



## Patient Experience Survey Results 2017-18

Acute Care Inpatient  
Acute Care Ambulatory  
Oncology Outpatient (Ambulatory)  
Long Term Care  
Mental Health and Addictions  
Primary Health Care

## Introduction

Patient Experience Surveys were administered throughout NSHA in the 2017-18 fiscal year. The surveys were administered in six program areas: Cancer Care; Long Term Care; Acute Care Inpatient; Acute Care Ambulatory; Primary Health Care; and Mental Health and Addictions. NSHA has reviewed the results of the surveys and has begun to share the results with programs, zones, and teams. Where performance is less favourable, action plans will be developed.

## Acute Care Inpatient Results

The survey results are assessed across five dimensions: Overall Assessment; Accessing and Coordinating Services; Sharing Information, Communication and Education; Services Received from Healthcare Professionals; and Respecting your Values, Needs and Preferences.

The average of all dimensions resulted in an overall patient experience score of 87.5%. Only *Services Received from Healthcare Professionals* maintained a dimension score of over%. *Respecting your Values, Needs and Preferences* and *Sharing Information, Communication and Education* saw their overall scores drop this year while *Overall Rating of the Hospital* and *Hospital Environment* had increased scores. Questions 25 through 28 were not repeated in the 2018 round of the survey and as such do not have data to compare to the previous survey administration. Table 1 presents the results by dimension, Table 2 provides more detailed information, including results by question.

Table 1. Patient Experience Survey Results by Dimension

Dimensions	% Positive* 2017	% Positive* 2018
Overall Rating of the Hospital	87.0%	89.2%
Hospital Environment	86.3%	87.1%
Sharing Information, Communication and Education	83.2%	77.9%
Services Received from Healthcare Professionals	91.9%	93.6%
Respecting your Values, Needs and Preferences	93.7%	89.5%

### Response Notes:

\*Responses of “Don’t know/Don’t Remember/Not applicable” or “I never pressed the call button” have been excluded from each calculation.

% Positive for Qs 1-17 was calculated as the # of “Always” + “Usually” /# of valid responses

% Positive for Q19 and Q20 was calculated as the # of “Yes” /# of valid responses

% Positive for Q21 was calculated as the % who answered 8, 9 or 10.

% Positive for Q22 was calculated as the # of “Definitely Yes” + “Probably Yes” /# of valid responses

% Positive for Qs 23-29 was calculated as the # of “Agree Strongly” + “Agree” /# of valid responses.

Table 2. Patient Experience Survey Results by Dimension and Question

Dimensions	Survey Question*	% Positive* 2017	% Positive* 2018
Overall Rating of the Hospital	Q22. Would you recommend this hospital to a family member or friend?	94.6%	95.8%
	Q21. Using any number from 0 to 10...what number would you use to rate this hospital during your stay?	79.5%	82.6%
Hospital Environment	Q8. During this hospital stay, how often were your room and bathroom kept clean?	89.3%	89.7%
	Q9. During this hospital stay, how often was the area around your room quiet at night?	83.4%	84.5%
Sharing Information, Communication and Education	Q16. Before giving you any new medicine, did healthcare professionals tell you what the medicine was for?	89.4%	90.6%
	Q17. Before giving you any new medicine, did healthcare professionals describe possible side effects in a way you could understand?	72.1%	72.0%
	Q19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have to the help you needed when you left the hospital?	81.5%	80.4%
	Q20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	66.0%	68.6%
	Q27. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health?	94.4%	
	Q28. When I left the hospital, I clearly understood the purpose for taking each of my medications.	95.9%	
Services Received from Healthcare Professionals	Q1. During this hospital stay, how often did nurses treat you with courtesy and respect?	96.6%	97.2%
	Q2. During this hospital stay, how often did nurses <b>listen carefully to you?</b>	94.2%	94.5%
	Q3. During this hospital stay, how often did nurses explain things in a way you could understand?	93.7%	93.8%
	Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	87.9%	90.6%
	Q5. During this hospital stay, how often did doctors treat you with courtesy and respect?	97.1%	97.7%
	Q6. During this hospital stay, how often did doctors <b>listen carefully to you?</b>	94.9%	94.7%
	Q7. During this hospital stay, how often did doctors explain things in a way you could understand?	94.2%	94.4%
	Q11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	82.2%	84.5%
	Q13. During this hospital stay, how often was your pain well controlled?	92.5%	93.6%
	Q14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?	94.8%	95.3%
	Q25. Healthcare professionals provided me and my family or caregiver with emotional support and counselling.	83.2%	
Respecting your Values, Needs and Preferences	Q23/43. The hospital staff took my cultural values and those of my family or caregiver into account	94.6%	89.0%
	Q24/42. The hospital staff consulted me or my family or caregiver in making decisions about my care	92.4%	87.3%

