

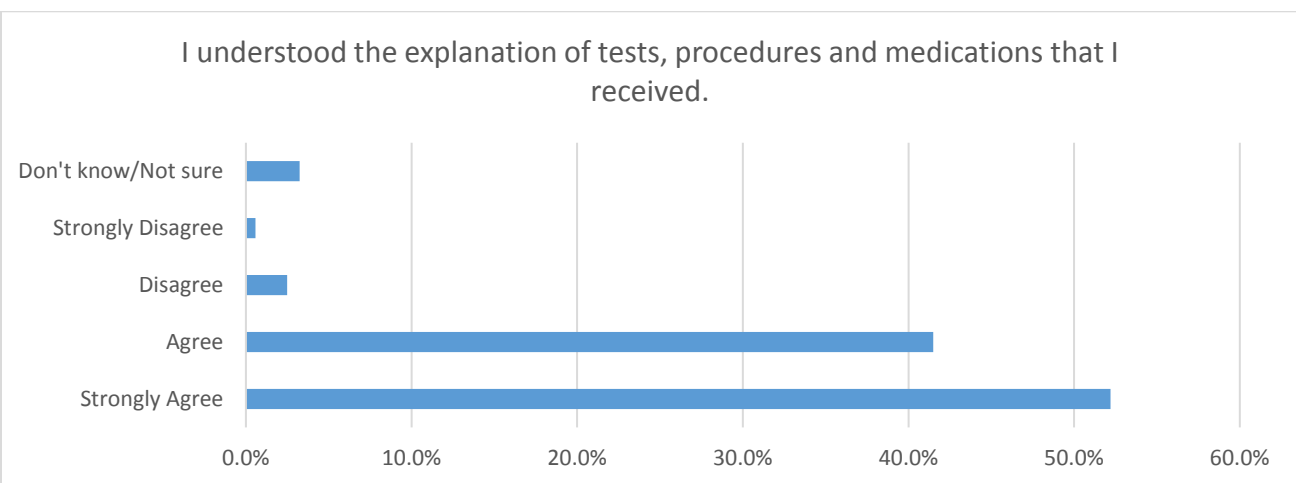
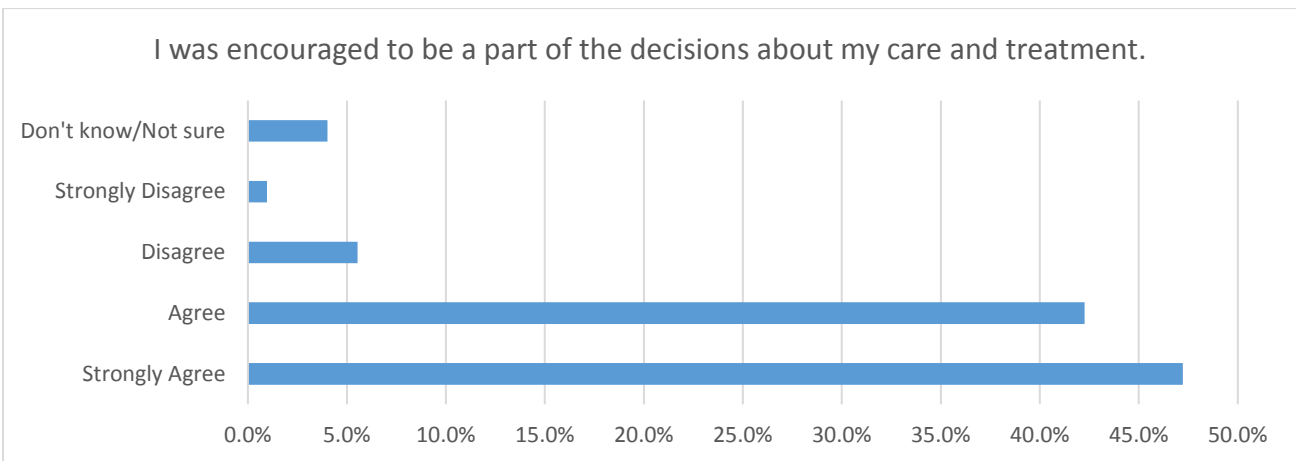
