

## **Patient & Family Satisfaction Levels at Providence Care rank well above provincial average**

**Kingston ON, May 14, 2010** – Providence Care has received patient and family satisfaction ratings that rank well above the provincial average for the overall quality of care and services, and in several cases they have set new high performance benchmarks. This according to a survey conducted and tabulated by The National Research Corporation and Picker Institute (NRC Picker), a leading independent survey group.

Providence Care measured patient and family satisfaction levels at St. Mary's of the Lake Hospital within Complex Continuing Care (CCC) and Specialized Geriatrics. The rating is based on satisfaction levels for eight 'domains' - medical care and treatment, dignity, food, activities, autonomy, staff, living environment, and overall quality of care and services.

The results for 2009 have just been released and they are outstanding. Providence Care's patients and families rated the programs at 93 percent in terms of satisfaction in the overall quality of care and services. This rating is well above the provincial average of 79 percent and ranks the highest of any hospital in Ontario.

"Providence Care has long been known in this region for the compassionate, high quality care our staff, physicians and volunteers provide," says Maurio Ruffolo, Vice President Patient & Client Care and Chief Nursing Executive.

"This patient and family satisfaction survey confirms the important role Providence Care plays in the lives of those entrusted to our care. We are extremely proud of all our people who deliver our care and services, and to their obvious commitment to enhancing the quality of life of our patients."

The NRC Picker survey is used to evaluate patient satisfaction in Ontario hospitals. Patients were interviewed in a face-to-face format with trained interviewers from NRC Picker. After the patient survey was administered, a survey was mailed to each patient's most frequent visitor. The responses are tabulated and ranked against other Ontario hospitals and then shared with Providence Care. All responses are anonymous to protect the patient's privacy.

The report summarizes patient and family perspectives on the quality of services and care, and the results are used to establish benchmarks and to support initiatives that will maintain and/or enhance care.

*Providence Care is southeastern Ontario's leading provider of adult mental health treatment and rehabilitation, complex continuing care, forensic psychiatry, geriatric psychiatry, palliative care, specialized geriatric medicine, long-term care and rehabilitation programs. One of Kingston's university hospitals, Providence Care has three main sites in Kingston: Mental Health Services, St. Mary's of the Lake Hospital and Providence Manor, as well as 18 community locations. Affiliated with Queen's University, Providence Care is a major centre for teaching and research.*

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**Laura Fitzgerald**  
Communications Officer, Providence Care  
613-548-5567 ext. 5483  
cell: 613-329-8202

## **BACKGROUNDER: Providence Care Patient and Family satisfaction levels rank well above provincial averages**

Providence Care participates in the National Research Corporation and Picker Institute (NRC Picker) Patient and Family Satisfaction Surveys within Complex Continuing Care (CCC) and Specialized Geriatrics. This year the satisfaction survey was administered November 2009 and results were delivered in April 2010.

Patients were interviewed in a face-to-face format with trained interviewers from NRC Picker. In cases where patients have communication challenges, interviewers had support materials provided to them including Providence Care Speech Language Pathologists, if needed.

### **RESULTS**

Scores in the Patient and Family Satisfaction Surveys are well above the Ontario average in every domain (domains = medical care and treatment, dignity, food, activities, autonomy, staff, and living environment).

**PATIENTS:** Patient satisfaction scores set new Ontario high performance ratings in 4 areas:

**Overall quality of care and services – 93%** vs. 79% (Ontario average) and 91.2% (previous Ontario high performer)

**All domains combined – 78.2%** vs. 71.5% (Ontario average) and 77.1% (previous Ontario high performer)

**Activities – 80.0%** vs. 70.2% (Ontario average) and 76.9% (previous Ontario high performer)

**Medical and treatment – 88.2%** vs. 81.3% (Ontario average) and 86.8% (previous Ontario high performer)

*Topics addressed in the Patient Survey on which Providence Care excelled include:*

- Staff call you by name – 100%
- Can get help needed with activities – 100%
- Enough trips/outings – 100%
- Enough opportunity for personal activities – 100%
- Can get help to eat when needed – 100%
- Enough activities that use your mind – 95.2%

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**FAMILIES:** Family satisfaction scores set new Ontario high performance ratings in 2 areas:

**Overall quality of care and services – 96.6%** vs. 86.5% (Ontario average) and 95.9% (previous Ontario high performer)

**Living environment – 79.3%** vs. 69.9% (Ontario average) and 77.8% (previous Ontario high performer)

*Topics addressed in the Family Survey on which Providence Care excelled include:*

- Staff respond to questions/concerns – 100%
- Staff are polite/courteous – 100%
- Family/visitors feel welcome on unit – 100%
- Respectful treatment of residents – 96.6%
- Individualized care provided by facility – 96.6%
- Comfort level: resident well taken care of – 96.4%