

Friday, March 16th

Patient Experience Survey – Assessment Bays – Windsor Regional Hospital

Assessment Bays are a new initiative at Windsor Regional Hospital that aims to reduce the amount of time patients spend in the emergency department and on inpatient floors. We are gathering feedback to further improve this program. Please indicate how you were FEELING at each step of the process. Please put any additional comments at the bottom of the page. Thank you!

How long have you been in the Assessment Bay? _____ hours

In general...

How would you rate the quality of service you have received today?

Not satisfied Neutral Very satisfied

Why did you choose this answer? _____

How would you rate our concern for your privacy?

Not satisfied Neutral Very satisfied

Why did you choose this answer? _____

During your stay in the Emergency Department Rate your satisfaction with...

...how the reason you were going to an Assessment Bay was discussed with you.

Not satisfied Neutral Very satisfied

Why did you choose this answer? _____

...once you were told you were going to an Assessment Bay, did you experience any delays? If so, what were they?

Yes No

Why did you choose this answer? _____

During your stay in the Assessment Bay, rate your satisfaction with...

... your nursing care throughout your stay in the Assessment bay (ie how quickly you received your medications)

Not satisfied Neutral Very satisfied

Why did you choose this answer? _____

...your plan for getting up and moving while you are in the

Why did you choose this answer? _____

Listening to the voice of our patients

Over the next few weeks, students from the Schulich School of Medicine & Dentistry will be speaking to our patients in the Assessment Bay to gather feedback. The students will be looking for feedback regarding their Emergency Department stay, transfer to the Assessment Bay, and their satisfaction in the Bay itself. This process will help the Patient Flow team find additional opportunities for improvement. If you see the students up on the floor, please say hello!

Congratulations and good luck Ben Parent!

The SOP team has been fortunate to have Ben Parent on board as a SOP Coordinator for the past 2.5 years. His expertise and guidance with numerous project teams have been invaluable in helping improve the patient experience at WRH. We are grateful for all his work with us and wish him continued success as he starts his new role at the Windsor Regional Cancer Centre as Manager of Cancer Prevention & Screening.

Keep up the great work Ben!

Have a great weekend!

The SOP Team

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Ben with his favorite treat: a chocolate chip cookie!