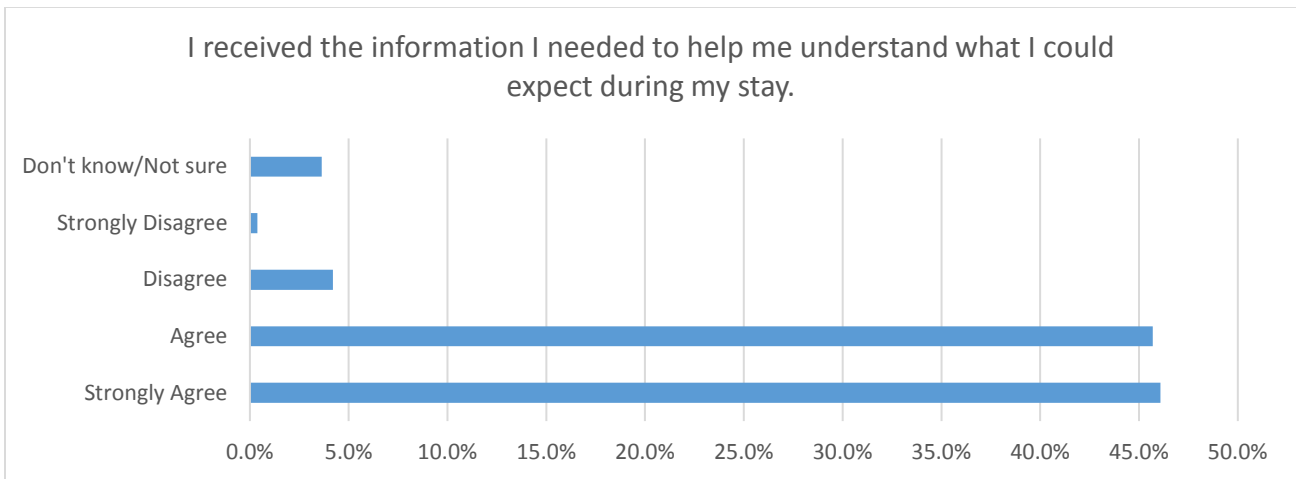
Carewest Subacute Care Client Experience Survey 2018-2019

