

Carewest R&R Programs Client Satisfaction Survey

Results April 1st through June 30th, 2015



Subacute Client Experience Survey Results

	Carewest Total	GMP 1 West MSK	GMP 1 East RCTP	GMP 2 West RCTP	GMP 2 East RCTP	GMP 2 South GMH	Fanning 2 East Neuro	Fanning 2 West RCTP	Sarcee Unit 2 RCTP
I received the information I needed to help me understand what I could do during my stay	94.9	85.4	97.3	93	94.6	100	100	100	88.1
I was encouraged to be a part of the decisions about my care and treatment	93.6	95.8	97.3	97.7	86.4	100	94.7	100	84.7
I understood the explanation of tests, procedures and medications that I received	97	97.9	100	97.7	100	100	95	95.2	93.1
I believe the program here has helped me better manage my health	95.2	95.7	100	95.3	97.2	100	100	100	84.5
The program has helped me to meet my rehabilitation and recovery goals	95.2	93.8	97.3	97.7	97.1	100	100	100	86.2
The staff treated me with courtesy and respect.	97.6	93.6	100	100	97.2	100	100	97.6	96.6
I was made aware of who I should contact if I had a concern or question about the care or services I received on this unit.	92.7	86.9	97.3	90.5	91.6	100	100	97.5	89.9
The staff listened carefully to my concerns.	94.9	91.5	100	100	91.6	100	89.5	100	89.3
The staff explained things in a way that I could understand.	96.5	97.8	91.7	100	94.3	100	100	100	93.1
Staff provided care in a safe manner.	97.9	93.5	100	100	100	100	100	100	94.8
I was given enough privacy when discussing my condition or treatment	95.2	93.7	100	95.4	88.9	100	100	90.2	98.3
The unit was clean and well maintained.	93.8	93.7	91.9	95.3	88.9	100	94.7	95	94.9
I was satisfied with the meal services.	84.3	60	78.4	97.6	88.9	100	72.2	90	91
I was actively involved in planning my discharge and my follow-up care	92.5	93.5	91.7	95.2	94.1	88.8	100	92.8	87.1
I felt prepared for discharge.	92.1	95.8	94.5	95.4	82.9	90	100	92.8	87.9
Overall, I am satisfied with the care and services that I received.	97.9	93.6	100	100	100	100	100	100	94.8
Response Rate (Numbers)	296	48	37	43	37	10	20	42	59
Total discharges	576	94	95	66	52	39	65	81	84
Response Rate (Percentage)	51.39%	51.06%	38.95%	65.15%	71.15%	25.64%	30.77%	51.85%	70.24%

Glenmore Park 1 West (MSK)

Care

- Excellent staff and Dr. Simmons. They were always willing to assist to listen to my concerns. Everybody was friendly and encouraging. Physio staff were excellent
- The care in all respects was in the highest degree. I couldn't have found any better from all the care I needed.
- Excellent staff and facility. I received wonderful care and would not be healthy without MSK.
- There are many outstanding ladies who look after the patients. Nona, Annabell, Polli and many more a wonderful team. Emmy and Roxanne, Physio, Beth, Tracy and Diana- nights (a personal lady of great help)
- The staff was very pleasant and helpful at all times. I have no complaints whatsoever.
- All the nurses and helpmates were very good to me and very pleasant
- I was so thankful I could receive rehabilitation at MSK. There were always smiles and encouragement to help me be more independent until I could go home feeling more confident with still some homecare support.
- A good experience and well prepared for my discharge.
- I thank all staff for a month of exceptional care. God bless you and keep up the excellent work.
- Thanks for everything
- This fabulous care facility has the most wonderful dedicated staff I have ever seen. The staff in all areas here treated me like a princess. They deserve a big fat raise. I will tell everyone about the exceptional care here. No complaints at all
- The staff are just great!
- Thanks all was excellent
- The care and kindness of the staff was much appreciated.
- It was a good place to be and I am thankful for all the good care and pleasant manner it was given.
- Staff was very good, friendly, kind and knowledgeable. Thank you!
- MS FAY treated me very well and made me feel at home.
- Karen who keeps us busy and happy in the sunroom
- Thank you to some very supportive and wonderful people who help me during my stay at MSK. Fei, Sylvia, Janet, Debbie, Aida, Clieta, Lailane, Julianna, Roxanne, Jocelyn. Also Dr. Eliason
- The Physio team is especially outstanding. Unit and dining room staff often rushed and forgot to confirm they were going to a) get my food and b) look after my requests on the unit. They were frustrated when a second person ended up doing it, therefore giving me duplicates. Learned to wait 30 minutes after request and then only ask again at that point. All my caregivers were exceptional.
- I accessed the SW Sharon who was beyond helpful I was very impressed.
- Someone stole my flower vase at night when she threw away my dead roses.
- Fei, Marlo, Brooklyn, Amanda, Tracey, Annabel, Stevenson Gloria were wonderful. Physio staff - amazing!
- Staff need to show discretion in client's conversation, nothing is confidential in their eyes.
- The staff was good to me.
- Great nurses and cleaning staff. Karen very helpful
- It was very helpful for me and I am aware of my leg and going to keep walking. Staff was helpful.

