

Patient and caregiver feedback welcomed through new Patient Experience Measurement Survey at NHH

Northumberland Hills Hospital (NHH) has introduced a new Patient Experience Measurement Survey throughout the hospital and Community Mental Health offices that invites input from the perspective of both patients and caregivers.

Co-designed by an interdisciplinary working group consisting of staff and Patient and Family Advisory Council partners, the Patient Experience Measurement Survey provides insight into how NHH's patient and caregiver experience is measuring up against expectations and hospital commitments.

The Survey consists of nine questions and encourages feedback pertaining to the quality of care and experience received while at NHH. All input received will be secured, summarized, and shared with program and hospital leaders to support continuous quality improvement.

Survey participants will remain anonymous, as names are not being collected. Individual responses will therefore be confidential and only shared in combination with the responses of others to identify trends and areas for further evaluation/improvement/discussion/etc.

Patients and their caregivers are encouraged to complete the Survey at the bedside, on the hospital website and in key waiting areas using a QR code (shown below).

For those without access to the Survey through their own technology, iPads will be available. Hard-copy surveys will also be provided in key waiting areas.

If you or someone you care for receives care at NHH, please consider sharing feedback on your experience through this new Survey tool. Visit the Compliments and Concerns page under the Patients section on NHH.ca or open your phone camera and scan the following QR code.



It's a girl! First NHH baby of the new year welcomed by Angela and Bruno Gelao of Port Hope on Sunday, January 1st



NHH has welcomed its first baby of the new year! Born to Angela and Bruno Gelao of Port Hope, Ontario, the baby girl—named Hazel Mae—weighed 6 pounds and 11.2 ounces (3,035 grams) at birth. Hazel, who carries her maternal grandmother's name as her middle name, is warmly welcomed by older sister Nevaeh and older brother Luca and an extended family eager to meet her.

A Registered Nurse (RN) by training, Angela is very familiar with NHH. She actually completed her nurse training through Trent University at the hospital several years ago and, following graduation, worked for a time on NHH's Medical/Surgical unit, adjacent to the Birthing Suite where Hazel was born.

To learn more, please see the related news release at NHH.ca.

Virtual
PACE Talk
Emergency Preparedness at Home

THURSDAY, January 26, 2023
5:30 - 6:30p.m.
Hosted virtually on Zoom
Register at

PACETalks.com