Leaders in
exceptional
care, supporting
those who need
us most.

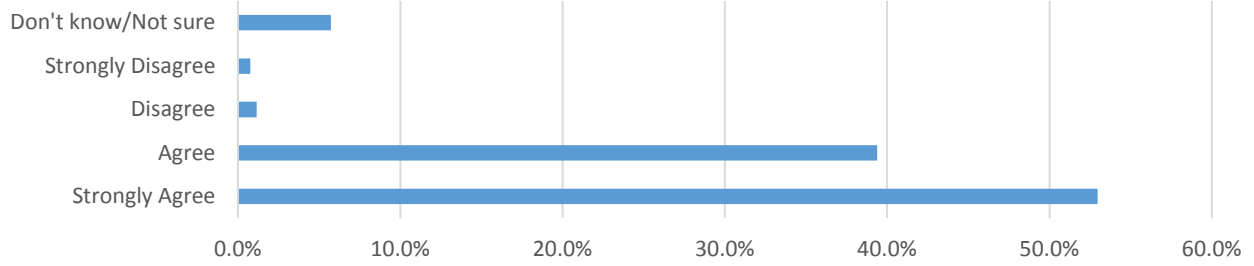


Carewest Subacute Care Client Experience Survey 2018-2019

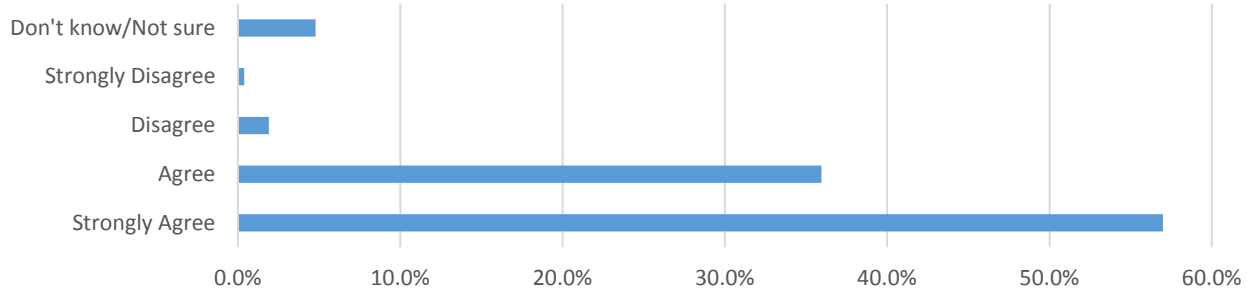
Year to Date Results (T0 December 2018 -523 responses)



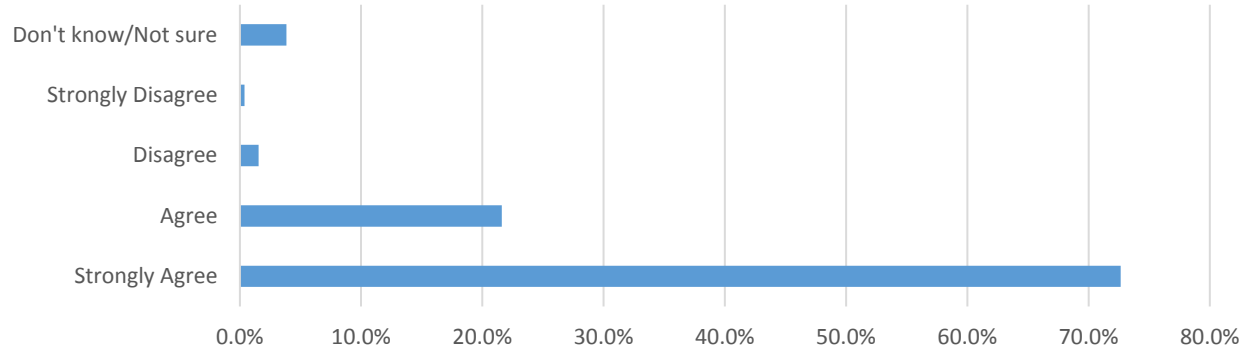
I believe the program has helped me better manage my health.



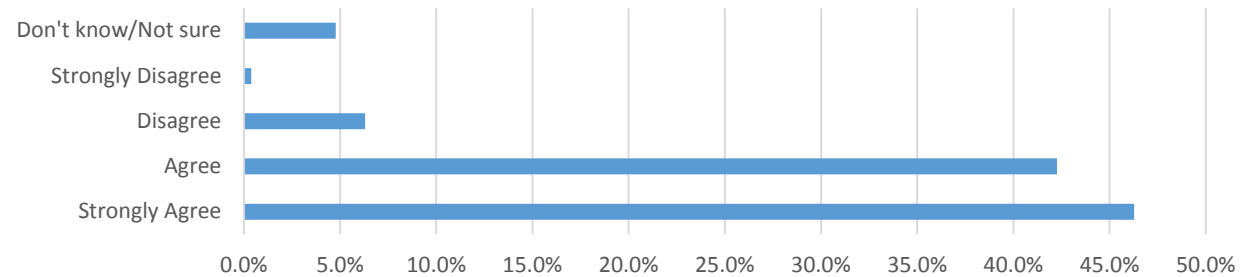
The program has helped me to meet my rehabilitation and recovery goals.