- No information at hospital about what to expect at this facility. I suggest an orientation package to inform patients about the various rehabilitations taking place. I personally was not prepared mentally to deal with the various amputations as well as age range between individuals and found it to be most upsetting. The physio staff were exceptional in their duties and have given me excellent care. My orientation consisted of a quick tour of the unit. Names were mentioned to contact. #10 - the staff acknowledged my concerns but no action was taken to rectify the problem.
- The Dr was incredibly efficient (Dr Thornton)
- What a great, positive place – all staff was so friendly, and listened to me. Even the residents are supportive and helpful! Great Place. P.S. physio people and Dr. Thornton were amazing
- Great nurses, Brooklyn, Fei, Marlo, Stevenson – physio
- Thanks so much to Zeny, Carol, Vivian for all their help and to Mayeene, Andrea, Amanda and Forita for all their care. Dr. Thornton, Dr. Beech were great and Lia was so wonderful too. You are all amazing and make my stay so great (Pam (PT), Juliana (OT) and Lelanie were excellent and everyone was so patient and kind.
- Excellent nursing staff – Marlo, Brooklyn and Fei.
- Many staff tend to treat the younger patients (with all faculties) like the geriatric patients.
- Would like outpatient physio after discharge.
- Dr. Lam was of no help to me at all, on-call Drs. gave me more answers than I got from Dr. Lam in the time I was here. I asked for results of my tests the answers would be “It’s all right. Don’t worry. I had to call Dr. Carlson twice to get the appointments I got. He said I would get better results than him. I would not refer him to anybody.
- The great efforts by most staff was tainted by a few individuals who were obviously lazy and could care less about their job. If contact, I would be willing to identify the good and not so good individuals (no contact info left)
- There are some staff who trusted and respected me, not all. My roommate had explosions all the time and then she had a bowel movement, leaving the toilet bowl a mess all around the rim of the toilet as well as on the inside. I cleaned it because I like a clean toilet like you would have at home. I was unable to continue to clean it on top of the rim and inside. I myself did nursing skills for 38 years. If I saw a bowl like that when a patient asked me, I cleaned it with no problem. The nurse became rude all of a sudden towards me talking to me in their own language as usual (this is an English speaking centre. The nursing conduct was unacceptable and upsetting to me as a patient. The cleaning staff were not always around (the roommate did this explosion many times during the day and night). I did speak to my Dr about this matter and the next day I think it was I was moved to a different room. I was very angry and upset. I would like to follow up re this matter. You’re getting the huge concern right now because I was too upset to fill it out before I left in March. I ended up in ICU the day after my discharge from Carewest, for a month and returned to 1 east. FYI I was here for my knee replacement in Aug/Sept and everything went very well. Thank you.

Food/Dining Experience

- Terrible overcooked food.
- Food- more variety less over cooking
- Vegetables boiled beyond belief and very disappointing
- The food was often cold.
- Meals are too spicy
- Meals were very bland- lots of starch, not much protein
- The food needs to be brought back to the quality standards that it was 3 years ago. The patient should be able to choose their meals, no matter what their status says.
- I would like to have had more different kinds of fresh fruit and veggies but I understand money may be a factor.
- Food was okay after getting straightened out with the nutritionist
- In general, the food was of poor quality, lacked variety and was served at lukewarm or cold condition. So much that I found it necessary to have a family member bring in outside food at supper time in order that I could partake in a hot and flavourful evening meal
- More attention should go to meal planning if they are going to have people on specific diets. E.g.

Diabetic. Often I found the meal was not consistent, sometimes gravy, sometimes not. Tin peaches and peach juice very high on sugar

Environment

- Loved the outdoors too!
- Lack of WIFI. In this day and age it should be readily available in room (even if a fee is charged) it would go a long way towards mental health of the patients. Especially when the TV is so unreasonably expensive and of poor quality.
- Floor was dirty after mopping, not acceptable during breakfast.
- I as well as my husband were disgusted that males and females are sharing the same bathroom. During my stay, I voiced my opinion as to the cleanliness, lack of sanitation following the use by male patients.

