



SIOUX LOOKOUT
Meno Ya Win
HEALTH CENTRE

Diagnostic Imaging Patient Experience Survey

Your hospital experience is a top priority for us and each member of our team is committed to compassionate, high-quality and culturally safe care. We understand that as a patient, family member or community member, coming to the hospital can be a stressful time. Our team is here to help make sure the needs of our patients and family members come first.

Please take a few minutes to complete a Patient Satisfaction Survey. The survey gives us important feedback about the care you received at the hospital.

Your completed survey can be placed in any of the survey boxes that can be found at various locations around the hospital, given to any staff member, or returned to us by mail to:

Quality and Patient Safety Lead
Sioux Lookout Meno Ya Win Health Centre
#1 Meno Ya Win Way, P.O. Box 909
Sioux Lookout, ON P8T 1B4

If you have any questions about your care or any other aspect of your stay, please ask your nurse, doctor or another member of your care team.

Diagnostic Imaging Department Patient Satisfaction Survey

1. What is your patient status?

Inpatient Outpatient

2. What type of examination/procedure did you have done today?

General X-ray

Mammography

X-ray Procedure (barium)

Pain Therapy Clinic

Ultrasound

Mammography Biopsy Clinic

CT

Other (please specify)

3. If you are a woman of child-bearing age (11 - 55 years) having an X-ray, CT, or Mammography, did the staff ask you if there was any possibility that you might be pregnant?

Yes No N/A

4. Did the staff introduce themselves to you?

Never Sometimes Usually Always Already knew him/her Don't Know/Not Applicable

5. Did the staff explain their role before they offered care?

Never Sometimes Usually Always Don't Know/Not Applicable

6. Did the staff consider my cultural values before/during providing care

Never Sometimes Usually Always Don't Know/Not Applicable

7. Overall, how would you rate the following?

	Very Poor	Poor	Fair	Very Good	Excellent
The care you received in the Diagnostic Imaging Department	<input type="radio"/>				
How well the staff explained the procedure to you.	<input type="radio"/>				
The time the procedure took to be completed.	<input type="radio"/>				
Staff's response to your questions or concerns.	<input type="radio"/>				
How respectful and professional the staff was.	<input type="radio"/>				
How sensitive the staff was.	<input type="radio"/>				
The customer service from the staff.	<input type="radio"/>				
How well my privacy was respected.	<input type="radio"/>				
How confidential the staff was.	<input type="radio"/>				

8. How would you rate your overall care at the Diagnostic Imaging Department?

Very Poor Poor Fair Very Good Excellent

9. Would you recommend the Diagnostic Imaging Department of the Sioux Lookout Meno Ya Win Health Centre to friends and family?

Unsure Definitely No Probably No Probably Yes Definitely Yes

10. Please rate the Sioux Lookout Meno Ya Win Health Centre using any number from 1 - 10, where 1 is the WORST health centre possible and 10 is the BEST health centre possible

1 - Worst	2	3	4	5	6	7	8	9	10 - Best
<input type="radio"/>									

11. Do you have any comments?

Thank you for taking the time to complete this survey. We value your opinion and we appreciate your feedback to maintain a high quality of service for our community by identifying opportunities for improvement.