

YOUR PROVIDER, LEADER AND PARTNER IN HEALTH CARE

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Media Release

RE: Local Hospital Maintains High Performance

Smiths Falls: The Perth and Smiths Falls District Hospital has been recognized for being a “**Top Performing**” Hospital in the National Research Corporation Canada (NRCC) Report that is prepared for the Ontario Hospital Association (OHA).

The NRCC Report ranks and identifies hospitals that are top performers in Ontario. The purpose is to highlight excellent performance based on patient perceptions and to identify those hospitals that may have good practices in place that others may be interested in learning.

The NRCC prepares a regular report titled “Patient Experience Percentile Report”. The purpose of this report is to highlight Ontario hospitals that have received excellent performance ratings, based on patient perceptions. The top performing hospitals that have been named in this report may have leading practices in place from which others hospitals can learn and share.

This Report reflects scores from surveys completed by patients who had encounters in Ontario’s hospitals between April 1st, 2013 and March 31st, 2014. In the report, the 90th, 75th, 50th (median) and 25th percentile scores are presented, along with the highest and lowest annual percent positive scores for the two global patient experience rating questions, Overall Care and Services Received and Would Recommend. The specific questions asked were:

“Overall, how would you rate the care you received at the hospital?”

“Would you recommend this hospital to your family or friends?”

Survey results are broken out into four different reporting categories: overall, teaching, community and small hospitals. This is broken down further to the following categories:

- Acute Inpatient Care;
- Emergency Department; and
- Maternity Care.

Based on the NRCC report for **patient experience** surveys from April 1, 2013 to March 31, 2014:

- **Perth & Smiths Falls District Hospital – Smiths Falls is in the 90th percentile** for “Overall Care” – Community hospitals
- **Perth & Smiths Falls District Hospital – Perth is in the 90th percentile** for “Overall Care” for Emergency Department – Community Hospitals;
- **Perth & Smiths Falls District Hospital – Smiths Falls is the Top Performer** for “Overall Care” for Acute Care Inpatient – Community Hospitals; and
- **Perth & Smiths Falls District Hospital – Perth is in the 90th percentile** for “Would Recommend” for Emergency Department – Community Hospitals

Perth and Smiths Falls District Hospital is the top performing hospital in Ontario for patient rating of overall care for Acute Care Inpatient – Community Hospitals. Further, it is the only hospital in the South East Local Health Integration Network to be recognized as a top performer by its patients and families.

Christine Robinson, Manager, Quality stated that, “surveys such as this are integral in the pursuit of high quality patient care. The patient voice is essential to our overall success as an organization. Our hospital monitors risk and patient safety and all aspects of quality constantly.”

Richard Schooley, Chair, Board of Directors commented, “the NRCC data and patient ratings reports are held in high regard by all members of our hospital family. As the survey is monitored by a 3rd party, the results are real and can highlight best practices for us to share with other organizations.” He offered his congratulations to the whole hospital family on a job well done.

Upon review of the results, Bev McFarlane, President & CEO commented that she sees the efforts of staff and physicians each and every day and is proud that the efforts are being recognized and formally acknowledged. “It is a high compliment to be paid by our patients and families to be recognized as “top performer”.” Ms. McFarlane extended her thanks to all patients who completed and submitted the survey.

Patient satisfaction is measured via surveys that are mailed to patients who visited the Emergency Department or stayed at least one night in hospital. The surveys ask patients to rate their satisfaction level with all aspects of their hospital visit.

About National Research Corporation Canada (NRCC)

For more than 30 years, National Research Corporation has been at the forefront of patient-centered care. Today, the company's focus on empowering customer-centric healthcare across the continuum extends patient-centered care to incorporate families, communities, employees, senior housing residents and other stakeholders. For more information regarding the survey and its process, please visit: www.nationalresearch.com.

About PSFDH:

The Perth and Smiths Falls District Hospital (the “Hospital”) is a fully accredited acute care health care organization located on two state-of-the-art sites. The hospital is situated in the heart of the Rideau Canal region and proudly provides health services to more than 44,000 people in the surrounding communities. The hospital delivers a broad range of primary and secondary services and programs such as emergency care, diagnostic imaging, obstetrics, general and specialty surgical services, dialysis as well as laboratory and infection control services.

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