

Providence  
Care



## NEWS RELEASE

### **Top marks for top care – Inpatient Rehab team at St. Mary’s scores 100% for “Overall Quality of Care and Services” in a provincial survey of patients and families**

**September 27 – KINGSTON:** Providence Care is once again celebrating the dedication and compassion of its frontline health care staff. In a recent survey of former patients and family members of the Inpatient Rehabilitation program at St. Mary’s of the Lake Hospital, Providence Care received a 100% satisfaction score for “Overall Quality of Care and Services.”

“We are very proud of our whole Rehabilitation team, and all of the staff who support patient care,” said Mauro Ruffolo, Vice President Patient Care and Chief Nursing Executive. “When patients say ‘you have helped me get my life back’ and ‘this has given me new life,’ we know that we have achieved our goal of helping people return to the best possible life following events such as strokes, spinal cord and brain injuries and complex orthopedic conditions.”

Maureen McGuire, Administrative Director for the Rehabilitation program noted a recent patient story that prompted a letter of thanks from the patient’s mother to the CEO of the South East LHIN. The patient had suffered a brain Arteriovenous Malformation and two brain aneurysms overseas – and had to return to Canada for emergency treatment. Once she stabilized, she was transferred to Providence Care, where the inpatient rehab team helped her learn how to walk again and to perform other activities of daily living. McGuire said the patient appreciated everything from having a choice in her daily menu, to the quality of patient-centred care.

“In the survey results, we received pages and pages of written comments similar to this woman’s story,” McGuire said. “Everyone from nursing staff, to our therapists, to support service staff in housekeeping, food and nutrition and security – everyone makes a difference to our patients and their stay at the Hospital. This feedback is evidence that we are having a positive impact in the community.”

The survey, administered by NRC Picker Canada, is a regular requirement of all hospital programs. It provides data to be able to compare outcomes and patient/family feedback of clinical programs across Ontario hospitals. Survey results for Providence Care’s inpatient rehabilitation program show significant improvement in patient satisfaction results over the past year. As well, Providence Care is the new high performer (top-ranked hospital) in the following domains for inpatient rehabilitation: Evaluation of Outcomes from the Client’s perspective, Emotional Support, Coordination of Services and Therapists.

Earlier this year, Providence Care reported high patient and family satisfaction scores in complex continuing care and long-term care.

*Providence Care is southeastern Ontario’s leading provider of specialized mental health care, physical medicine and rehabilitation, specialized geriatric services, complex continuing care, palliative care, long-term care and community programs. Affiliated with Queen’s University in Kingston, and as a member of the Council of Academic Hospitals of Ontario, Providence Care is a major centre for health education and research. Providence Care is sponsored by the Catholic Health Corporation of Ontario. In 2011, Providence Care is celebrating its 150<sup>th</sup> anniversary – over 150 years of “enhancing the quality of life” of those we serve.*

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