Qualitative Feedback Sub-Acute Survey Q1 2015-2016

Glenmore Park 1 East RCTP

Care

- Worker who helped with shower and did my hair was excellent.
- Thanks for all the help and care
- Staff work hard, always cheerful.
- Thanks to all the excellent staff of one east. My mother's care at Carewest has been very positive. A big thank you to all who cared for her.
- The service here was excellent. The nursing staff were kind and very helpful. I enjoyed staying here.
- I am very happy with Dr. Peter A. Wash- great treatment and service. I strongly appreciate Dr Wash and all the staff. He should keep up the great service.
- I would like to recommend to have a tool for translation in Russian
- Thanks to all the nurses OT and physios Jane * Tracey *
- Everybody did a good job.
- I benefitted greatly by my stay here. Thank you.
- Appreciate the help and care I received. Thank you to the physio department for good teaching and help. Almost all the staff was very pleasant and had a smile on their face.
- Activities very good, nursing very good.
- Amazingly great staff. Cindy needs a bouquet. Very happy with my room by a window.
- I feel the kind of care I'm getting here and the respect that was given to me are exceptional. Fantastic staff!
- Staff was helpful and support me to my recovery. Thank you
- It is the Best!
- I appreciated the care to my father. Thank you very much.
- On a cost basis, not doing physio on weekends means almost 1/3 of the year is wasted. Turnover could be increased thus reducing demand and the need for more facilities.
- The night staff should always close the door when leaving the room, to keep the room darker for relaxation. Also, please close when we are having sponge baths at the sink.
- I am deaf and I need loud and repeating to understand most of what is said to me. My daughter had to repeat most things.

Food/Dining Experience

- I loved your soups, better than my home.
- Food service – timing.
- Food was terrible. No variety and the same old menu. No ethnic food.
- Visitors should not be first in line, patients come first. Meals are not appetizing and need to be upgraded. Sat at the table for 2 weeks- had to draw attention for each meal to get served.
- There is a terrible waste of food in the dining room and a completely disorganized way of serving
- Food is terrible. I lost 50 lbs because of my condition. I gained no weight while here because the food was so bad. Instant potatoes, boiled vegetables? Mashed unknown and modified products.
- Food portions too big.
- Meals are good but sometimes are not to my taste.
- Meals often served 15 minutes late; the portions are medium-large. I enjoyed most meals especially breakfast.

Environment

- There should be a small dresser by the toilet

- Night shift didn't clean up mess of flowers and water they dropped. Patient cleaned it up
- Cell phone service poor. Staff got my cell phone wet and no longer usable
- My experience was satisfactory. My room was next to the sunroom and needed to close door to shut off noise from Rowland lecturing everyone. Room was noisy most of the time.
- The Wi-Fi is not up to standard and we keep in touch with families and friends with this.
- There needs to be strict silence hours for patients to rest (and signs). The noise level is far too high for a rehabilitation centre (e.g. staff in the dining room and nurses' station. Please take care of these beautiful gardens, they are so well designed.

Qualitative Feedback Sub-Acute Survey Q1 2015-2016

GLENMORE PARK GERIATRIC MENTAL HEALTH

Care

- The group sessions were very helpful and well run. Some facilitators (evening staff) did not present well and seemed not to know their subject. Others were good.
- The staff was wonderful
- Everyone on the unit was great. I would like to thank each and every person who worked with me for my recovery, especially the doctor. Thank you thank you Thank You.
- I feel Deena gave me the most help. She was amazing. Marion and Gina the most caring and considerate nurses. Margaret and Rosie the cleaner do over and above. I also liked the rest of the staff but these were the people who I'd like to give special mention to. I'd also like to say Madison is wonderful at her job and goes above and beyond to help. I found Erin and Carol great for CBT. Nicole, Val, Vanessa, Dina, Carmen were the best facilitators. Chris is new but very good nurse. Thank you all for your help.
- Vanessa, Madison, Carmine went above average care.
- I am extremely grateful for the loving care and wonderfully empathy and compassion that I got from the staff. I learned a lot and when I go home, I'm going to be starting a new positive life. Thank you again.
- I have nothing but praise for you the unit was run. Staff were helpful and courteous. However, I would have preferred more one on one.
- A good stay and excellent staff.
- I feel everything I have gained in my stay here is gone (NB scored unit high on everything except discharge planning)
- Thank you to all the staff.
- I was surprised that Anna the Client Manager did not chat with me the whole time I was here.