	Q26. The hospital staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left the hospital.	90.9%	
	Q29/44. I feel that my diversity status and that of my family/ caregiver, was respected and valued by staff	96.9%	92.3%

## Acute Care Ambulatory Results

The survey results are assessed across five dimensions: Overall Assessment; Accessing and Coordinating Services; Sharing Information, Communication and Education; Services Received from Healthcare Professionals; and Respecting your Values, Needs and Preferences.

The average of all dimensions resulted in an overall patient experience score of 87.9% for the Acute Care Ambulatory program area. Each dimension, with the exception of *Accessing and Coordinating Services*, scored either slightly below or above 90%. Questions relating to wait times (Q4) and conversations about community supports and services had low percentages of positive answers, resulting in an overall score for *Accessing and Coordinating Services* of slightly above 75%. Table 1 presents the results by dimension, Table 2 provides more detailed information including results by questions.

Table 1. Patient Experience Survey Results by Dimension, for Acute Ambulatory Program Area

Dimensions	% Positive* 2017	% Positive* 2018
Overall Assessment	89.8%	89.4%
Accessing and Coordinating Services	75.3%	75.1%
Sharing Information, Communication and Education	89.9%	91.2%
Services Received from Healthcare Professionals	91.6%	91.3%
Respecting your Values, Needs and Preferences	92.3%	92.7%

### Response Notes:

\*Responses of "Don't know/Don't Remember/Not applicable" have been excluded from each calculation.

% Positive for Qs 2,3, 5-13, 15, 16, 21-26 was calculated as the # of "Agree Strongly" + "Agree" /# of valid responses.

% Positive for Q1 was calculated as the # of "Not at all" + "Somewhat"/# of valid responses

% Positive for Q4 was calculated as the # of "Strongly Disagree" + "Disagree" /# of valid responses

% Positive for Qs 17-20 was calculated as the # of "Always" + "Usually" /# of valid responses

% Positive for Q30 was calculated as the % who answered 8, 9 or 10.

Table 2. Patient Experience Survey Results by Dimension and Question, for Acute Ambulatory Program Area

