the arrangements made for admission.

1. I was admitted in a timely manner.

Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree

I was admitted in a timely manner.

2. I was admitted in a timely manner.

Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree

I was admitted in a timely manner.
Upon admission, I was greeted and shown around the ward and my room.

3. The hospital provided translation services when necessary.

4. I was satisfied with the translation services provided.
Overall, how would you rate the admission and translation services provided? (Circle one)

Excellent Excellent Good Good
Fair Fair Poor Poor

Please provide additional comments/suggestions about the admission and translation services offered.

Care:
I was satisfied with the care provided by the nursing staff.

Strongly Agree Agree
Strongly Disagree

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I was satisfied with the care provided by the physicians.

2. Strongly Agree Agree
   Disagree
   Neutral

Strongly Disagree

I was well informed about tests, treatments received

3. Strongly Agree Agree
   Disagree
   Neutral

Strongly Disagree

The nurses and physicians answered any questions I had about my situation.

4. Strongly Agree Agree
   Disagree
   Neutral

Strongly Disagree
I was satisfied that my concerns were addressed by the nurses and physicians.

5. Strongly Agree
   Agree
   Neutral
   Disagree
   Strongly Disagree

Overall, how would you rate the care provided to you by the nurses and physicians? (Circle one)

Excellent
Good
Fair
Poor

Please provide additional comments/suggestions about the care you received.
Comfort:

My room and bathroom were kept clean.

1. \( \sigma \sigma V \cdot \Delta b \Gamma \cdot a^2 \cdot a^2 \cdot a^2 \cdot a^2 \). \( V \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot a \cdot
I had access to telephone and television.

4. Strongly Agree
   Agree
   Neutral
   Disagree
   Strongly Disagree

Things worked well in my room (call bell, lights, bed).

5. Strongly Agree
   Agree
   Neutral
   Disagree
   Strongly Disagree

The noise level in and around my room was well controlled.

6. Strongly Agree
   Agree
   Neutral
   Disagree
   Strongly Disagree
My privacy was respected by staff and other patients.

7. I was satisfied with the visiting arrangements.

My religious/cultural needs were fulfilled.
Overall, how would you rate the comfort of your stay? (Circle one)

Excellent \( \star \star \star \)  
Good \( \star \star \)  
Fair \( \star \)  
Poor \( \star \star \star \)

Please provide additional comments/suggestions about the comfort of your stay.

Meals:

I was satisfied with the amount of food I received.

1. \( \star \star \star \)  
2. \( \star \star \)  
3. \( \star \)  
4. \( \star \star \star \)

StronglyAgree  Agree  
\( \star \star \star \)  \( \star \star \)  
Neutral  Disagree  
\( \star \)  \( \star \star \)
My meals were served at the proper temperature.

2. My meals were served at the proper temperature.
   *Strongly Agree*  
   *Agree*
   *Neutral*  
   *Disagree*
   *Strongly Disagree*

I received the food I requested.

3. I received the food I requested.
   *Strongly Agree*  
   *Agree*
   *Neutral*  
   *Disagree*
   *Strongly Disagree*

The meals served were well-tasting.

4. The meals served were well-tasting.
   *Strongly Agree*  
   *Agree*
   *Neutral*  
   *Disagree*
   *Strongly Disagree*
I was satisfied with the times the meals were served.

5. Strongly Agree  Agree
   \( \text{Strongly Agree} \)  \( \text{Agree} \)
   \( \text{Strongly Agree} \)  \( \text{Agree} \)

Strongly Disagree
   \( \text{Strongly Disagree} \)  \( \text{Disagree} \)
   \( \text{Strongly Disagree} \)  \( \text{Disagree} \)

The person who brought my food to me was courteous.

6. Strongly Agree  Agree
   \( \text{Strongly Agree} \)  \( \text{Agree} \)
   \( \text{Strongly Agree} \)  \( \text{Agree} \)

Strongly Disagree
   \( \text{Strongly Disagree} \)  \( \text{Disagree} \)
   \( \text{Strongly Disagree} \)  \( \text{Disagree} \)

There were enough snacks, water and juices available in between meals.