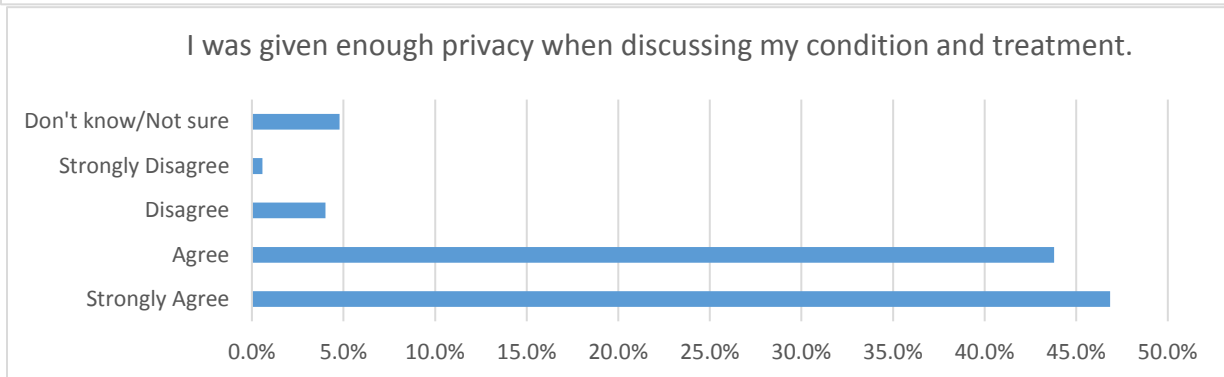
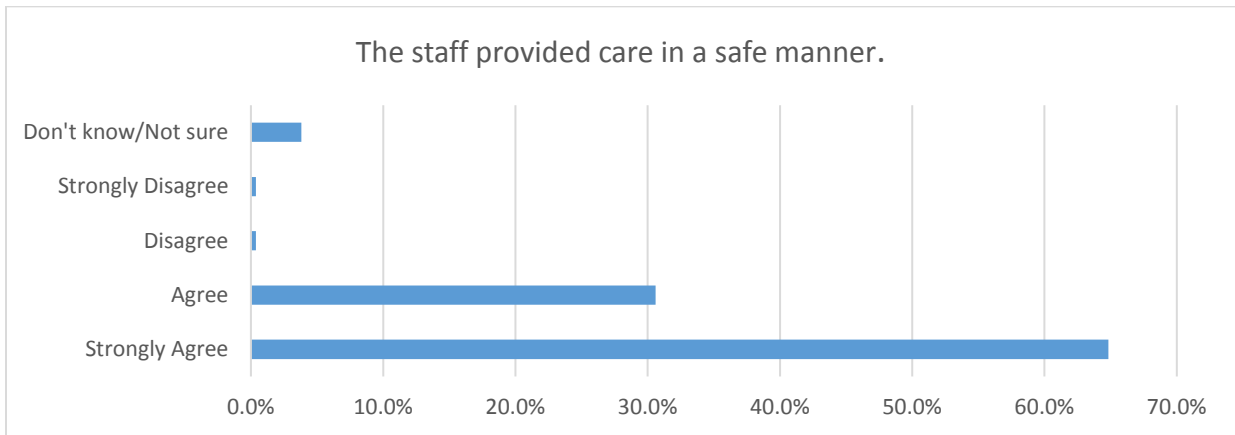
