

## **Q&A Hospital Experiences Survey 2018**

### **What is the Horizon Hospital Experiences Survey?**

Horizon Health Network is committed to providing the best possible health care and wants to ensure its care and service aligns with the needs, desires, beliefs and cultural sensitivities held by patients and their family members. In order to better serve and understand the needs of their patients and their families, Horizon welcomes their opinions. Results from this survey will be used as a measure to evaluate targeted patient and family centred care initiatives.

### **Who is doing the Horizon Hospital Experiences Survey?**

Horizon Health Network is implementing the Hospital Experiences Survey.

### **Who is being selected to take part in this Survey?**

All medical, surgical, obstetrics, rehabilitation, mental health and pediatric patients who have been discharged from a Horizon acute-care hospital facility or the Stan Cassidy Centre for Rehabilitation during Jan 22 – March 2, 2018, will be provided a survey before they leave the hospital. Patients must have spent at least one night in the hospital.

### **How will I know if I have been selected?**

Patients selected to participate in the survey will be provided a survey before they leave the hospital by either a Volunteer or a staff member. Patients may complete the survey prior to leaving the hospital or at home after discharge.

If patients complete the survey prior to leaving the hospital, they can place the completed survey in the self-addressed envelope and return it to the nursing unit. The staff will forward the completed survey in the sealed envelope through the hospital mail service.

If patients choose to complete the survey at home, they can return the completed survey in a pre-paid envelope by March 16th, 2018.

### **If I participate, is my information confidential and private?**

Yes, your response to the survey will be completely confidential. The survey is anonymous and patients are asked to not write their name on any of the pages. In order to track hospital experiences by hospital however, your survey will have the name of the facility on it. This information will not identify you and will be used only to report survey results to a particular hospital facility.

**Will the results of the Hospital Experiences Survey be available to the public?**

Yes, the overall Horizon and area results will be published on the Horizon Health Network website.

**Is the survey bilingual?**

Yes the survey is available in both English and French.

**What kind of questions does the survey ask?**

The survey will ask questions about your recent hospital stay and the care you received from staff while in the hospital.

**How long will it take to complete the survey?**

Your opinions are important to us and we do hope you will take a few moments to fill out the survey. It may take you 5 to 8 minutes to complete. Your experiences will help us evaluate the performance of the hospitals within Horizon Health Network.

**What if I don't want to participate?**

The survey is completely voluntary, and your feedback is appreciated. We do hope you take a few moments and fill out the survey. Your experiences will help us evaluate the performance of the hospitals within Horizon Health Network. Your hospital, doctor or staff will **not** find out if you choose to complete or not complete a survey. If you have any concerns or questions, please call 1-855-661-0661.

**If I have questions, who do I contact?**

If you have any questions or concerns, please call 1-855-661-0661.