

Saskatchewan Patient Experience Project

Saskatoon Health Region

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Please address any questions or concerns to:

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The preliminary results presented in this document are a summary of SHR patient responses to the province-wide Acute Care Survey administered to patients between September 2004 and January 2005. These results are to be used for planning purposes only, and are not for distribution to the general public. A public release of the results of the Patient Experience Project is planned for June 28, 2005.

Purpose: The purpose of the Patient Experience Project was to evaluate the quality of inpatient acute care provided to Saskatchewan patients from the point of view of patients, and more specifically, to collect information to assist each RHA to improve patients' experiences with care. RHAs also wanted information to help identify local best practice sites.

Survey Topics: The survey covered a range of topics relating to acute hospital care, including: patient information and education, coordination of care, continuity of care, emotional support, hospital staff and pain management.

Method: Randomly chosen patients who received inpatient care between September 2004 and March 2005 received the survey by mail—with the exception of patients who had deceased, patients who requested their names not be released, patients between the ages of 12-16 years of age, and newborns.

Results: The tables presented in this document summarize the preliminary results for the province as a whole as well as for SHR patients. Indicator scores were calculated based on the percentage of patients that responded either 'very good/excellent' or 'yes, definitely' to the individual survey questions. Arrows indicate a group that was either significantly lower or higher than the provincial overall scores on that indicator.

Table 1 – Quality of Hospital Care Indicator Descriptions

Indicator	What does this mean?	Lower scoring groups	Mean, Range in SK	Higher scoring groups
Overall Care Rating	The percentage of patients rating the overall care received at the hospital as very good or excellent%	<12 & 17-39 year olds, Indian/Inuit/ Métis	76%, 61%-85%	HRHA, SCRHA, Community Hospitals
Overall Doctor Care	The percentage of patients rating overall care received by doctors as very good or excellent%	Indian/Inuit/ Métis	77%, 61%-83%	FHRHA, HRHA, KTRHA, Community Hospitals
Trust in Nurses	The percentage of patients that indicated they always had trust and confidence in the nurses treating them	Females, <12 & 17-39 year olds, Indian/Inuit/ Métis	75%, 71%-86%	FHRHA, HRHA, Community Hospitals
Overall Pain Control	The extent to which patients felt hospital staff always did everything they could to control patients' pain	Females, 17-39 year olds, Indian/Inuit/ Métis	77%, 70%-86%	HRHA, Community Hospitals
Suffered Medical Error	Patient's perception of whether they or their family members suffered personal harm or injury due to a medical error or mistake	<12 & 17-39 year olds, Indian/Inuit/ Métis	3%3%, 0%9-6%8%	No differences across regions
Responsiveness	Availability of staff and services, waiting time, continuity of care, pain control	<12 year olds	84%, 82%-89%	FHRHA, HRHA, KTHRA, SCRHA, Community & District Hospitals
Communication	Understandable explanations, patients ability to discuss anxieties, discharge planning communications	None	75%, 74%-80%	FHRHA, HRHA, KTRHA, PAPERHA, Community & District Hospitals
Respect & Courtesy	Enough say about treatment, treated with respect	None	86%, 82%-90%	FHRHA, HRHA, KTRHA, SCRHA, Community, & District Hospitals
Overall Impressions	Overall perceptions of care received, confidence and trust in doctors and nurses	<12 & 17-39 year olds, Indian/Inuit/ Métis	86%, 81%-90%	FHRHA, HRHA, KTRHA, Community Hospitals

