



The Patient's View

Emergency Department

**How did you feel about the quality of these services?
Please fill in one circle per question. Family members may have additional or different observations than the patient.
Feel free to have family members assist with filling out the survey.**

1. Overall, how would you rate the care and service you received in the Emergency Department?
 Excellent Good Poor
2. Was the Triage Nurse who first asked you about your condition helpful?
 Definitely Somewhat Not at all
3. How long did you wait in the waiting room? (Please answer in hours and minutes to the best of your recollection.)

		Hour(s)			Minute(s)
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Example: If you waited from 1:00 PM to 2:30 PM, you would show 1 Hour(s)
30 Minute(s)

4. While you were in the waiting room, did a health care professional check on you?
 Regularly Not often enough Not at all
5. Once you were taken to an examining room, how long did you wait to be seen by a doctor?

		Hour(s)			Minute(s)
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Example: If you waited from 1:00 PM to 2:30 PM, you would show 1 Hour(s)
30 Minute(s)

6. Overall, how satisfied were you with the amount of time it took until you were treated?
- Very satisfied
 - Somewhat satisfied
 - Somewhat dissatisfied
 - Very dissatisfied
7. Did you feel that the Nurses treated you with respect and dignity during your stay?
- Always
 - Sometimes
 - Not at all
8. Did you feel that the Physician *or Nurse Practitioner* treated you with respect and dignity during your stay?
- Always
 - Sometimes
 - Not at all
9. Did you feel that the other hospital staff treated you with respect and dignity during your stay?
- Always
 - Sometimes
 - Not at all
10. Were you given clear information about what was being done to help you (e.g., tests, medical procedures)?
- Completely clear
 - Not clear at all
 - No information was given
11. Were you given clear information about your health condition?
- Completely clear
 - Not clear at all
 - No information was given
12. Were questions you asked about your care well received by staff?
- Yes
 - No
13. Were you given clear information about what you should do for follow-up care when you left to go home?
- Completely clear
 - Not clear at all
 - No information was given

14. Did you feel that your family/friends were welcome to be with you throughout your stay in Emergency?
- Completely
 - Not at all
 - Does not apply
15. Did the staff respect the involvement of your family/friends?
- Completely
 - Not at all
 - Does not apply
16. Did you have pain? (*If no, skip to question 20.*)
- Yes
 - No
17. Did you receive nurse-initiated pain control at triage?
- Yes
 - No
18. Once you saw the Physician, was your pain well controlled?
- Always
 - Sometimes
 - Not at all
19. Did the hospital staff do everything they could to help you with your pain?
- Always
 - Sometimes
 - Not at all
20. Did you have confidence in the skills (e.g.: thoroughness, carefulness) of the doctors that treated you?
- Completely
 - Somewhat
 - Not at all
21. Did you have confidence in the skills (e.g.: thoroughness, carefulness) of the Nurses that treated you?
- Completely
 - Somewhat
 - Not at all
22. Did you have confidence in the skills (e.g.: thoroughness, carefulness) of the other hospital staff that treated you?
- Completely
 - Somewhat

23. Time of day you arrived in the Emergency Department.

- 7:30 AM to 3:30 PM 3:31 PM to 11:30 PM
 11:31 PM to 7:30 AM

24. Day of week that you arrived at the Emergency Department?

- Sunday Monday Tuesday Wednesday
 Thursday Friday Saturday

25. Patient's age:

- Under 18 yrs 19-35 yrs 36-50 yrs
 51-64 yrs 65-79 yrs 80+ yrs

26. Who filled out this questionnaire?

- Patient
 Family member or friend
 Patient with assistance

27. How did you feel about the physical environment (noise, cleanliness, privacy, etc.)?

28. Please share with us any additional comments, concerns or suggestions

If you would like to discuss your experience, leave your name and phone number _____ or call Patient Relations at 477-3419. Your comments do matter to us. Please leave this completed survey in the box on your way out, or mail it back to us: Patient Relations, Victoria General Hospital, 2340 Pembina Highway, Winnipeg R3T 2E8. **Thank you!**