

PATIENT AND FAMILY EXPERIENCE QUESTIONNAIRE (PFEQ) DASHBOARD

Fiscal Year 2023/2024

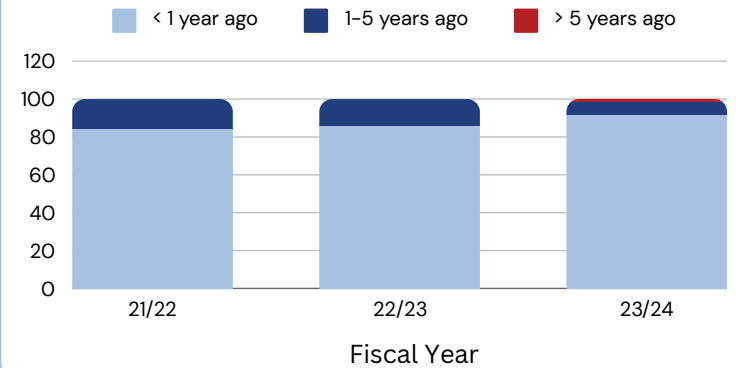
94

PFEQs received and analyzed

Respondents



Time of Stroke Onset



Top selected positive and negative emotions

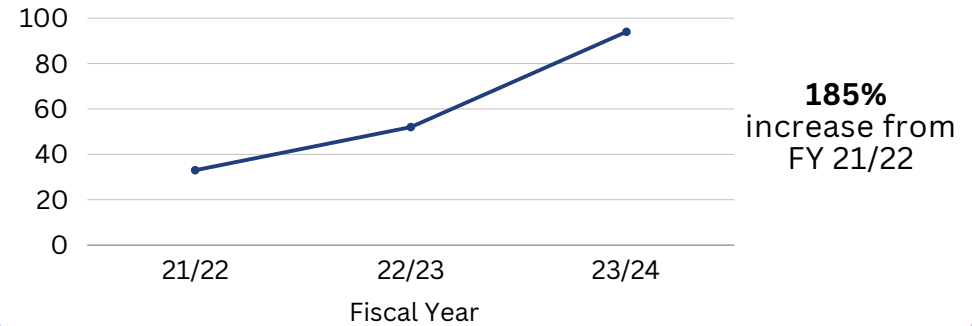
Grateful



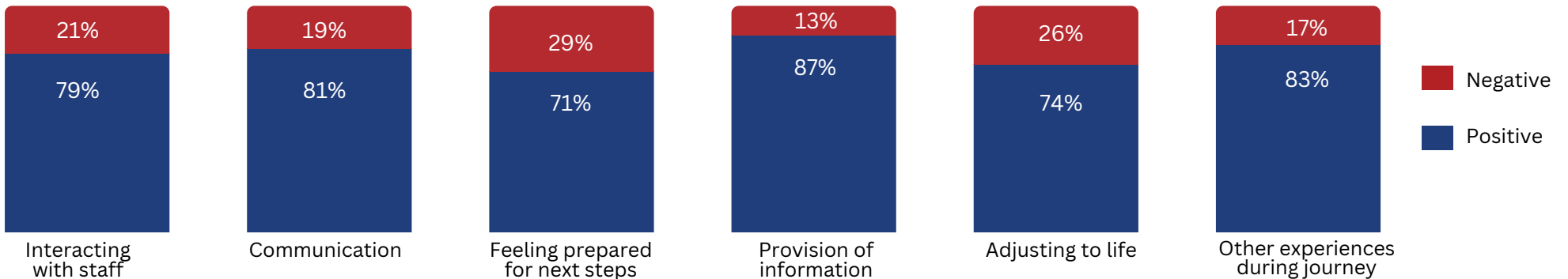
Frustrated



Response rates



Proportion of positive and negative emotions selected per question



Comments submitted provided rich information. They reflect a range of positive and negative patient experiences, highlighting the importance of quality care, follow-up, effective communication, and support during the recovery process.



Quality of care

Praise of healthcare providers for their professionalism, empathy, knowledge and support during a stressful time.

“What impressed me the most was the compassion of every staff member. They not only provided excellent nursing/medical care...they nurtured my spirit.”

“They were supportive and reassuring making a frightening situation so much easier to navigate.”



Emotional and psychological impact

Respondents highlight the emotional and psychological impact the stroke had on them.

“I am still struggling with post stroke anxiety and don't yet feel 'safe'.”

“Few nurses were supportive, many were lacking in knowledge of what patient needed to feel hopeful and empowered, safe.”



Follow-up care

While care was generally positive, some expressed frustration or a lack of clarity about their follow-up care and appointments.

“It was reassuring to have access to a follow up cardiology as well as the Stroke Clinic.”

“It has been 3 months and I am finally seeing a stroke team.”



Communication and information

Most felt well-informed and reassured about procedures and next steps.

“ There was always clear and consistent information relayed to my daughter and us (her parents) frequently. Their treatment plan was very well thought out and my daughter always felt that she understood what was happening. ”

“ The in-depth sessions for each daily visit have been quite satisfying and all documentation has been top notch.. ”



Opportunities for improvement



Quality of care

Feedback indicated that care was overall positive. Health care providers should continue to focus on person-centered care.

“Don't just follow the standard playbook issued to the patient and respond to symptoms”

Emotional and psychological impact

Continue to consistently address the emotional and psychosocial impact a stroke can have on patients.

“I felt helpless and afraid and worried “

Follow-up care

Ensure processes are in place for seamless follow-up care to reduce frustration and worry.

“I requested a final appointment to close the case and determine next steps, had my appointment changed 3 times”

Communication and information

Verbal and non verbal forms of communication are vital for fostering understanding and reducing anxiety.

“Felt like a child not being listened to by the parents”