Food/Dining Experience

- Jackie and Tanni and the kitchen help were great.

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GLENMORE PARK - RCTP 2EAST

Care

- Thank you for all the great care.
- I'm grateful that you have SW Donna who was helping us (especially speaking Chinese language).
- I'm always pleased when Sally is on her duties (what a dear little soul) - she is always happy, cheers us and works with compassion. Eduardo is fast when he is working but at the same time, he is very competent and I trust him. Thank you to all staff (all wonderful) but Jenny our team leader was exceptionally helpful and knowledgeable. I'm scared to go home because I was spoiled here and just press the button and full service come.
- Thank you to all the staff for the good care and services. Thank you to Dr. Dirkson, all nurses, therapists and everybody else. You guys are awesome and keep smiling. I felt like I was at home. I will miss you all.
- Thank you to everybody for all the services that I received. I don't have to worry about anything- staff arranged and organized everything for me - I'm legally blind and I appreciate everything that has been done for me.
- Everybody was very pleasant and helpful. I like how staff approach clients - positive and friendly. Thank you to all staff for their kindness and positive attitude towards health.
- Thank you to all staff for doing nice and good things for me. Nurses' job is not easy but they do it very well and the best they can.
- Thank you to my doctor - Dr. Wash, he was excellent. I like him very much. He was very honest with me. Thank you to all my nurses and staff. I know I will die in two months but I still want you to know that I appreciate all of your help, smiles and kindness. Love you all and thank you again.
- I was very well treated and the therapy helped me to get better and understand my personal problems. Thank you to all staff.
- My Dr. visited me every single day and I could not ask for anything more. The nurses and the therapists are marvellous, excellent and kind. I couldn't ask for better care and services. Thank you to all the staff for your help and bringing my health back.
- Thank you to the nurses and all staff for helping me. Quality of the services is excellent. This is my second time staying on this unit and I'm happy with services. When I go to the bathroom and call for help, the nurses come right away to help me. I'm happy this program is available. Nurses looked after me very well.
- Thank you to everybody who took care of me. Physiotherapists are outstanding and all nurses here are great. I was not sure if I would be able to walk again but now I'm so happy because I'm walking independently. IT was a good place to be. I'm so happy that this program exists; it was very helpful for me.
- I feel I was well taken care of, thank you so much.
- Everybody was very kind and exceptionally good and helpful looking after me. I was having a lot of laughs with people here, we were teasing about almost everything. Therapy staff - excellent and knowledgeable - they didn't push me to do anything but encouraged me to do almost everything. I listened to them and now I can walk. They invested a lot of time to work with me. Thanks to you all.
- Thank you to all staff for the excellent care and listening to my concerns. Physio program and nursing staff were very good to me. Thank you again.
- Thank you to all your staff for your help, this program is very good.
- Thanks to all of you - everything was excellent. I'm not feeling well today but I was so lucky to be placed here for my rehabilitation
- Thank you to Dr Fitzgerald for his care, he was top notch - I will miss him so much. Physiotherapists were excellent = Jackie and Svetlana did more than I expected them to do- I will miss them too.
- I think staff here are excellent except for a few of them. My expectations are high because I used to be a nurse so you guys were under my radar. Thank you so much for everything, I will miss you so much. This was my second time here so I knew I was coming into a good program.
- Prompt answering of call bells

