

Emergency Department Comment Card Summaries April 2023

Rating scale:

Number of
Reponses



Yes



Somewhat



No

Emergency Department		Number of Reponses	Yes	Somewhat	No
	It was easy to find the department	13	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	11	90.9%	9.1%	0.0%
	I was treated with respect and dignity	13	100.0%	0.0%	0.0%
	I was informed & understood the tests, preparations & procedures	11	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	11	100.0%	0.0%	0.0%
	My care preferences were respected	11	100.0%	0.0%	0.0%
	I was provided with patient safety information	10	100.0%	0.0%	0.0%
	The waiting and exam rooms were clean and tidy	12	100.0%	0.0%	0.0%
	My privacy was respected	11	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 80% <u>French</u> - 20% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	13	100.0%	0.0%	0.0%
	Overall I was satisfied with the care I received	12	100.0%	0.0%	0.0%
Total/Average - Emergency Department		128	99.2%	0.8%	0.0%

Home Care Services Comment Card Summary May 2023

Rating scale:

Number of
Reponses






Yes



Somewhat






No

Home Care Services		Number of Reponses	 Yes	 Somewhat	 No
	I was treated with respect and dignity	24	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	23	100.0%	0.0%	0.0%
	I was informed & understood the tests, preparations & procedures	23	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	24	100.0%	0.0%	0.0%
	My supplies were ordered & arrived when I needed them	22	100.0%	0.0%	0.0%
	My care preferences were respected	24	100.0%	0.0%	0.0%
	My nurse called beforehand to arrange visit times	24	100.0%	0.0%	0.0%
	My privacy was respected	24	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 100% <u>French</u> - 0% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	22	100.0%	0.0%	0.0%
	When the home care nurse left, I had a good understanding of the things I was responsible for	24	100.0%	0.0%	0.0%
	Overall I was satisfied with the care I received	24	100.0%	0.0%	0.0%
Total/Average - Home Care Services		258	100.0%	0.0%	0.0%

Nakina Clinic Comment Card Summaries June 2023

Rating scale: Number of Reponses  Yes  Somewhat  No




Nakina Clinic		Number of Reponses	 Yes	 Somewhat	 No
	It was easy to access the clinic and services	17	94.1%	5.9%	0.0%
	My accessibility concerns were addressed	16	93.8%	6.2%	0.0%
	I was treated with respect and dignity	17	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	16	100.0%	0.0%	0.0%
	I was provided with appropriate information	16	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	16	93.8%	6.2%	0.0%
	My care preferences were respected	16	100.0%	0.0%	0.0%
	The waiting and exam rooms were clean and tidy	17	100.0%	0.0%	0.0%
	My privacy was respected	17	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 97.6% <u>French</u> - 2.4% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	16	100.0%	0.0%	0.0%
	Overall I was satisfied with the care I received	16	100.0%	0.0%	0.0%
Total/Average - Nakina Clinic		180	98.3%	1.7%	0.0%

Only 1 comment card

Chemo July 2023




Laboratory Comment Card Summaries August 2023

Rating scale: Number of Reponses  Yes  Somewhat  No

Laboratory		Number of Reponses	 Yes	 Somewhat	 No
	It was easy to find the department	11	81.8%	9.1%	9.1%
	My accessibility concerns were addressed	9	100.0%	0.0%	0.0%
	I was treated with respect and dignity	11	100.0%	0.0%	0.0%
	I was informed & understood the collection and/or ECG process	7	100.0%	0.0%	0.0%
	I was informed on how and when to obtain my results	10	100.0%	0.0%	0.0%
	My privacy was respected	11	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 89.7% <u>French</u> - 10.3% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	11	100.0%	0.0%	0.0%
	Overall I was satisfied with the care I received	12	100.0%	0.0%	0.0%
Total/Average - Laboratory Only		82	97.7%	1.1%	1.2%

ED Comment Card Summaries September 2023




Rating scale:

