



Compliments and Concerns

Nov. 29, 2016

Every day, Nova Scotia Health Authority receives feedback from patients, clients, families and community partners. We want to build pride in our service successes and learn from the concerns that patients, families, clients and community partners express to us about our approach to service. That's why we've created the Compliments and Concerns feature, which we will update regularly. If you have a compliment or concern you'd like to share (with all identifiers removed), please email NSHAnews@nshealth.ca.

This week's compliment:

A patient recently wrote the following letter to acknowledge the exceptional work of Toni Thompson, Colchester East Hants Health Centre.

"Having spent several stays at the hospital, one person has stood out as doing their job very well. She helped me so much after my stroke with her heading up the physio team.

"Next time in was after a leg amputation and the rehabilitation for going home. This same person was now in charge of the transition of patients back to their homes. Once again this person did an amazing job. The transition was smooth with no hitches.

"This person is Toni Thompson and deserves all the praise we can heap on her, we are so grateful for her devotion to her patients."

This week's concern:

When someone shares a concern about our area of work, it can be uncomfortable. Sometimes, we may even feel defensive. However, if we can look beyond what seems like (or is) criticism, we can find opportunities for improvement that will serve us - and our patients, clients, families and colleagues - well going forward.

We encourage you to share the types of concerns you're hearing from patients, clients and families so that we can all learn from them. Please email NSHAnews@nshealth.ca