- My heartfelt thanks to staff, nurses, assistant nurses, food services. I strongly believe Carewest's objective is to rehabilitate clients both with diet and exercise to prepare them to function as best they can when they are released.
- Generally, I was happy and well satisfied with all my treatment. The nursing staff was very caring and everyone was most kind. I was quite happy with my care.
- Thank you to everyone on this unit for taking care of me. Absolutely from housekeeping, dining, aids, nursing. Everyone treats clients with respect, compassion, very very important.
- Everyone on this unit are very nice- nurses, doctors, therapists. Thank you to all- each and every one. I learned a lot from this program.
- Thank you to all of the staff and nurses here - all of them were great. I really appreciate their help.
- PT and therapists were exceptional in providing services that I felt were required. Thank you to Dr. Wash and to the staff on 2 E - The provided exceptional services and care.
- I was twice offered Dexadrine (a stimulant) as a painkiller. I consider this to be a med error but no one else seemed concerned.
- There should be at least one person assigned to the nursing station to look after those clients who couldn't make it into the dining room.
- I experienced disrespect more than once from Monica.
- I am not prepared for discharge. I'm living alone in my home. My family members work all the time.
- More information on admittance, more communication about program.
- Staff members must remember to keep their differences out of the client room. Staff treated me well but I overheard a client complaining her stomach was sick, being told in a loud voice in the cafeteria "You're not sick in the stomach, you're sick in the head" a refresher for all staff should be held on treating clients with respect.
- Therapy room should be open on weekends. Some staff were disrespectful especially Jackie Bryce, Monica, Sonia RN - the rest of the staff were very pleasant and helpful. I am going to really miss morning exercise with Svetlana.
- The nurse who admitted me here was very rude to me and ignorant, she made me feel very unwelcome and I quickly wanted to run away from here. What she was telling me was only "answer my questions. I didn't know if she was a nurse or she was a lawyer. I reported her to the manager and I haven't seen her anymore. I am thankful for that. Linda HCA deserves a medal here, she has done more for me than anybody else, Nancy, Sister, Lesley were excellent.
- The staff was marvellous but they need to learn how to take (?talk) of clients with respect and compassion - 99% were excellent. Many nurses need to be reminded to provide privacy (close the door) when clients are in the bathroom sitting on the toilet.
- Some staff members were very impatient with me. I understand that they are busy but I feel it is not acceptable for them to come and criticize/question clients "why did you call, you don't need any help because you are independent. These comments were made on nights and evenings. It made me question myself why are there's people working here if they don't like being here and working with sick people. I had a good experience. Some of the staff are exceptionally good- especially one nurse who was working last night. She was very patient and kind and made me feel comfortable. I was impressed with how she worked.
- Sometimes I had difficulty to understand some of staff members- language barrier. Uncomfortable when staff communicate in their own language in my presence. Follow up re conditions not always done by senior staff. . Generally, I find care very good. Staff are cheerful and helpful. Dr. Thornton gave excellent care and listened to all complaints and concerns patiently.
- My therapy program was good but I was only allowed to attend group exercise classes but I wanted to also have individual sessions- never had any. Thank you for all the excellent care that I received here from my nurses and Dr. Laatsch and many other doctors.
- Night gowns are too big and I was unable to wear them. The nurses and HCA and all staff were very helpful and encouraged me to work hard.
- Her care was very good but she did not have the opportunity to use her mind much but the rehab was excellent.
- All staff, they were very congenial, I feel I could not get better care that I received here. Thank you to all staff. I feel like this unit is understaffed - more nurses are needed on the unit.

- 99% of the people here are excellent except for a few who are rough with care, especially one HCA who is not gentle. When she was washing me, I thought she would rip me apart.

Food/Dining Experience

- Kitchen staff were super helpful
- Food is warmer lately, much better service in the dining room now than ever.
- Food was excellent and outstanding. I have been very please with food and food services and gained some weight here - loved it!
- Drs should not visit you or anyone in the dining room
- It would be nice to know that staff come and offer meal choices in the dining room instead of "throwing" food in front of the clients.
- I think doctors should not discuss any private issues at the table in the dining room where other clients are listening (applies to all doctors) as well as doctors should have more time to listen to client's concerns.
- Menus here do not feed the clientele here - if is not for seniors, it is not eatable
- I feel the meal service could be spruced up. People are seated in the area, then wait, and wait for food. They often get food ahead of time. Food is often on the cool side. People are leaving while others haven't been waited on yet.
- New menus needed. I don't want to eat egg every breakfast, we need choices.

Environment

- Adjoining bathrooms were not monitored by staff -maybe it needs to be same sex or maybe needs more explanation to each user before they "settle in".
- The bathroom was not maintained by staff especially on weekends.
- Bathroom was dirty most of the time -floor, toilet seat, floor in my room was not mopped daily. I report that to management and housekeeping staff responded quickly to my complaint.
- The floors and bathrooms are dirty. Housekeeping staff just cleaning the middle area but all corners and behind the doors, under beds are dirty.

