

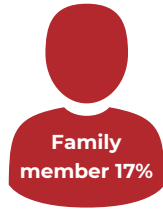
PATIENT AND FAMILY EXPERIENCE QUESTIONNAIRE (PFEQ) DASHBOARD

April 2022 to March 2023

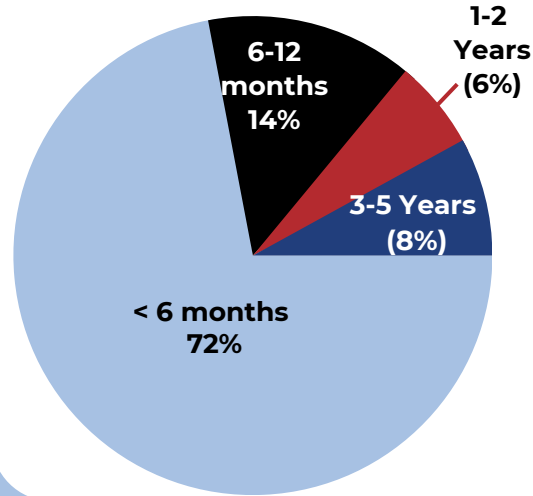
52

PFEQs received and analyzed

Respondants

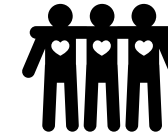


Years since stroke



Most positive and negative emotions selected overall

Positive



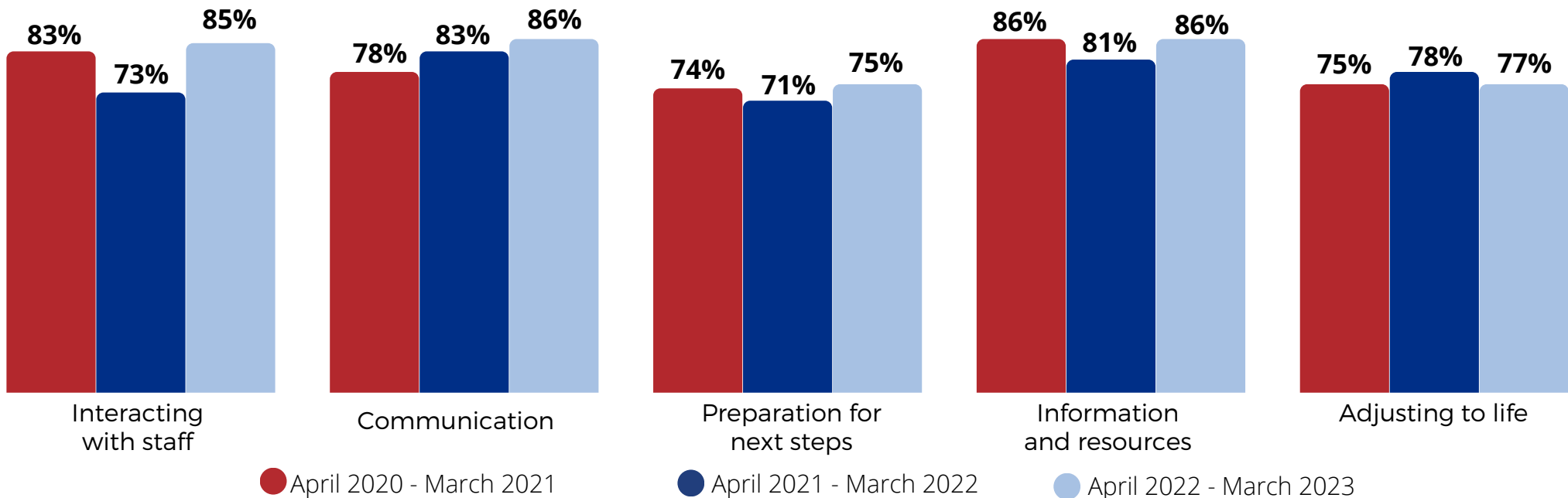
Supported

Negative



Frustrated

Percentage of positive emotions selected per question



Quality of Care



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ICU is fantastic with one dedicated nurse; everything is explained, reassurance, positivity, empowerment. Just excellent care

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Our need to understand was respected and ... everyone involved delivered the kind of superior service one would ideally want. We were not spoken down to or ignored in any way and all questions were answered and all requests fulfilled. Terrific care with no holdbacks in information or high level care.

“

The calm in the voices of those around me made me feel safe.

Coordination of Care



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My partner recognized the symptoms and called EMS. I was taken directly to [a Regional Stroke Centre], given a CT scan immediately and then taken to the ICU where TPA was administered. I quickly recovered my speech and movement.

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The overall journey is a quite reassuring and satisfying experience, thanks to the effective Canadian hospital system. From emergency room, hospital residency to now rehab, all of the staffs, physicians and doctors are effective, kind and responsive

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I received excellent and timely care under difficult hospital conditions.

Opportunities for Improvement

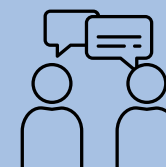


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The communication between doctors, clinics, pharmacy, etc. needs improvement. Lots of duplication or confusion or conflicting recommendations.

While in the hospital the care was fine. The follow up and resources are abysmal. [Staff] need a crash course in how people are after a stroke. They don't remember anything.

Nobody talked to me to answer my questions or see how I felt. I was invisible to everyone, it was very frustrating. I felt sad and lonely.



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