Dimensions	Survey Question*	%Positive* 2017	%Positive* 2018
Overall Assessment	Q29. I would recommend this program or clinic to receive health services to a family member or friend?	96.8%	97.1%
	Q30. Using any number from 0 to 10...what number would you use to rate this clinic...?	82.7%	81.7%
Accessing and Coordinating Services	Q1. After you were referred, did you have to wait a long time for services to start?	84.1%	84.3%
	Q2. Was it easy to get the appointment data and time you wanted?	88.6%	85.2%
	Q3. Did you receive explanations about how to prepare for my treatment, test or procedure?	93.9%	94.1%
	Q4. After registration, were you kept waiting a long time when you have appointments?	61.3%	63.1%
	Q5. Did staff tell you about the other services and supports available in the community?	48.3%	48.6%
Sharing Information, Communication and Education	Q6. I was given the opportunity to ask questions regarding my condition	95.6%	96%
	Q7. I understood explanations about what to expect during my treatment, test or procedure	95.9%	97.4%
	Q8. Different options available for my health service were explained	77.8%	79.4%
	Q9. Before giving you any new medicine, did healthcare professionals tell you what the medicine was for?	92.6%	95.8%
	Q10. Before giving you any new medicine, did healthcare professionals describe possible side effects in a way you could understand?	82.2%	86%
	Q11. Do you have a good understanding of the things you are responsible for in managing your health?	95.4%	96%
	Q12. Do you have information about whom to contact if you had a problem following your visit?	89.0%	88.9%
	Q13. Did you feel you could provide feedback regarding the care you received?	90.3%	89.7%
Services Received from Healthcare Professionals	Q15. Healthcare professionals provided me and my family or caregiver with emotional support and counselling.	84.9%	82.9%
	Q16. Healthcare professionals showed care and concern towards me	96.1%	95.9%
	Q17. How often was your pain well controlled?	85.0%	84.8%
	Q18. How often did you feel you were treated with courtesy and respect?	96.3%	96.4%
	Q19. How often did health professionals listen carefully to you?	93.1%	93.6%
	Q20. How often did healthcare professionals explain things in a way you could understand?	94.4%	94.4%
Respecting your Values,	Q21. Healthcare professionals consulted me or my family or caregiver in making decisions about my care	93.6%	94%

Needs and Preferences	Q22. Staff took my cultural values and those of my family or caregiver into account	92.7%	93.4%
	Q23. I was given enough privacy when discussing issues or treatment with staff	95.9%	95%
	Q24. I felt I could refuse a health service	90.3%	92.4%
	Q25. I knew how to express a complaint if I was dissatisfied with the health services I received	85.3%	84.8%
	Q26. I feel that my diversity status and that of my family/ caregiver, was respected and valued by staff	95.8%	96.6%

### Ambulatory Oncology Program Results

The survey results are assessed across six dimensions: Access to Care; Coordination and Integration of Care; Emotional Support; Information, Education and Communication; Physical Comfort; and Respect for Patient Preferences.

A total of 804 respondents completed surveys and the average of all dimensions resulted in an overall patient experience score of 89%. The overall dimension scores in four of the six dimensions exceeded the goal of 90%, with *Access to Care* and *Emotional Support* scoring below 90%, at 84% and 73% respectively. Within *Access to Care* several individual indicators scored in the high 90s and it was the scores relating to wait times (in waiting room) for treatment that brought the dimension average down. Similarly, within *Emotional Support* several indicators scored extremely high and it was the relatively low scores relating to reaching out to other care providers regarding anxiety that decreased the overall score. Table 1 presents the results by dimension, Table 2 provides more detailed information, including results by question.

Table 1. Patient Experience Survey Results by Dimension, for Ambulatory Oncology Program Area

Dimensions	% Positive* 2017	% Positive* 2018
Access to Care	82%	83.8
Coordination and Integration of Care	92%	91.2%
Emotional Support	76%	73.1%
Information, Education and Communication	91.7%	89.9%
Physical Comfort	98.3%	98.2%
Respect for Patient Preferences	93.3%	94.7%

#### Response Notes:

\*Only valid responses have been included in the calculation of each indicator

\*\*% Positive was calculated as # of “Yes, completely” + “Yes, somewhat”/valid responses.

\*\*\*% Positive was calculated as # of “Always” + “Usually”/# of valid responses.

Table 2. Patient Experience Survey Results by Dimension and Question, for Ambulatory Oncology Program Area