7. Strongly Agree  Agree
   \( \text{Strongly Agree} \)  \( \text{Agree} \)
   \( \text{Strongly Agree} \)  \( \text{Agree} \)

Strongly Disagree
   \( \text{Strongly Disagree} \)  \( \text{Disagree} \)
   \( \text{Strongly Disagree} \)  \( \text{Disagree} \)
If possible, would you like to see traditional foods made available?

Overall, how would you rate the meals provided to you? (Circle one)

- Excellent
- Good
- Fair
- Poor

Please provide additional comments/suggestions regarding the meals provided to you.
Additional Programs/Services:

(x-rays, rehab services, dietician, lab, dental, social worker)

The staff providing services was efficient and considerate.

1. Strongly Agree Agree
   Disagree Neutral
   Strongly Disagree

2. Strongly Agree Agree
   Disagree Neutral
   Strongly Disagree

3. Strongly Agree Agree
   Disagree Neutral
   Strongly Disagree
Strongly Agree
\[ \begin{array}{c}
\text{Strongly Agree} \\
\text{Agree} \\
\text{Neutral} \\
\text{Disagree} \\
\text{Strongly Disagree}
\end{array} \]

Services were provided to me in a timely manner.

4. \( \cdot \Delta \cdot \Delta \cdot \Delta^3 \quad p \quad \langle \cap \cap \cap \cdot \Delta^3 \quad \Delta^\wedge \quad b \quad \diamond \cdot \cap \cdot \cap \cdot CL^x \)

Strongly Agree
\[ \begin{array}{c}
\text{Strongly Agree} \\
\text{Agree} \\
\text{Neutral} \\
\text{Disagree} \\
\text{Strongly Disagree}
\end{array} \]

Overall, how would you rate the services provided to you? (Circle one)

\[ \begin{array}{c}
\text{Excellent} \\
\text{Good} \\
\text{Fair} \\
\text{Poor}
\end{array} \]

Please provide additional comments/suggestions regarding the additional programs/services provided to you.

\[ \begin{array}{c}
\text{Additional Comments}
\end{array} \]
Transportation:

I was satisfied with how the transportation was arranged.

1. Strongly Agree Agree
   \[ \text{Strongly Agree} \quad \text{Agree} \]
   \[ \text{Strongly Agree} \quad \text{Agree} \]
   \[ \text{Neutral} \quad \text{Disagree} \]
   \[ \text{Neutral} \quad \text{Disagree} \]
   \[ \text{Strongly Disagree} \quad \text{Strongly Disagree} \]

The transportation staff was efficient and courteous.

2. Strongly Agree Agree
   \[ \text{Strongly Agree} \quad \text{Agree} \]
   \[ \text{Neutral} \quad \text{Disagree} \]
   \[ \text{Neutral} \quad \text{Disagree} \]
   \[ \text{Strongly Disagree} \quad \text{Strongly Disagree} \]

The drivers picked me up when they were supposed to.

3. Strongly Agree Agree
   \[ \text{Strongly Agree} \quad \text{Agree} \]
   \[ \text{Neutral} \quad \text{Disagree} \]
   \[ \text{Neutral} \quad \text{Disagree} \]
Strongly Disagree

The van/boat was easy to get into and out of.

4. The van/boat was easy to get into and out of.

Strongly Agree

Agree

Neutral

Strongly Disagree

The drivers helped me into and out of the van/boat when needed.

5. The drivers helped me into and out of the van/boat when needed.

Strongly Agree

Agree

Neutral

Strongly Disagree

Overall, how would you rate the transportation services? (Circle one)

Excellent Excellent

Good Good

Poor Poor

Fair Fair
Please provide additional comments/suggestions regarding transportation.

Thank you for taking the time to complete this survey. Your participation is appreciated.

When complete, please use the attached envelope and return to:

Greg Spence, Director of Community Relations
Weeneebayko Area Health Authority
P.O. Box 34
Moose Factory, Ontario P0L 1W0