



Patient Experience Survey

January 2017



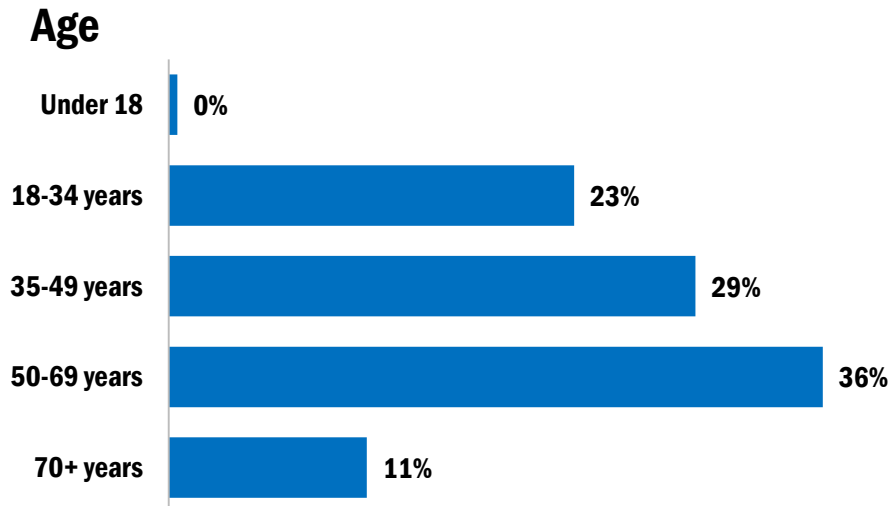
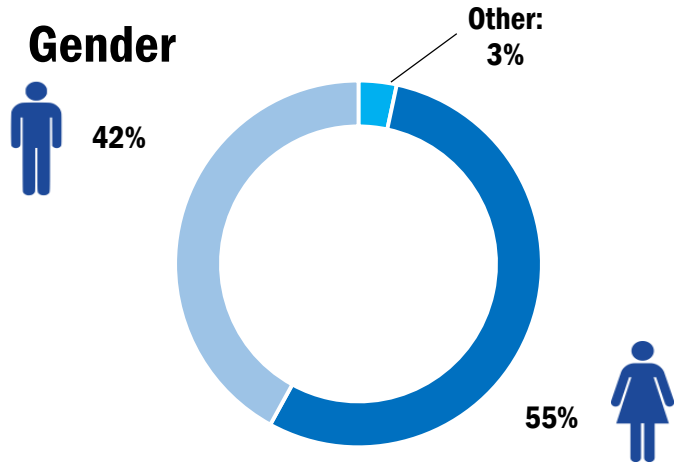
Patient experience is an essential element in evaluating the PCN. Obtaining and monitoring information provided by patients regarding their experiences helps us to acknowledge strengths and identify areas for improvements. Analyzing the patient experience data also allows us to track changes in quality, inspire change and assess PCN outcomes.

A patient experience survey was conducted in 12 member clinics between October and December of 2016. Survey questions addressed patient primary health care experiences along five key dimensions: 1) access, 2) continuity and coordination, 3) communication, 4) comprehensiveness of services, and 5) patient reported impacts with care. The survey also captured basic participant demographics.

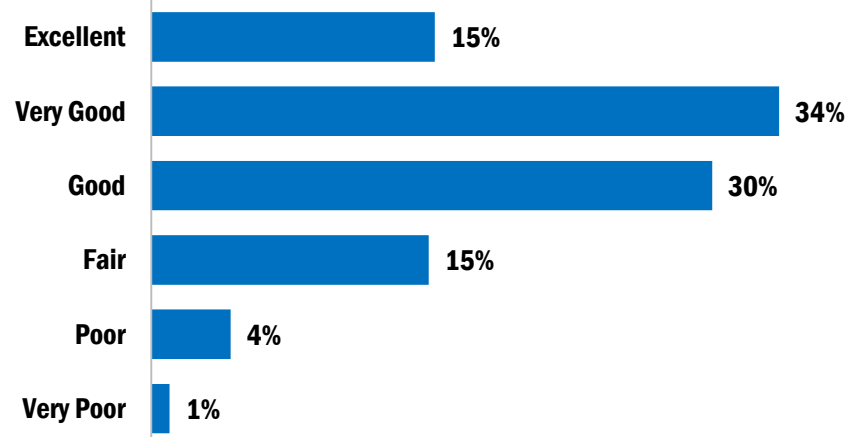
Results in this report represent all Edmonton North PCN clinics surveyed during the same period.