Dimensions	Survey Question*	% Positive* 2017	% Positive* 2018
Access to Care	In the past 6 months, did you receive all of the services you thought you needed for your cancer treatment?***	98%	97.9%
	If you had to wait for IV chemotherapy, do you think your care providers did everything they could to make you feel comfortable?***	98.6%	97.4%
	If you had to wait for your radiation treatment, do you think your care providers did everything they could to make you feel comfortable?***	98.9%	96.2%
	If you had to travel for any tests or treatments, did your care providers consider your travel concerns when planning for your treatment?***	87.9%	86.4%
	After you knew what your treatment was going to be, do you feel you had to wait too long to get your first appointment for treatment? (% No)	83%	83.8%
	How often did you wait longer than expected for your radiation treatment? (This is about time in waiting room) (% Never)	54.2%	61.4%
	How often did you wait longer than expected for your IV chemotherapy treatment? (This is about time in waiting room) (% Never)	56.6%	63.8%
Coordination and Integration of Care	How often did you know what the next step in your care would be?***	91%	90.8%
	How often were your care providers aware of your test results?***	94.6%	94.6%
	How often did you know who to ask when you had questions about your health problems?***	91.5%	91.5%
	How often were your care providers familiar with your medical history?***	91.8%	91.3%
	How often were you given confusing or contradictory information about your health or treatment? (% Never)	79.6%	76.3%
	Do you think the care providers knew enough about therapies for treating cancer?***	98%	98%
	If you had a visit with your family doctor in the past 6 months, did you feel your family doctor knew enough about your cancer care?***	91.7%	89.4%
	Did you know who was in charge of your care for each of your therapies?***	97.9%	97.6%
	Did a care provider go out of his or her way to help you or make you feel better?***	97%	97.2%
Emotional Support	Did you get as much help as you wanted in figuring out how to pay for any extra costs for your cancer care?***	75.9%	73.3%
	Did you get enough information about possible changes in your emotions?***	86.2%	82.1%
	Did you get enough information about possible changes in your sexual activity?***	83.1%	78.4%

Dimensions	Survey Question*	% Positive* 2017	% Positive* 2018
	Did you get enough information about possible changes in your relationship with your spouse or partner? **	75.3%	70.7%
	Were you told of your diagnosis in a sensitive manner? **	95.2%	95.9%
	In the past 6 months, has someone at Alpha Hospital put you in touch with other care providers who could help you with anxieties and fears? (% Yes)	46.1%	43.2%
	When you were first told of your illness, were you referred to a care provider who could help you with anxieties and fears? (% Yes)	50.1%	44.2%
Information, Education, Communication	If you had questions about clinical trials or new treatments for your cancer, did you feel comfortable talking with the staff about them? **	96.7%	94.7%
	Were you given enough information about therapies for treating cancer? **	96.9%	96%
	Did you get enough information about possible changes in your work or usual activities? **	88.9%	87%
	Did your care provider explain why you needed tests in a way you could understand? **	98.8%	98.8%
	After the tests were done, did someone explain the results in a way that you could understand? **	98.4%	98.3%
	Did you get enough information about possible changes in your energy/fatigue level? **	94.2%	92.6%
	If you had to wait for your first consultation appointment with your care providers, did someone explain why? **	72%	69.2%
	Did you get enough information about possible changes in your physical appearance? **	94.7%	92.2%
	Did you get enough information about your nutritional needs? **	90.1%	87.5%
	Did someone discuss different treatments for your cancer with you? **	86.7%	82.9%
Physical Comfort	Do you think your care providers did everything they could to control your pain or discomfort? **	97.4%	97.1%
	Did a care provider tell you how to manage any side effects of IV chemotherapy? **	99.2%	98.9%
	Do you think your care providers did everything they could to help you with your IV chemotherapy side effects? **	99.2%	98.2%
	Do you think your care providers did everything they could to help you with your radiation therapy side effects? **	97.9%	98.1%
	Did a care provider tell you how to manage any side effects of radiation therapy? **	98%	98.7%
Respect for Patient Preferences	Were you involved in decisions about your care as much as you wanted? **	97.4%	97.6%
	Did your care providers treat you with dignity and respect? **	94.5%	99.4%
	Did you feel comfortable talking with your care providers about complementary, alternative, or nontraditional therapies? **	90.9%	89.2%
	Did you feel you could trust your care providers with confidential information? **	92.6%	99.3%



Dimensions	Survey Question*	% Positive* 2017	% Positive* 2018
	Did your care providers take your family or living situation into account in planning for your treatment?***	88.9%	87.2%
	How much opportunity did your care providers give your family or friends to be involved in your care and treatment? (% Right amount)	96.5%	95.5%

### Long Term Care Results

The survey results are assessed across seven dimensions: General Satisfaction; Experience; Communication; Care Provision; Food and Mealtime Experience; Home Environment and Services; and Activities Experience.