Qualitative Feedback Sub-Acute Survey Q1 2015-2016
Glenmore Park - RCTP 2West

Care

- Thank you to all the staff.
- I could not have asked for better care. The staff could not have been more caring. Thank you.
- I hope that I come back here for my rehab after my surgery. Everyone here has been so kind and helpful while I waited for my surgery.
- Thanks to staff for their help and concern.
- Thanks to all the nurses - great attitude, always smiling, approachable and always available when I needed them - they were right beside my bed, never had to wait for them when I called for help- quick to respond. Thank you to all of you. I have never been treated like this in my life. I have been admitted to hospital 8 times in this last year and I can say I was treated here the best, my best experience. Staff were so friendly, happy, cooperative, informative, I cannot even find proper words to describe my experience - the best staff, and very needed for the community. Thank you to all the staff but especially to Colia and Nicole - they explained to me everything with details, never rushed me.
- I was absolutely satisfied with the services and very good care I got throughout my stay here. The program here should also be provided to other communities.
- Overall my experience with Carewest Glenmore was great! Especially the staff (male nurse Saidi), Physio Cholea and everyone else were good.
- Thank you to all the staff for help and support.
- All services here were excellent, much better than last year when I was here. Thank you to all staff for good care and services. I will miss you all. Good job.
- Special thanks to Saidi for his dedicated care. Thank you to all the staff for excellent care and services. It was more than I ever expected - "the highest class hotel services"
- Thank you to all staff for the direction, guides and good care. You people did take good care of me.
- Everybody has been so good to me- Thank you to all staff for helping me. God bless you all.
- All Nursing staff A+++
- Thank you to everybody for all your help especially all nurses are very kind and very polite.
- This program is very important for everybody. I'm very happy and satisfied with all services.
- Thank you to all of you for your excellent care and giving me respect. This unit is very well organized, monitored, and managed. All staff work hard but they also have a good sense of humour which helps clients have encouragement.
- I stayed here a long time and I love this place. Everyone is so friendly and happy. I can't imagine what I would do without all of you. I will miss you so much. I will recommend this facility and this unit to all of my friends. I cannot think of a better place where you can go for the rehabilitation. I am so happy this program exists. People here are so friendly, having a good time, having good sense of humour. They treat us with respect. Program is customized to each client - therapists are awesome and nurses are exceptionally good. Even if they are busy, they still have time to listen to their clients and they are always smiling. Thank you for everything. I will miss you all.
- All doctors and staff were great as well as clients
- Having been in GARP, I knew what to expect and can comment that nursing service here is superior
- I found the staff here were especially attentive to responding to all my questions and concerns. The physio staff also are willing to adapt their treatment times I was available and happily met my request to attend daily.
- Everyone was very friendly. All staff were very nice to me. Thank you to all of you for your wonderful care and help.
- I found the staff to be friendly and I enjoyed their sense of humour. I liked the exercise class.
- I am satisfied with the care here at GP 2W. Thank you all for your good service.
- Thank you very much for the very good services and help - every person here was excellent. If I ever have to go for rehab again, I would love to come back here - all the staff with no exceptions, were very good.

- Nicole and Jamil were exceptionally good to me. Thank you to all for the excellent care. I would like to say a special and separate thank you to Colia, my PT- she was so special to me and I will never forget her. Thanks to her, I can walk now. Colia went above and beyond her work to help me with my recovery.
- Thank you to everybody for the good services and that I was well taken care of- Good job and thank you again.
- Thank you to all the staff for the good care and services.
- Thanks to all for being so good to me everything when they walked by, they asked, "how are you today?" I have never met people like this in my life with courtesy and respect that is something that they follow every day. I couldn't ask for better treatment and a better place to be for rehabilitation. All people here are so nice and helpful. Thanks to all of you.
- Thank you to all of the staff for looking after me.
- My doctor, Dr. Dirksen is a sweet person and super helpful, she always listened to my concerns.
- Dr Thornton is one of the best doctors that I have met in my life - great approach, understanding, knowledgeable and great manners.
- I was very pleased with the services of my doctor - Fitzgerald and Dirkson and therapy Maggie (PT) and Nicole (TA). My daughter called several times on the unit and nobody answered phone - staff must answer the phone all phone calls. I feel there should be more one to one counselling by staff who is in charge of the specific department i.e., therapy staff or nursing staff or unit rep. Thank you to all who participated in my care and for so often expressed friendship, exceptional relationship (I had lots of fun here-nurses on the unit - I will miss all of them.
- Very nice doctor - Dr. Laatsch. Therapists are good and I had lots of fun with them. Thank you to all staff
- My doctor is fantastic - Dr. Simmons is a sweetheart.
- Longer stretches of shifts in one area for nurses and nurse assistants.
- Administration appears to be double dipping on discharge days by rushing patients out early to put new patients into rooms.
- I am not happy that I have to pay for my record, my x-ray and my chart. I believe this is my record it is about me and I should be allowed to read it and get a copy of it without paying for it.
- I'm very thankful that all the staff here treated me with respect and answered my questions correctly and answered my call bell. Staff should remember to close the door when providing clients' care.
- Amazing staff, especially the NAs. Suggestion: RNs and LPNs should help more when answering the bells etc. Thank you to all.
- Most of the nurses are excellent (except for a few). Thank you to all the staff for all the help.
- Jamil is an awesome person - his smile and his approach makes people feel better and comfortable in this place. I will miss him so much. Every person on this unit wants to be his patient - he never says no, he always will do something to keep us satisfied. In the dining room, he knows all our meal preferences. He would never say anything negative to anyone. He is different than the rest of the staff and needs to be recognized and awarded. Thank you Jamil for your smile and hard work. Leslie, UC does not fit in this program - very slow and very often doesn't understand what is going on. Thank you all for treating me with respect and compassion. This program has the highest quality. Everything was well organized and quality of care. All staff were excellent except one person- Thora-HCA who was rude to me. I believe she needs to learn how to communicate with clients. The other incident with the RN/LPN - miscommunication, they need to listen to clients more carefully, especially when they are dealing with English as a second language.
- Exceptional work Anab, Sonya, Lelanne, Editha and all the others was great. They were quick to do when asked graciously. Latti was abusive to me and argued when I objected to her abuse and told other patients I was abusive to her.
- I think it is very satisfactory - unit is clean and well organized. I'm very satisfied with the services here but I think this unit would benefit from having more nurses. Thank you for the wonderful care.