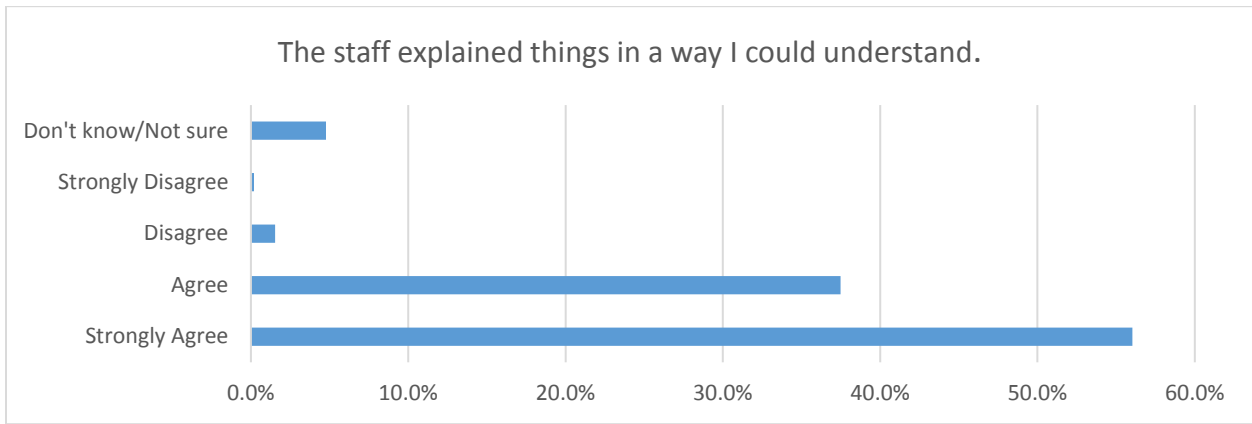
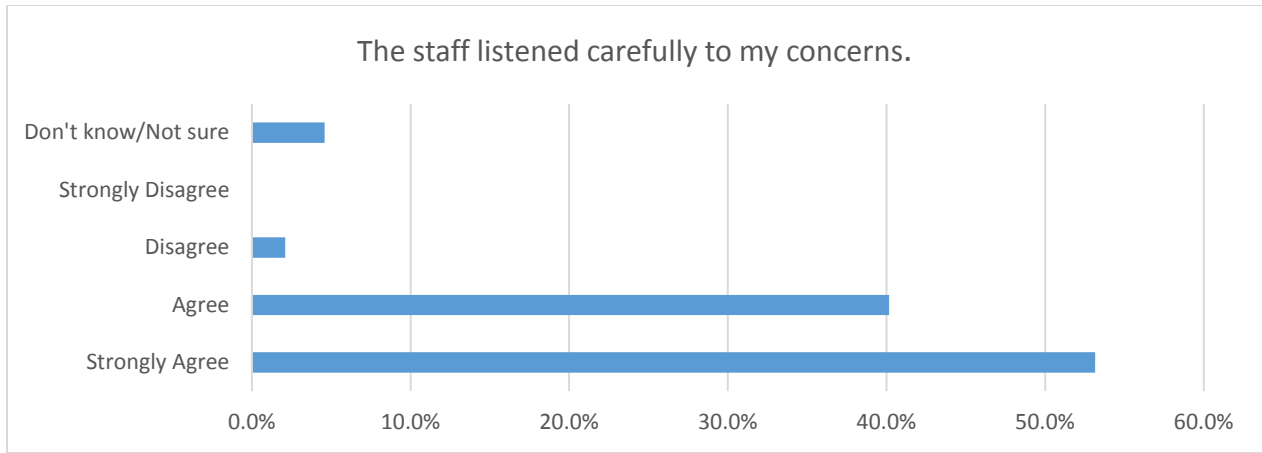