Number of Responses			
	Yes	Somewhat	No

Emergency Department	It was easy to find the department	37	94.6%	5.4%	0.0%
	My accessibility concerns were addressed	31	80.6%	19.4%	0.0%
	I was treated with respect and dignity	37	91.9%	5.4%	2.7%
	I was informed & understood the tests, preparations & procedures	37	89.2%	5.4%	5.4%
	I was given the opportunity to discuss treatment options	36	88.9%	5.6%	5.5%
	My care preferences were respected	34	94.1%	2.9%	3.0%
	I was provided with patient safety information	30	90.0%	3.3%	6.7%
	The waiting and exam rooms were clean and tidy	37	94.6%	5.4%	0.0%
	My privacy was respected	37	94.6%	2.7%	2.7%
	My preferred language is: <u>English</u> - 80% <u>French</u> - 20% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	37	97.3%	2.7%	0.0%
	Overall I was satisfied with the care I received	37	86.5%	5.4%	8.1%
Total/Average - Emergency Department		390	91.1%	5.8%	3.1%

Rehabilitation Comment Card Summaries October 2023

Rating scale:

Number of Reponses			
	Yes	Somewhat	No




Rehabilitation	It was easy to find the department	22	90.9%	9.1%	0.0%
	My accessibility concerns were addressed	20	100.0%	0.0%	0.0%
	I was treated with respect and dignity	22	100.0%	0.0%	0.0%
	My care preferences were respected	22	100.0%	0.0%	0.0%
	I was informed of the risks and benefits of treatment	22	100.0%	0.0%	0.0%
	I was informed and understood the treatment instructions	22	100.0%	0.0%	0.0%
	My privacy was respected	21	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 84.2% <u>French</u> - 15.8% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	21	81.0%	4.8%	14.2%
Overall I was satisfied with the care I received	21	100.0%	0.0%	0.0%	
Total/Average - Rehabilitation Only		193	96.9%	1.5%	1.6%

Only 1 comment card

November 2023 - Telemedicine

Nakina Comment Card Summaries December 2023

Rating scale:

Number of Reponses			
	Yes	Somewhat	No




Nakina Clinic	It was easy to access the clinic and services	13	100.0%	0.0%	0.0%
	My accessibility concerns were addressed	10	100.0%	0.0%	0.0%
	I was treated with respect and dignity	13	100.0%	0.0%	0.0%
	I was informed & understood the tests, preparations & procedures	13	100.0%	0.0%	0.0%
	I was provided with appropriate information	13	100.0%	0.0%	0.0%
	I was given the opportunity to discuss treatment options	13	92.3%	7.7%	0.0%
	My care preferences were respected	13	100.0%	0.0%	0.0%
	The waiting and exam rooms were clean and tidy	13	100.0%	0.0%	0.0%
	My privacy was respected	13	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 100% <u>French</u> - 0% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	10	100.0%	0.0%	0.0%
	Overall I was satisfied with the care I received	13	100.0%	0.0%	0.0%
Total/Average		137	99.3%	0.7%	0.0%

No comment cards

January 2024 - Chemotherapy

Diagnostic Imaging Comment Card Summaries February 2024

Rating scale:

Number of Reponses			
	Yes	Somewhat	No

Diagnostic Imaging	It was easy to find the department and access services	55	87.3%	9.1%	3.6%
	My accessibility concerns were addressed	47	100.0%	0.0%	0.0%
	I was treated with respect and dignity	55	100.0%	0.0%	0.0%
	I was informed and understood tests, preparations & procedures	54	100.0%	0.0%	0.0%
	I was informed on how and when to obtain my results	53	100.0%	0.0%	0.0%
	I was provided with a patient safety handout	53	96.2%	0.0%	3.8%
	My privacy was respected	53	100.0%	0.0%	0.0%
	My preferred language is: <u>English</u> - 95.3% <u>French</u> - 4.7% <u>Ojibway</u> - 0%				
	I was offered services in my preferred language	53	94.3%	1.9%	3.8%
Overall I was satisfied with the care I received	55	100.0%	0.0%	0.0%	
Total/Average		478	97.5%	1.2%	1.3%

Only 2 comment cards

March 2024 - Nutrition