Table 2 – Overall Indicator Scores Provincially by Groups

	Overall Care	Overall Doctor Care	Trust in Nurses	Overall Pain Control	Suffered Medical Error	Responsiveness	Communication	Respect & Courtesy	Overall Impression
Overall Saskatchewan	76%	77%	75%	77%	3.3%	84%	75%	85%	86%
Best Practice SK	HRHA 85%	FHRHA 83%	HRHA 86%	HRHA 86%	-	HRHA 89%	HRHA 80%	HRHA 90%	HRHA 90%
Age									
<12	70%↓	77%	68%	78%	5.3%	82%↓	77%	84%↓	83%↓
17-39	71%↓	75%	65%↓	72%↓	4.0%	82%↓	75%	85%↓	83%↓
40-65	79%	78%	76%	79%	2.7%	85%↑	77%	87%↑	87%
>65	78%	76%	82%↑	80%	2.4%	87%↑	76%	87%↑	88%↑
Sex									
M	78%	77%	80%	80%	2.9%	86%↑	78%↑	87%	87%↑
F	75%	76%	74%	76%↓	2.9%	85%	76%	86%	86%
Ethnicity									
White	77%	78%↑	77%↑	79%	2.7%	85%↑	76%	87%↑	87%
Indian/Inuit/Metis	67%↓	69%↓	70%	70%↓	5.7%	82%↓	75%	81%↓	83%↓
Other	77%	71%	76%	74%	0.9%	84%	77%	84%	85%
Education									
High School or less	76%	76%	78%	78%	2.4%	86%↑	76%	86%	87%
College or greater	78%	80%↑	72%	76%	3.5%	84%	76%	87%	86%
Health Regions									
CRHA	67%↓	69%↓	73%	73%	3.1%	82%↓	74%	84%↓	81%↓
FHRHA	79%	83%↑	79%↑	80%	2.3%	87%↑	77%↑	88%↑	89%↑
HRHA	85%↑	81%↑	86%↑	86%↑	0.9%	89%↑	80%↑	90%↑	90%↑
KTRHA	80%	81%	78%	78%	2.3%	87%↑	79%↑	88%↑	88%↑
NORTH	61%↓	61%↓	71%	70%	6.8%	83%	77%	82%↓	82%↓
PNRHA	77%	78%	72%	74%	3.8%	83%	76%	86%	84%
PAPRHA	79%	79%	78%	78%	4.6%	86%	79%↑	87%	87%
RQRHA	75%	77	75%	75%	3.5%	84%	74%	85%	86%
SHR	76%	75%	73%	78%	3.7%	83%	75%	86%	86%
SCRHA	81%↑	77%	76%	78%	1.7%	87%↑	76%	88%↑	87%
SUNRISE	71%↓	70%↓	74%	80%	not asked	84%	74%	84%↓	85%↓
Hospital Type									
Community	84%↑	80%↑	83%↑	84%↑	0.8%	89%↑	79%↑	88%↑	89%↑
Northern District	61%↓	61%↓	71%	70%	6.8%	83%	77%	82%↓	82%↓
Regional	79%	78%	76%	78%	2.5%	86%↑	77%↑	87%↑	87%
Provincial	73%↓	76%	74%	76%↓	3.8%	83%	76%	85%	84%↓
	73%	75%	73%	76%	3.9%	82%↓	74%	85%	86%

Table 3 - Factors Influencing Patient's Experience of Care

Category	Indicator				
	Overall Rating of Care	Overall Doctor Care	Trust in Nurses	Pain Control	Suffered Medical Error
Overall SHR	75.8	75.2	72.8	78.1	3.7
Gender					
Male	82.8	73	78.6	79.8	4.1
Female	71	76.7	68.9	77.2	3.5
Age Group					
<12	76.5	76.5	58.8	75	7.7
17-39	69	72.7	60.2	71.1	2.5
40-65	77.1	77.3	70.3	77.2	4.3
>65	77.3	74.5	80.2	83.3	3.5
Ethnicity					
White	76.8	76.1	73.6	78.8	3.5
Indian/ Inuit / Metis	67.6	70.6	67.6	70.4	3.6
Other	76.5	64.7	58.8	87.5	0