The staff treated me with courtesy and respect.

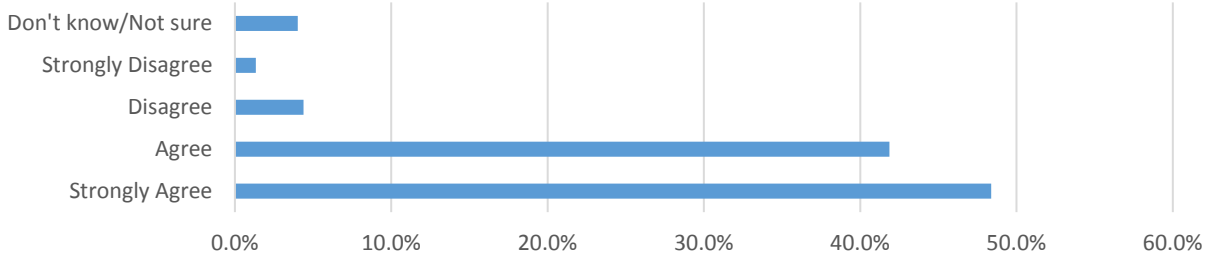


I was made aware of who I should contact if I had a concern or question about the care or services I received on this unit.

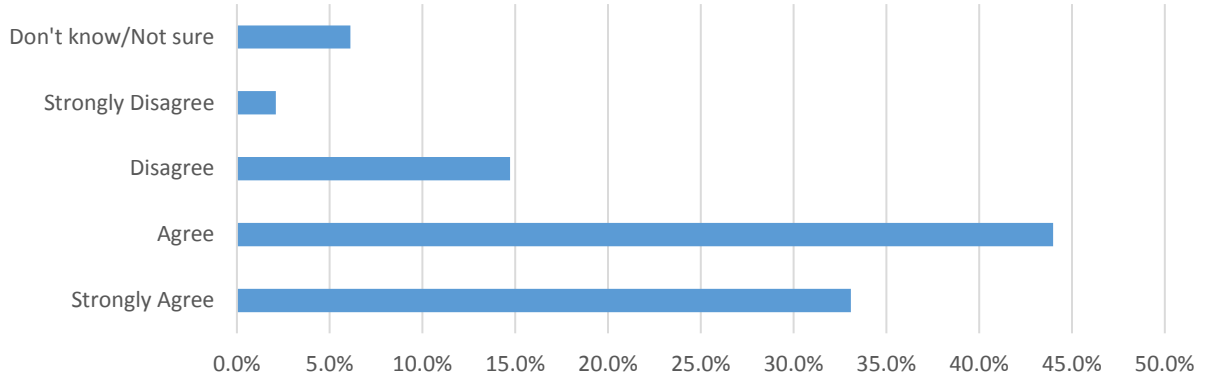




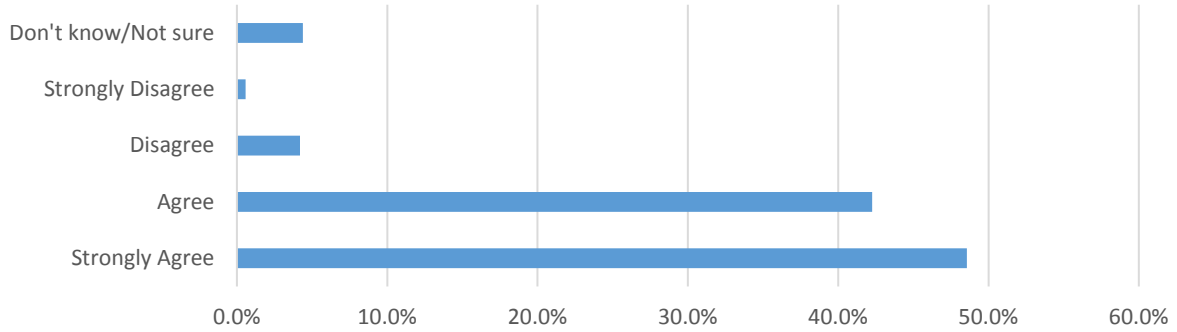
The unit was clean and well maintained.

