



## NORTHUMBERLAND HILLS HOSPITAL

### NEWS RELEASE – FOR IMMEDIATE RELEASE

#### **Patient and caregiver feedback welcomed through new Patient Experience Measurement Survey at Northumberland Hills Hospital**

**NORTHUMBERLAND COUNTY, Thursday, December 22, 2022—** Northumberland Hills Hospital (NHH) is introducing 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 will provide insight into how NHH's patient and caregiver experience is measuring up against expectations and hospital commitments.

The first step in a larger process as the hospital transitions from a hard-copy survey process administered by mail through a third party, the new approach brings the opportunity for real-time input as well as input through a range of methods, electronic and hard copy, personal and hospital-owned.

“With our new Survey tool, our teams are seeking to better understand our strengths and potential areas for improvement through the lens of those we serve,” said Susan Walsh, President and CEO. “Thanks to the valuable input of Patient and Family Advisory Council partners, we can focus on asking questions that are relevant and important to patients, caregivers, and their journeys through the different care pathways at NHH.”

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.

When fully rolled out, patients and their caregivers will be encouraged to complete the Survey at the bedside, on the hospital website and in key waiting areas using a QR code link.

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. Click on the link at any time on the hospital website here: <https://nhh.ca/patient-and-caregiver-experience-survey>.

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**About Northumberland Hills Hospital** – Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. Mental health care, cancer and supportive care, dialysis and other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 63,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope, Alderville First Nation and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs more than 700 people and relies on the additional support provided by physicians, midwives and volunteers. NHH is an active member of Ontario Health (East)—formerly the Central East Local Health Integration Network—and the Ontario Health Team of Northumberland. For more information, please visit [nhh.ca](http://nhh.ca) or follow us on Facebook [@northumberlandhillshosp](https://www.facebook.com/northumberlandhillshosp) or Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).

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