Table 4 – Dimensions of Care

Category	Indicator			
	Responsiveness	Communication	Respect & Courtesy	Overall Impressions
Overall SHR	83.1 (81.8,84.4)	74.9 (73.1,76.7)	86.0 (84.8,87.1)	86.3 (85.0,87.6)
Gender				
Male	84.8 (82.8,86.8)	76.6 (73.9,79.2)	86.7 (84.8,88.7)	87.7 (85.6,89.7)
Female	82.0 (80.4,83.7)	73.7 (71.3,76.2)	85.5 (84.0,86.9)	85.3 (83.6,87.0)
Age Group				
<12	77.7 (70.7,84.7)	76.7 (65.2,88.2)	84.7 (77.7,91.7)	83.0 (74.4,91.5)
17-39	79.6 (76.4,82.8)	74.2 (70.5,78.0)	84.8 (82.2,87.3)	82.6 (79.2,86.1)
40-65	82.9 (80.5,85.3)	75.8 (72.7,78.8)	86.2 (83.9,88.4)	86.1 (83.6,88.5)
>65	85.0 (83.2,86.7)	74.4 (71.5,77.2)	86.4 (84.7,88.0)	87.9 (86.3,89.6)
Ethnicity				
White	83.4 (82.1,84.8)	75.3 (73.4,77.2)	86.6 (85.5,87.8)	86.6 (85.3,87.9)
Indian/ Inuit / Metis	82.1 (75.7,88.6)	73.5 (65.0,82.0)	80.3 (72.5,88.1)	83.2 (75.5,90.9)
Other	79.9 (74.5,85.2)	64.5 (53.1,75.9)	82.6 (75.9,89.2)	84.7 (77.3,92.1)

Table 5 – Quality Improvement Indicators

QI Hub	Indicator				
	Overall Rating of Care	Overall Doctor Care	Trust in Nurses	Pain Control	Suffered Medical Error
Facility					
Saskatoon City	75.6	78.4	69.9	74.2	4
St. Paul	77	76.1	77	81.4	3.7
RUH	71.8	71.8	70.5	75.8	4
Community	89.3	78.9	80.4	90.9	1.9

Table 6 – Dimensions of Care by Facility

QI Hub	Indicator			
	Responsiveness	Communication	Respect & Courtesy	Overall Impressions
Facility				
Saskatoon City	85.1 (82.7,87.6)	76.2 (72.6,79.9)	87.7 (85.7,89.8)	88.0 (85.8,90.3)
St. Paul	84.3 (81.4,87.2)	74.0 (69.7,78.4)	85.6 (82.8,88.4)	85.9 (82.7,89.0)
RUH	79.7 (77.7,81.7)	74.2 (71.5,76.9)	84.2 (82.3,86.0)	84.8 (82.8,86.9)
Community	89.3 (86.2,92.4)	76.5 (71.2,81.8)	89.7 (86.6,92.8)	88.5 (84.7,92.2)

Table 7 - Questions by Dimension of Care

Responsiveness	Excellent/ Yes	Very Good	Good/ Sometimes /Somewhat	Fair	Poor/No
Organization of admission process	80.2	n/a	18.3	n/a	1.5
Long Length of time waited to get to room	8.7	n/a	15.2	n/a	76.2
One doctor in charge of care	85.7	n/a	n/a	n/a	14.3
Availability of doctor	22.8	31.5	27.8	13.4	4.5
Availability of nurses	28.4	37.1	23	9.1	2.3
Doctors/nurses explained things differently	1.5	n/a	23.6	n/a	74.9
Ease of finding someone to talk to	50.4	n/a	40.4	n/a	9.2
Got bathroom help in time	73.6	n/a	21.7	n/a	4.6
Wait time after call button reasonable	68.3	n/a	25.9	n/a	5.7
Scheduled tests/procedures were on time	62.1	n/a	28.7	n/a	9.1
Received all services needed	73.1	n/a	22.9	n/a	4.1
Rate how doctors/nurses worked together	29.4	40.7	22.6	5.7	1.6
Minutes taken to get help after pushing call button	0-5	6-10	11-15	16-30	>30
	0.8	3.8	13.6	56	25.8
Minutes taken to get pain medicine	0-5	6-10	11-15	16-30	>30
	5	9	19.4	40.8	25.8
Staff did everything to control pain	78.1	n/a	17.5	n/a	4.4
Amount of pain medicine received	Right Amount		Too much		Too Little
	90.9		0.6		8.6
Communication	Excellent/ Yes	Very Good	Good/ Sometimes /Somewhat	Fair	Poor/No
Explained reason for wait in going to room	58.5	n/a	n/a	n/a	41.5
Doctor answered questions understandably	68.2	n/a	27.5	n/a	4.4
Doctor discussed anxieties/fears	60.5	n/a	30.9	n/a	8.6
Nurses answered questions understandably	70.8	n/a	26	n/a	3.2
Nurses discussed anxieties/fears	50.7	n/a	41.9	n/a	7.4
Family talked with Doctor enough	54	n/a	29.8	n/a	16.1
Amount of information given to family	Right Amount	n/a	Too much	n/a	Too Little
	83.8		0.3		15.9
Explanation of test results were understandable	65.6	n/a	28.9	n/a	5.5