Respondent Demographics

628 Completed Surveys



Health Status

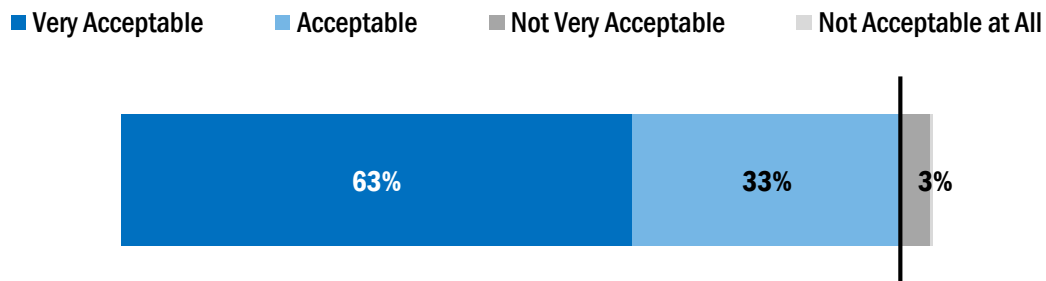


42% of patients were told by their health provider that they had a chronic condition

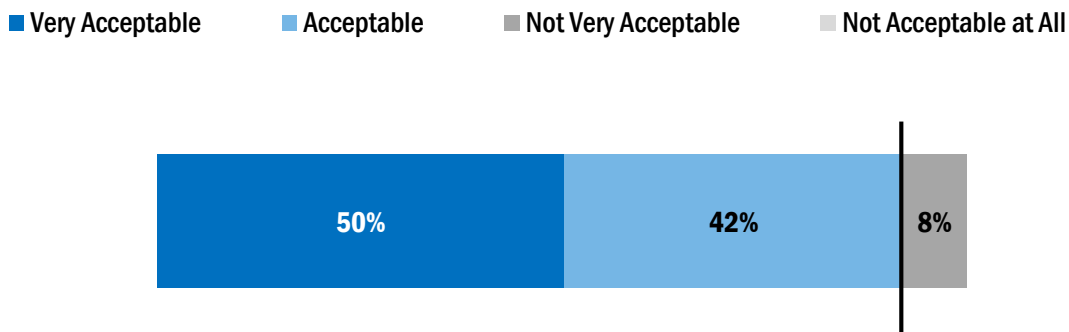
*Chronic conditions may include heart failure, heart disease, diabetes, high blood pressure or hypertension, chronic obstructive pulmonary disease (COPD), asthma, and chronic renal failure

Access

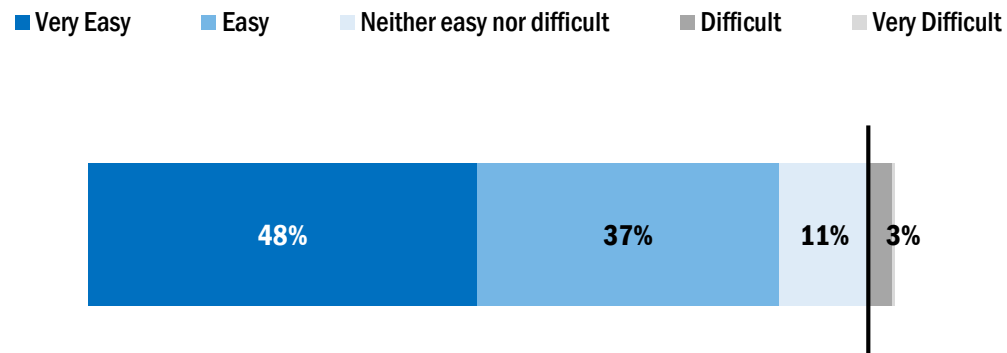
Acceptability of wait time between making appointment and visit



