



**Lakeridge
Health**

Introduction of iPad Patient and Family Satisfaction Surveys on the Integrated Stroke Unit



Faculty/Presenter Disclosure

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Relationships with commercial interests:

- Grants/Research Support: None
- Speakers Bureau/Honoraria: None
- Consulting Fees: None
- Other: None

Opportunity for Innovation

- The LH Integrated Stroke Unit was seeking methods to further enhance the patient experience on the unit
- Identified the need to establish a method for collection of patient and family satisfaction



Solution



- Develop a iPad survey using Survey Monkey
- Working group developed 10 survey questions
- Reviewed by LH Patient and Family Advisors



Survey Questions

Q1. I have been treated with kindness and respect by the staff on the Integrated Stroke Unit.

Q2. The staff attended well to my personal needs while I was on the Integrated Stroke Unit.

Q3. I was able to talk to the staff about problems I might have had.

Q4. I received all the information I wanted about the causes and nature of my illness.

Q5. I am satisfied with the type of treatment the doctors have given me.

Q6. I am satisfied with the type of treatment the nurses have given me.

Q7. I am satisfied with the type of treatment the therapists have given me.

Q8. I am pleased with the amount of recovery I have made.

Q9. I received all the information I wanted to about recovery and rehabilitation after my stroke.

Q10. Additional comments or suggestions.



Results

- 498 surveys completed since July of 2015
- Positive feedback from patients & families

Survey Question	Survey Responses
Q1. I have been treated with kindness and respect by the staff on the Integrated Stroke Unit.	93% Agree
Q2. The staff attended well to my personal needs while I was on the Integrated Stroke Unit.	88% Agree
Q3. I was able to talk to the staff about problems I might have had.	88% Agree
Q4. I received all the information I wanted about the causes and nature of my illness.	73% Agree
Q5. I am satisfied with the type of treatment the doctors have given me.	83% Agree
Q6. I am satisfied with the type of treatment the nurses have given me.	92% Agree
Q7. I am satisfied with the type of treatment the therapists have given me.	91% Agree
Q8. I am pleased with the amount of recovery I have made.	78% Agree
Q9. I received all the information I wanted to about recovery and rehabilitation after my stroke.	75% Agree



Improving the Patient Experience



Key Messages

- Feedback has improved the patient and family experience
- Easy to implement and sustain
- User friendly
- Survey platform allows for timely review

Next Steps

- Reviewing and modifying the survey questions using a co-design approach
- Implementing the surveys in other areas of Lakeridge Health
- Continued focus on sustainability



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