


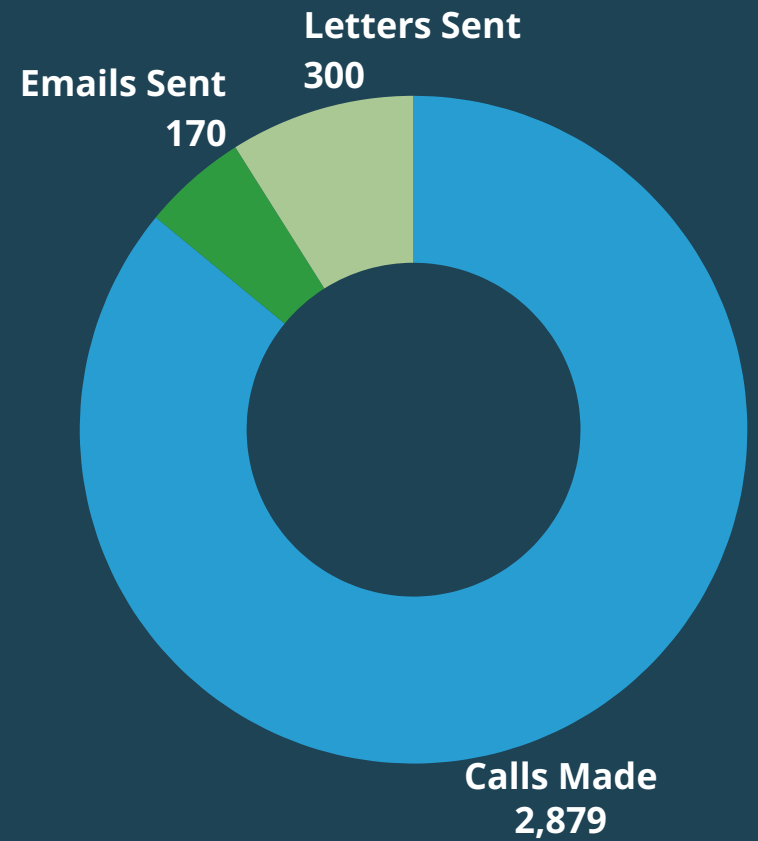


2023 EMERGENCY DEPARTMENT Patient Satisfaction Survey

Blind River Site
Thessalon Site
Richards Landing-Matthews Site

1,326 INDIVIDUALS REACHED

-  44% completed the survey on the phone
-  32% completed the survey from the email link
-  0% of letters were mailed back completed



96%
"Yes"

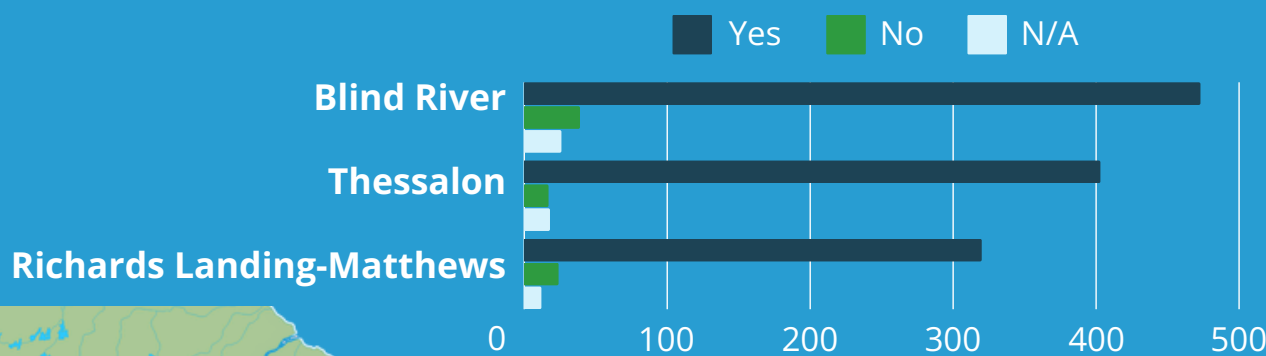
RESPECT

"During your last visit to the emergency department did you feel you were treated with courtesy and respect?"

4%
"No"

UNDERSTANDING

"Before you left the emergency department, did you understand what symptoms or health problems to look out for when you left and who to contact if you have a concern?"



COMPLIMENTS & FEEDBACK

- "Such caring and personable nurses."
- "I was not rushed at all. The doctors listened, were pensive and compassionate."
- "I would not change a thing the nurses doctor and staff are the best."
- "Best medical care received in 10 years."
- "Staff were great and wait times were very short."
- Nurse was very informative, interested and helpful.
- Top-notch treatment.

Thank you to all who participated in our surveys!

To access our patient experience surveys, visit:

www.nshn.care/survey