Acceptability of the wait time to see a health provider upon arriving at the clinic

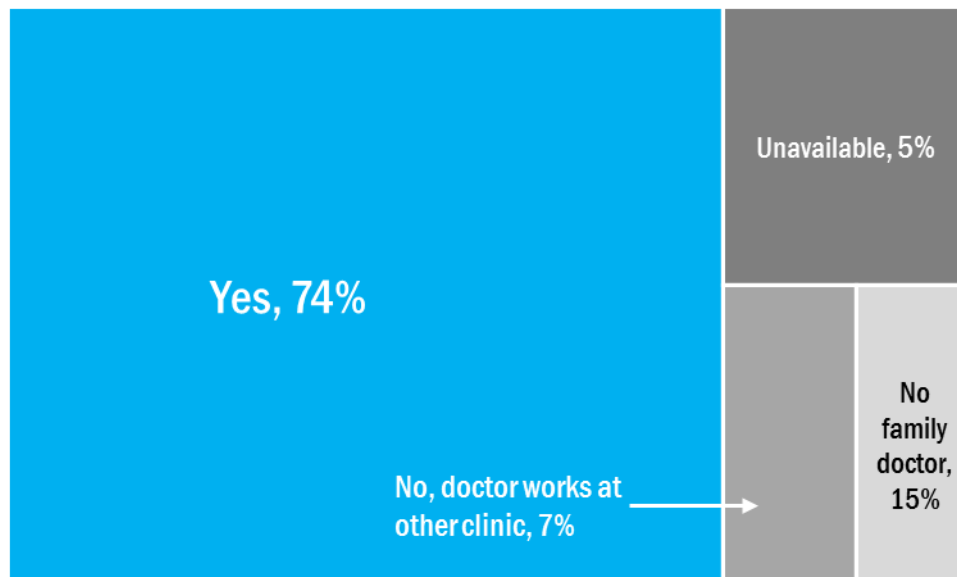


Degree of difficulty for patients getting the care they need when they need it



Continuity and Coordination

Did you see your family doctor at your visit today? (i.e. the doctor they see most for their health care needs)