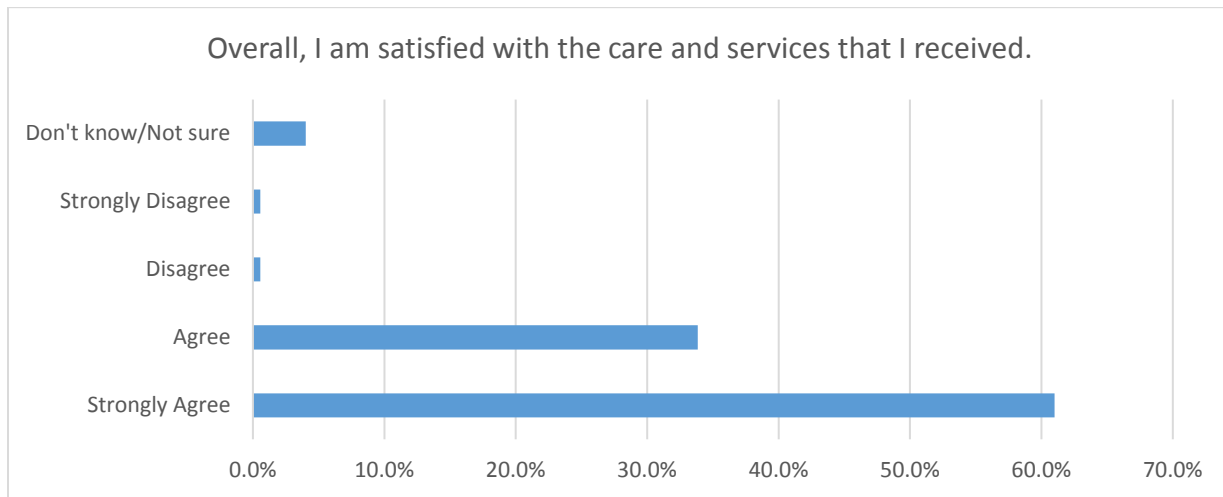
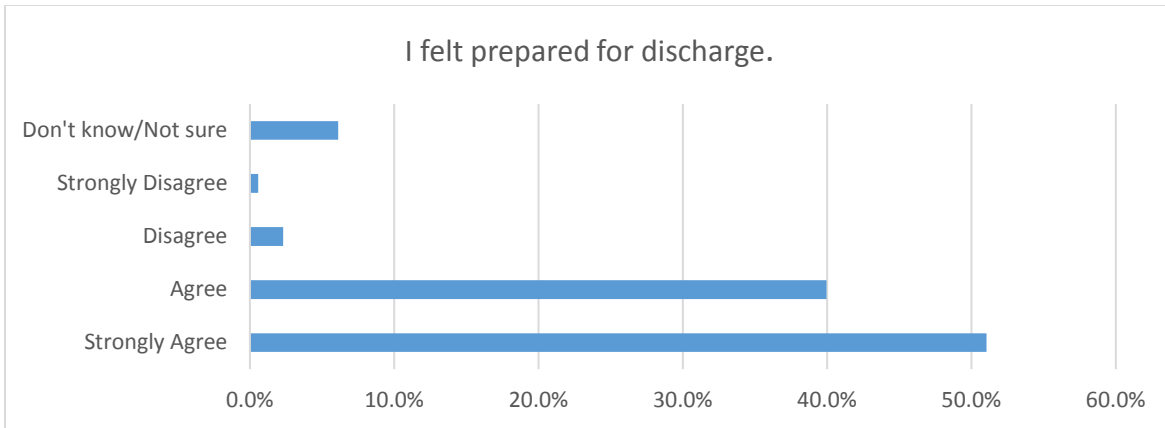


I was satisfied with the meal services.



I was actively involved in planning my discharge and my follow up care.





A sample of what our clients recently had to say about their stay on the units:

- Such a fine balance! Professional, caring, competence.
- All the staff office, nurses, NA's everybody was amazing. My dr they all went above and beyond to help me. If more people were like this unit we would be in good hands. Thank you for everything. And the physical therapy they were so good.
- I have lived in the city for forty two years and spent over 3 years in hospitals. The care and concern offered is second to none. I would recommend this unit.
- Excellent job! I'm very happy with the service and care. Communication with the staff - very good. They are respectful and kind. Nurses and therapist are good with their job.
- Thank you for all your support, care, and compassion. The staff is awesome once again thank you for everything.
- Great staff and program. Thanks everyone.
- Thank you for providing a safe and pleasant place to recover will enough to return home safely. The physiotherapist helped me set goals I was able to attain and my occupation therapist was exceptional in helping me, coordinating with home care to ensure a manageable home environment. Thank you to to the nurse for her care, kind and regular with medications and vital signs always willing to explain and

share information. The nursing care attendants with whom I had the most contact are a wonderful caring group of people. Sunny disposition, caring and making one's stay bearable, when I was not used to having personal care they respected my need for privacy, enough said, a great group of people.

- This program is so important to the community. Our family is very grateful for everyone here who contributed to Mom's recovery
- From the time of my transfer to Fanning Centre I was welcomed and treated very well. I will always remember the warmth & kindness of the staff.