





QUALITY PERFORMANCE INDICATORS

SATISFACTION WITH SERVICE









Patient/Resident Satisfaction Surveys

Blind River District Health Centre is dedicated to measuring, monitoring and improving what matters most to our patients about their health care experiences. We appreciate the time taken by the patients and/or families to complete the surveys.




Acute Care

Indicator	Target	Previous Survey	Current Survey 2008
% of Acute Care Patients Rating the Health Centre 8 or higher on a scale of 1-10	80%	No Data 	90% 

Emergency Care

Indicator	Target	Previous Survey	Current Survey 2008/09
Length of stay for minor illness	4 hours Ministry set target	No Data 	1 hour 
Length of stay for major illness	8 hours Ministry set target	No Data 	<3 hours 
% of Emergency Patients Rating Length of stay in the emergency department as good-excellent	80%	No Data 	66% 
% of Emergency Patients Rating satisfaction with services	>95%	No Data 	98.6% 

Patient Satisfaction Survey - Long Term Care

Indicator	Target	Survey 2004	Survey 2008	Survey 2009
% of LTC Residents Rating the Health Centre as good or excellent	>95%	95% 	100% 	100% 

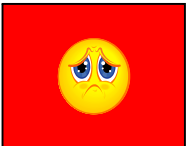
Key for Indicator Results



BETTER THAN TARGET



AT TARGET



NEEDS IMPROVEMENT



UNAVAILABLE