The average of all dimensions resulted in an overall patient experience score of 94.7 this year, which is up from 93.9% last year. Each dimension, with the exception of *General Satisfaction*, scored above 90%. Only five individual indicators had percent positive scores below 90%. Questions relating to food variety and quality (Q29 and Q32), overall rating of the home (Q44), respect for diversity status (Q8) and quality of laundry services (Q40) scored between 80.7% and 89.4%. Table 1 presents the results by dimension, Table 2 provides more detailed information, including results by question.

Table 1. Patient Experience Survey Results by Dimension, for Long Term Care Program Area

Dimensions	2017 % Positive*	2018 % Positive*
General Satisfaction	89.4%	87.4%
Experience	96.1%	96.4%
Communication	92.1%	94.8%
Care Provision	94.5%	97.1%
Food and Mealtime Experience	92.6%	94.4%
Home Environment and Services	95.8%	95.5%
Activities Experience	96.8%	97.6%

#### Response Notes:

\*Responses of “Don’t know/Remember/Not applicable” have been excluded from each calculation.

% Positive for all questions except for Q44 was calculated as the # of “Agree Strongly” + “Agree” /# of valid responses.

% Positive for Q44 was calculated as the % who answered 8, 9 or 10.

Table 2. Patient Experience Survey Results by Dimension and Question, for LTC Program Area

Dimensions	Survey Question*	2017 % Positive*	2018 % Positive*
General Satisfaction	Q43. I would recommend this home to family and friends	94.3%	94%
	Q44. Using any number from 0 to 10...what number would you use to rate this home?	84.5%	80.7%
Experience	Q1. Staff treat me with respect	97.0%	99.4%
	Q2. Staff are professional, and able to provide excellent care	94.6%	97.2%
	Q3. Staff say hello to me and address me by my preferred name	95.6%	98.3%
	Q4. Staff respect my privacy	98.0%	98.3%
	Q5. Staff took my cultural values and those of my family/caregiver into account	97.1%	98%
	Q6. I feel safe here	96.5%	95.5%
	Q7. Staff respect my personal belongings	94.4%	95.5%
	Q8. I feel that my diversity status and that of my family/caregiver, was respected and valued by staff	95.5%	89.2%
Communication	Q10. I feel listened to	90.4%	93.4%
	Q11. I have opportunities to discuss my care and well-being with professional staff	91.2%	95.2%
	Q12. I am involved in decisions about my care	93.7%	93.4%
	Q13. I am confident that information about my care is shared with appropriate team members	93.9%	97.1%
	Q14. Communication about changes in my care needs is timely	92.8%	93.8%
	Q15. I know who to contact when I have concerns/questions	90.4%	95.8%
	Q16. I feel comfortable speaking to a staff member about a problem	94.9%	97.1%
	Q17. I feel confident that I will not suffer as a result of having raised concerns	91.2%	94.7%
	Q18. If I raised a concern, I was involved/contacted regarding the outcome	90.3%	92.9%
Care Provision	Q20. Care team members are available when I need them	89.6%	93.1%
	Q21. Staff respond to preferences or suggestions about my care	92.9%	97.5%
	Q22. I have choices regarding care	91.1%	92.9%
	Q23. I am supported when I want to participate in activities that are meaningful to me	98.4%	97%
	Q24. Staff help me with personal care when needed	95.2%	98.8%
	Q25. I am well care for 24 hours a day, 7 days a week	95.9%	98.8%
	Q26. Staff offer treatment when I have pain	96.8%	100%
	Q27. Staff encourage me to do the things that I am able to do myself	95.8%	98.8%
Food and Mealtime Experience	Q28. I receive the help I need to eat and drink throughout the day	97.0%	98.1%
	Q29. There is good variety of foods and drinks offered to me	89.4%	89.4%
	Q30. The dining experience is pleasant	92.9%	97%
	Q31. I get enough to eat and drink	96.0%	99.4%
	Q32. The overall quality of the food & drink is good	87.9%	87.8%
Home Environment and Services	Q33. The home is kept clean	97.0%	97.7%
	Q34. The home is quiet when it should be	95.0%	95.4%
	Q35. The temperature in the home is comfortable	96.0%	92.4%
	Q36. I can get emotional support if I need it	96.8%	98.1%