Food/Dining Experience

- The food was fantastic
- Kitchen staff are also super helpful and friendly.
- Thank you to Ashley and Margaret in the kitchen and Barbara and Kerry for noticing and helping in the dining room. Jane from the kitchen, thank you for your hard work.
- Meal Services were very good.
- The food was consistently of poor quality

- I think there should be more flexibility where we are sitting in the dining room and who you your tablemates are. I was sitting six weeks at the table with one man who never talks and two ladies with dementia. Meal time should be pleasurable and enjoyable but that was not what I experienced here and
- I wish we had more choices with the food. I didn't like the food here at all (but liked the service)
- Food service should be alternate. Serving the food in different order to promote a sense of equality in food service.
- For some reason, I didn't get salad for supper unless specifically asked for it, even though it's on the menu

Environment

- Housekeeping and cleanliness of this unit- very good. I liked my bed, very comfortable.
- Housekeeping staff are very friendly.
- It was cold
- More attention to the bathrooms for deep cleaning
- Hot water was just lukewarm. Unit was noisy, especially at night. Hallways were clogged with equipment to a dangerous degree
- I wish we had curtains all the way to the sink area so when we undressed we can still have some privacy.
- The internet only works intermittently, though I appreciated it when it was there.
- Cleaning services need to be improved to clean the floor under the beds, cleaning mirrors.
- I am not happy with the business office services at GMP- they did not accept my money in the deposit box.

Qualitative Feedback Sub-Acute Survey Q1 2015-2016
FANNING - NEURO REHAB

Care

- Great work, keep it up
- Excellent, wonderful explanations, Physio was excellent. The staff were great, the girls worked hard.
- I had an amazing stay. I felt so loved and cared for. During my recovery, I was encouraged and loved so much. When I was sad, everyone was there to support me and my family during this difficult time. I cannot express in words how much you did for me to recover and achieve my goals. I am so blessed and learnt so much about the brain and how it works. I learned how to be more compassionate towards myself and others. You all gave me a gift of love.
- I was happy to stay at this place. Everyone took good care of me. I recommend to anyone who needs this care
- The only comment on medication I could make is confusion about inhalers (I take 3) and the nurses having problems fining and/or understanding the difference between Onrrez and Spiriva applicators
- If the patient is able to master W/C to care transfers this and other similar procedures and skills should be discussed and made available to the patient before discharge.

Food/Dining Experience

- I felt dining service could have been organized better. Sometimes hot was served cool.
- The service was great but the food needs improvements.

Environment

- The unit was cleaned in the main areas but under sink and bathroom it was only a general clean

Qualitative Feedback Sub-Acute Survey Q1 2015-2016

FANNING RCTP – 2 EAST

Care

- Great staff - great care. Thank you for all you do! You are appreciated!
- Everything was better than I thought it would be. Care was excellent. Thank you very much
- Care is very good. I would like to stay here. Erica is very supportive.
- I am pleased with the care and assistance I received from the staff and thank them for their help.
- I am grateful for all the help I received. What an amazing staff you have.
- You are doing a wonderful job, keep it up.
- I felt at home. I enjoy the happy and friendly attitudes of the staff.
- Excellent care during my stay, especially doctors, nurses, physio.
- I really enjoy being here and the treatment I received.
- Thanks for the caring care I was given during my stay.
- Happy to stay at this place. Everyone was good to me and would recommend to others.
- All good. Was quite happy.
- More communication with family members
- Apart from one charge nurse (Sharon), the others were great. Sharon has an attitude and not a team player. Her staff are afraid to speak out. Donna is exceptional
- 12There was one staff who seemed abrupt and mean. At night, staff enter room; turn on overhead lights, which is very disruptive. They also speak loudly while in room and wakes me up and then have trouble sleeping all night (suggest muted bedside lamps). Also, staff should carry flashlights. Otherwise staff helpful and care very good.