Staff discussed purpose of home medicines	80.5	n/a	14.1	n/a	5.4
Discussion of medication side effects	50.2	n/a	21.8	n/a	28
Discussion of what danger signals to watch for	58.6	n/a	27.2	n/a	14.3
Discussion of when you could resume normal activities	57.8	n/a	20.3	n/a	21.9
Family had enough recovery information	55.5	n/a	26.9	n/a	17.6
Knew who to call with questions	92.6	n/a	n/a	n/a	7.4
Received enough follow-up care information	65.5	n/a	28.9	n/a	7.3
Respect & Courtesy	Excellent/ Yes	Very Good	Good/ Sometimes /Somewhat	Fair	Poor/No
Courtesy of admission staff	38	39.6	19.3	2.3	0.8
Doctors talked in front of you	2.5	n/a	10	n/a	87.5
Courtesy of doctor	38.4	41.1	16.1	3.1	1.4
Nurses talked in front of you	1.7	n/a	10.7	n/a	87.6
Courtesy of nurses	32.9	41.1	19.1	6.2	0.8
Enough say about treatment	56.1	n/a	37	n/a	6.8
Treated with respect/dignity	78.9	n/a	19.9	n/a	1.2
Respected culture/lifestyle	85.2	n/a	13	n/a	1.7
Overall Impressions					
Confidence/trust in doctor	80.8	n/a	17.9	n/a	1.4
Rate overall doctor care	39.4	35.8	17.7	5.8	1.3
Confidence/trust in nurses	72.8	n/a	26.4	n/a	0.8
Rate overall care received	36.2	39.5	18.6	4.7	1
Would recommend facility for hospital stay	70.1	n/a	27.6	n/a	2.3
Other	Excellent/ Yes	Very Good	Good/ Sometimes /Somewhat	Fair	Poor/No
Injury or harm due to medical error or mistake	3.7	n/a	n/a	n/a	96.3
Rate transition from hospital to home care	32.1	n/a	59.1	n/a	8.8
Quality of food	8.6	19.3	34.4	25	12.7
Condition of room/hospital environment	22.2	38	29.3	7.5	3.1

Demographics

Table 8 - Facility Representation in Sample

Facility	Frequency (N)	Percent of total sample (%)
St. Elizabeth	25	4.7
Lanigan	6	1.1
Rosthern	12	2.3
Saskatoon City	135	25.4
St. Paul	117	22
RUH	218	41
Wadena	1	0.2
Wakaw	10	1.9
Watrous	2	0.4
Wynyard	6	1.1

Table 9 – Demographic Characteristics

	Frequency	Percent
Gender		
male	216	40.6
female	316	59.4
Age Group		
<12	17	3.2
17-39	89	16.7
40-65	173	32.5
>65	253	47.6
Ethnicity		
White	459	90
Indian/ Inuit/ Métis	34	6.7
Other	17	3.3
Education Level		
Public school	117	24.1
High school	170	35
College, trade, or technical school	113	23.3
University undergraduate degree	51	10.5
Post university/graduate education	35	7.2
Rate Health		
poor	32	6.2
fair	102	19.9
good	207	40.4
very good	138	26.9
excellent	34	6.6
Number of hospitalizations		
Only this time	356	69.1
This time and one other time	89	17.3
This time and more than one other time	70	13.6