	Q37. I can access spiritual services in the home	97.3%	99.3%
	Q38. I can get help with financial issues if needed	96.9%	93.3%
	Q39. Staff support me in accessing other health professionals if needed	94.0%	99.3%
	Q40. The laundry services are good	93.9%	88.2%
Activities Experience	Q41. I like the activities provided in this home	95.2%	97%
	Q42. I may choose whether or not participate in activities	98.5%	98.3%

## Mental Health and Addictions Results

The survey results are assessed across four dimensions: Overall experiences; Participation in care; Respect, recovery, and meeting your needs; and Rights as a client. The Mental Health and Addictions program area surveyed patients and clients over two waves on both an inpatient (n = 153, n=162) and outpatient (n = 2068, n=1459) basis; this report includes the results for each care area individually, as well as a combined score.

The average of all dimensions resulted in an overall patient experience score of 76.8% in 2017 and 80.3% in 2018. The overall dimension score for *Respect, recovery and meeting your needs* exceeded the goal of 90% in both waves. For both groups of patients, the score given to understanding medication side effects (65.5% to 84.9%) have kept the *Participation in care* dimension score low. The responses for both patient groups in both waves indicated that knowing how to make a complaint and understanding the right to refuse treatment is low resulting in the *Rights as a client* dimension continuing to have an overall score of below 70%. It is important to note however that scores for both indicators in that dimension have improved between 2017 and 2018. See additional reporting for full results.

Table 1. Patient Experience Survey Results by Dimension, for the Mental Health and Addictions Program Area

Dimensions	% Positive OP 2017	% Positive IP 2017	% Positive Combined 2017	% Positive OP 2018	% Positive IP 2018	% Positive Combined 2018
Overall experiences	80.9%	75.1%	78%	77.7%	79.6%	78.7%
Participation in care	84.6%	73.9%	79.2%	86.4%	82.1%	84.3%
Respect, recovery, and meeting your needs	95.2%	88.6%	91.9%	94.8%	89.2%	92%
Rights as a client	60.5%	56%	58.2%	62.7%	70.1%	66.4%

Table 2. Patient Experience Survey Results by Dimension and Question, for the Mental Health and Addictions Program Area

Dimensions	Survey Question*	% Positive 2017 OP	% Positive 2017 IP	% Positive Combined 2017	% Positive 2018 OP	% Positive 2018 IP	% Positive Combined 2018
Overall Experiences	Do staff support having your family and/or friends involved in your care (OP Q11; IP 14)	72.7%	70.9%	71.8%	67.6%	78.4%	73.0%
	Using any number 0 to 10...what number would you use to rate your experience with this program or service/hospital (OP Q12; IP Q15 )	89.2%	79.4%	84.3%	87.7%	80.9%	84.3%
Participation in care	The staff consulted me or my family or caregiver in making decisions about my care (OP Q2; IP Q4)	88.5%	76.1%	82.3%	86.1%	86.0%	86.1%
	Do you understand your care plan (OP Q3; IP Q5)	83.9%	73.6%	78.7%	82.2%	80.9%	81.6%
	Do staff clearly explain the purpose of medication? (OP Q4; IP Q6)	86.3%	80.3%	83.3%	92.5%	85.2%	88.8%
	Do staff clearly explain the possible medication side effects? (OP Q5; IP Q7)	79.7%	65.5%	72.6%	84.9%	76.2%	80.5%
Respect, recovery, and meeting your needs	Do you feel that you are treated with respect by staff/hospital staff? (OP Q6; IP Q8)	96.7%	90.5%	93.6%	96.2%	90.3%	93.2%
	Do you feel that staff support your improvement and recovery (OP Q7; IP Q9)	94%	87%	91%	93%	88%	91%
Rights as a client	Do you feel that you can refuse treatment (OP Q8; IP Q10)	75.1%	54.3%	64.7%	79.2%	73.3%	76.2%
	Apart from talking to your clinician/nurse, doctor or treatment team do you know to make a complaint with this service/at this hospital? (OP Q9; IP Q11)	45.8%	57.6%	51.7%	46.2%	66.9%	56.6%