Food/Dining Experience

- Sometimes the meals could be a little hotter.
- Food was cold
- Best meal of the week - scalloped potatoes. Soup always good- food should be served hotter.

Environment

- Cleaning staff should be better trained
- Better air quality

Sarcee RCTP

Care

- I was very well cared for.
- Staff was wonderful and helpful.
- The staff was very good. I liked the recreational activities. I like the lady who runs them.
- I enjoyed it here and was actively involved in the programs.
- The care staff are excellent.
- I found everything to my liking.
- I was entertained numerous times by the staff and it made me feel at home (I'm from the Caribbean). I felt genuinely cared for. I give this unit A+
- I had good service here.
- I have been looked after in a very efficient and caring way. I would recommend this place to anyone.
- I have been treated well here- no complaints.
- I think this place is great, well run and I liked the attitude of the staff. I had good care.
- Everyone was nice and kind and helped me.
- Everything was satisfactory
- Very appreciative of everyone's help and they did the best they could with me.
- It was very nice staying here. I was satisfied with everything. I needed the help and got it.
- I found the staff were very friendly. Everything was satisfactory. The meals were always on time. I would recommend this place. The people I met here have been very cordial.
- I was happy to be here and they did a lot for me.
- I have been satisfied here; this is a very good place.
- I strongly agree that all the staff are excellent.
- Staff excelled!

Food/Dining Experience

- The meal service needs to be prompt. There is nothing wrong with the servers but the food doesn't seem to be ready.
- Sometimes the food was not up to par, otherwise it's quite good.
- Dining room is small and congested i.e., clients would have to move for others to get through. Hot food is dished up very quickly and left sitting on the counter and gets cold.
- Selection of diabetic meals was limited.
- Too much food at mealtime.

Environment

- Had trouble working the bedside television.
- It would be nice to have Wi-Fi on this unit because it would be helpful to people.
- Sometimes it was noisy at night.
- It did not make me happy to share a bathroom with three other people, especially when two others were ill with diarrhea. This unit is understaffed. Also, I would have preferred female NA to bath me. There was a lack of hygiene on the unit i.e. disinfecting the toilet. It was very awkward to reach for the call bell due to how the room is set up- very tight quarters.
- The bathroom was not cleaned well and had to ask a number of times for the bathroom to be cleaned - had to use the disinfectant on toilet.
- Everything was excellent except the toilet was not clean sometimes.

Qualitative Analysis

	GMP 1 West MSK	GMP 1 East RCTP	GMP 2 West RCTP	GMP 2 East RCTP	GMP 2 South GMH	Fanning 2 East Neuro	Fanning 2 West RCTP	Sarcee Unit 2 RCTP
# Comments	39	28	12	56	61	9	20	47
% Care	72.22%	57.14%	91.67%	73.21%	70.49%	66.67%	75.00%	76.60%
% of Care Positive	87.18%	85.00%	90.91%	63.41%	79.07%	66.67%	80.00%	55.56%
% o Care Negative	7.69%	15.00%	9.09%	9.76%	6.98%	33.33%	13.33%	22.22%
% of Care Mixed	5.13%	0.00%	0.00%	26.83%	13.95%	0.00%	6.67%	22.22%
% Food	20.37%	25.71%	8.33%	19.64%	14.75%	22.22%	15.00%	10.64%
% of Food Positive	0.00%	22.22%	100.00%	45.45%	44.44%	0.00%	0.00%	0.00%
% of FoodNegative	100.00%	55.56%	0.00%	54.55%	55.56%	50.00%	66.67%	60.00%
% of Food Mixed	0.00%	22.22%	0.00%	0.00%	0.00%	50.00%	33.33%	40.00%
%Environment	7.41%	17.14%	0.00%	7.14%	14.75%	11.11%	10.00%	12.77%
% Env Positive	25.00%	0.00%	0.00%	0.00%	22.22%	0.00%	0.00%	0.00%
% of Env Negative	75.00%	83.33%	0.00%	100.00%	77.78%	100.00%	100.00%	100.00%
% Of Env Mixed	0.00%	16.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%