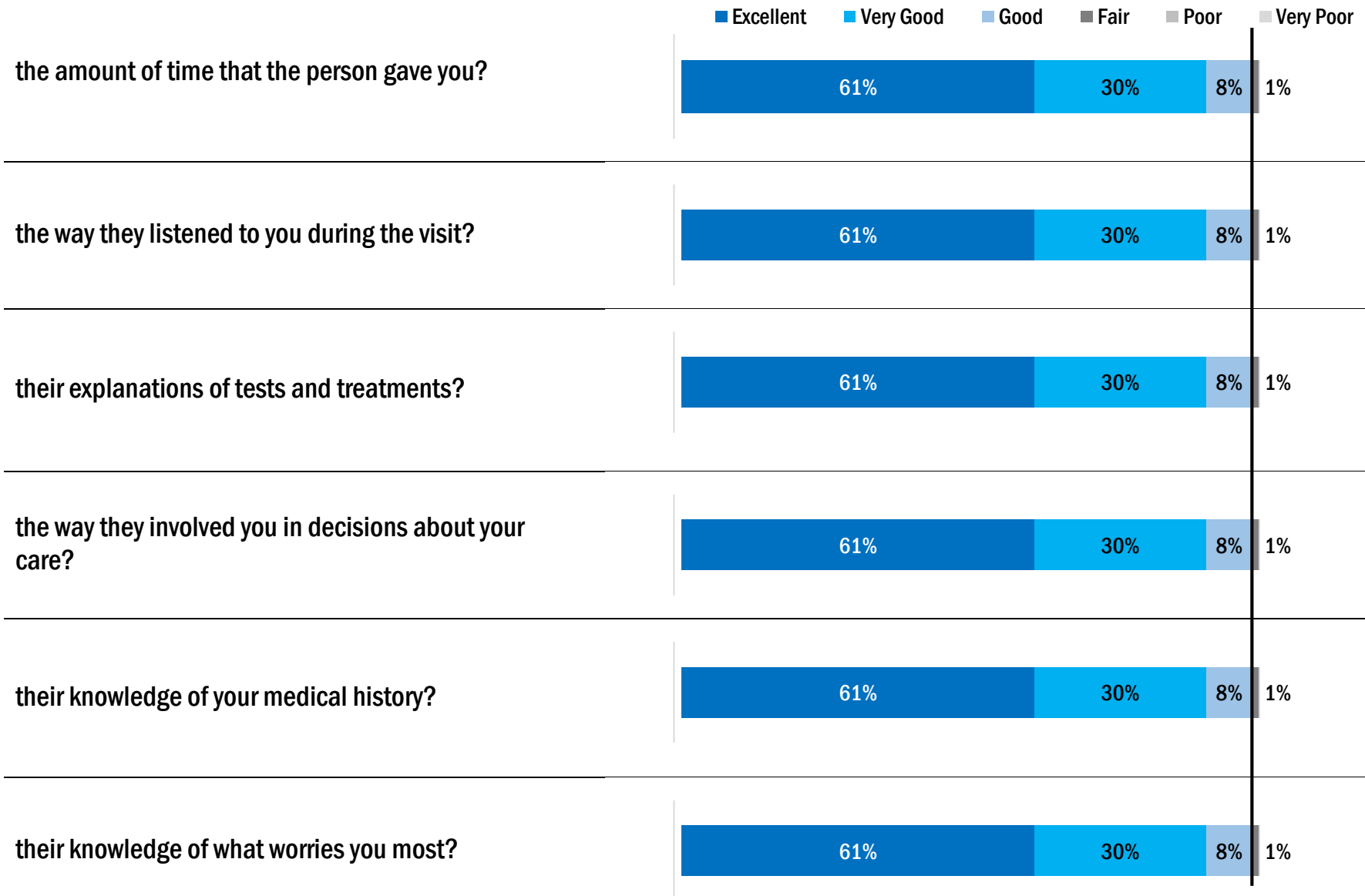
549 (89%) patients reported **regularly** visiting the clinic for their health needs

66 (11%) patients reported **not regularly** visiting the clinic for their health needs



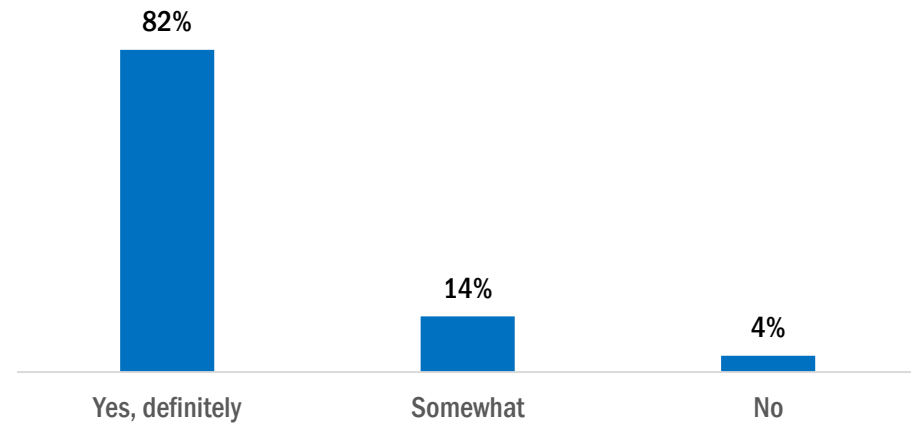
Interpersonal Communication

Thinking about the health provider you saw during your visit today, how would you rate...?