## Primary Health Care Results

The survey results are assessed across six dimensions: Overall Assessment; Respecting client values, expressed needs, and preferences; Cultural values and diversity; Sharing information, communication and education; Coordinating and integrating services across boundaries; and Enhancing quality in life in the care environment and in activities of daily living.

The average of all dimensions resulted in an overall patient experience score of 89.6%. Indicator scores in the dimensions of *Overall Assessment*, *Respecting client value, expressed needs, and preferences*, and *Sharing information* were above 90% with the exception of Q20. Across the dimensions that scored below 90%, difficulty getting the health care or advice you needed (Q12), confidence in maintaining changes (Q19) and being encouraged to attend a group, program, or class (Q16), resulted in lower dimension scores despite many indicators showing scores of well above 95%. Table 1 presents the results by dimension, Table 2 provides more detailed information, including results by question.

Table 1. Patient Experience Survey Results by Dimension, for the Primary Health Care Program Area

Dimensions	% Positive 2017	% Positive 2018
Overall Assessment	92.6%	91.0%
Respecting client values, expressed needs, and preferences	94.7%	93.4%
Cultural Values and Diversity	97.1%	95.8%
Sharing Information, Communication and Education	80.3%	90.4%
Coordinating and Integrating Services across Boundaries	81.4%	80.8%
Enhancing Quality in Life in the care environment and in activities of daily living	85.4%	85.8%

Table 2. Patient Experience Survey Results by Dimension and Question, for Primary Health Care

Dimensions	Survey Question	% Positive 2017	% Positive 2018
Overall Assessment	Q20 Rating of Clinic/Program/Service	89.5%	87.3%
	Q21 Recommendation of Clinic/Program/Service	95.7%	94.7%
Respecting client values, needs and preferences	Q2 Health Care Provider Listened	96.4%	95.4%
	Q4 Involved in Decisions About Care	96.1%	94.8%
	Q6 Discuss main goals in caring for your health	91.8%	90.2%
Cultural values and diversity	Q9 Cultural Values taken into account	96.6%	95%
	Q10 Diversity status was respected and valued by clinic/program staff	97.6%	96.7%
	Q3 Explaining of tests and treatment	95.9%	95.1%

Sharing Information, Communication and Education	Q7 Felt you could do recommended treatment (among those had treatment)	72.5%	93.4%
	Q8 Side affects you might get from the medicine (among those who take medicines)	70.8%	90.3%
	Q18 Understand the nature and causes of your health problems (among those with health problems)	81.8%	82.9%
Coordinating and Integrating Services across Boundaries	Q1 Getting through to someone at clinic by phone	92.7%	91%
	Q5 Front Office Staff Helpful	99.1%	98.6%
	Q12 Difficulty getting the health care or advice you needed (% No)	78.3%	73.9%
	Q16 Encouraged to attend group/program or class	55.6%	59.7%
Enhancing Quality in Life in the care environment and in activities of daily living	Q13 Everyday activities will make a difference	92.4%	93%
	Q14 Sticking to treatment will make a difference	97.8%	97.4%
	Q15 Confidence in Ability to Take Care of Your Health	97.4%	96.5%
	Q19 Confidence in Maintaining Changes in Your Health	53.8%	56.5%