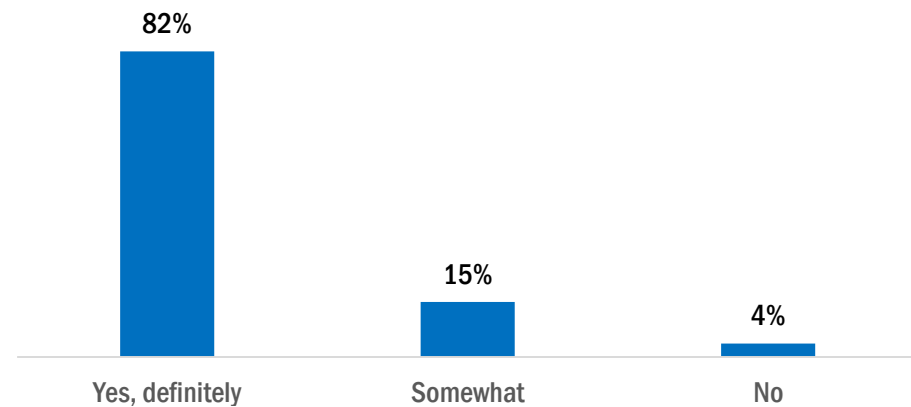


Interpersonal Communication

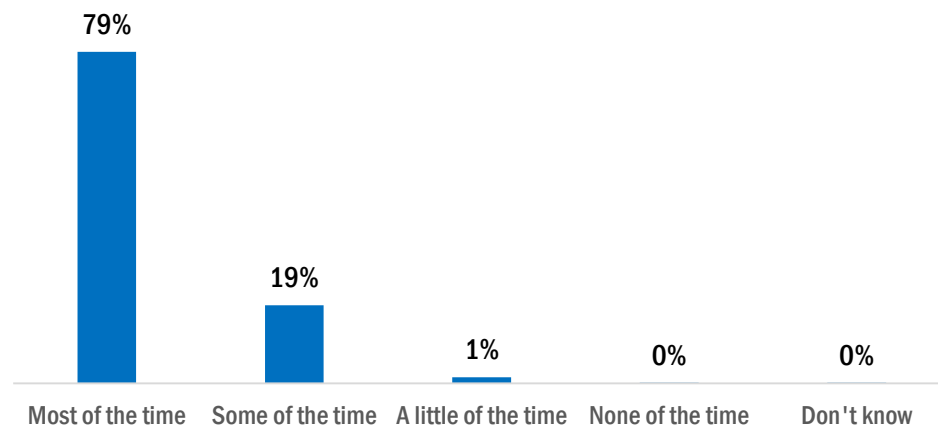
Did your health care provider discuss your main goals or priorities in caring for your health?



Over the past 12 months, were you helped to make a treatment plan that you could carry out in your daily life? [For patients who had a chronic condition(s)]



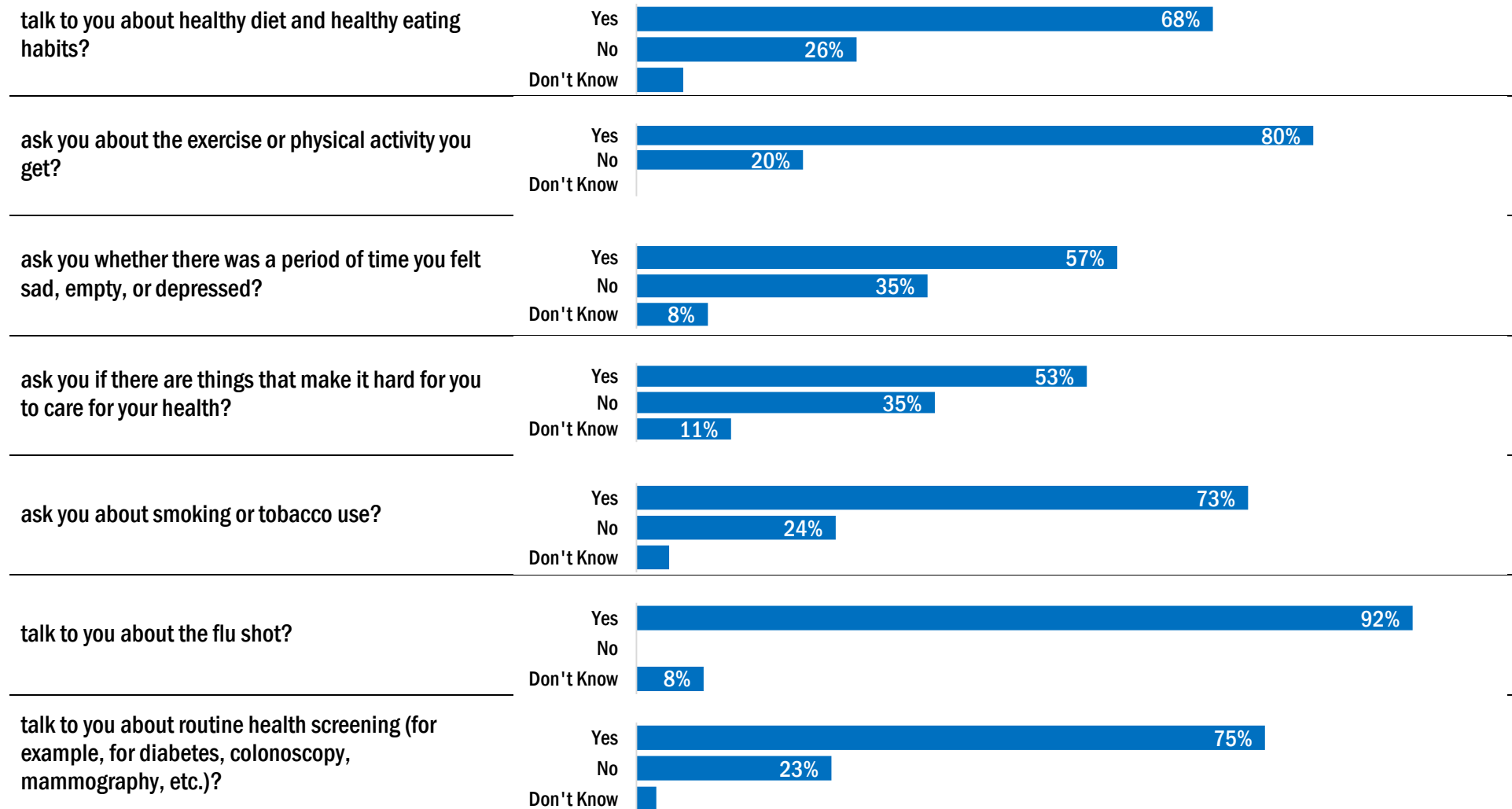
Do you feel confident about your ability to take care of your health?



Comprehensiveness of Services

Over the past year, did a health provider at this clinic...?

A health provider would include a person like a physician, nurse, dietician, pharmacist, social worker, etc. who is involved in the delivery of care. It does not include reception or administrative staff. Please note, only patients who answered they had visited the clinic before were prompted to answer the following questions



Patient Satisfaction

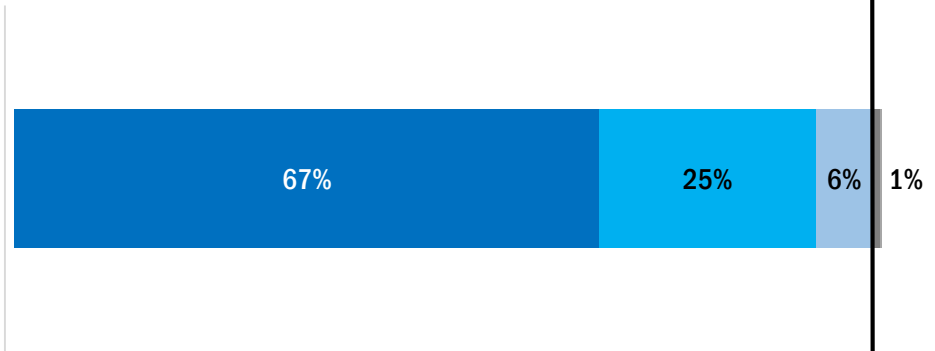
Overall, how would you rate the care you received in your visit today?

■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ Very Poor

Overall patient satisfaction



Satisfaction of patients who regularly visit the clinic



Satisfaction of patients who visited the clinic for the first time

