

PATIENT AND FAMILY EXPERIENCE QUESTIONNAIRE (PFEQ) DASHBOARD

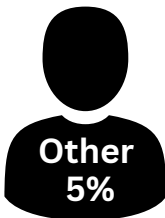
Fiscal Year 2024/2025

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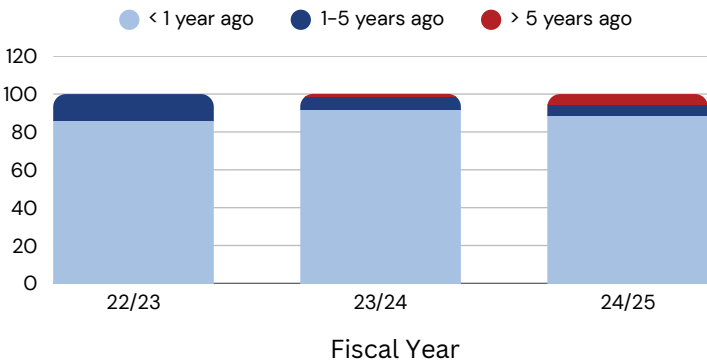
PFEQs received and analyzed

↓ 61.9% decrease from 23/24

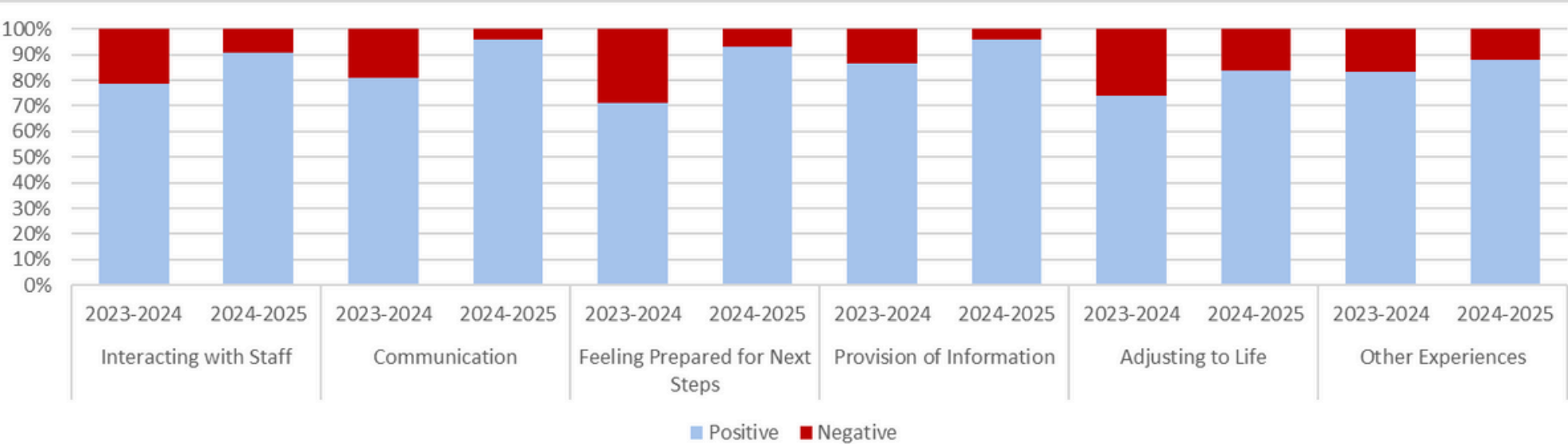
Respondents



Time of Stroke Onset

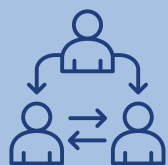


Proportion of positive and negative emotions selected per question



Top selected positive and negative emotions: Grateful and Worried

Even though the response rate is lower than fiscal year 2023/24, there are more positive than negative emotions selected in 2024/25



Information Sharing and Care Coordination

Praise of healthcare providers for their clear communication that helped respondents feel informed and prepared for next steps

“

When she provided me the information, it helped me take responsibility for my own health and feel better when the services ends

”

“

Therapists helped with home care arrange. Now I better with help at home. [...] Physio called me at home to make sure homecare helping

”



Empowerment and Support

Respondents appreciated providers' empathy and support, as well as their efforts to promote self-efficacy.

“

When she informed me what the next sessions was going to be, it helped me and motivated me to do better and it made me feel like I have a choice

”

“

I felt the staff truly cared for my well being and gave me all the encouragement I needed. Overall it was good

”



Gains in Recovery

Many reported improved daily functioning and regained strength and independence.

“

I had 2 strokes in late 2023. After I came home, I was using a wheelchair and needing 2 person to help for everything. Now I can walk with a walker. I am very happy.

”

“

I do feel hopeful with my recovery. It helped me gain a sense of normalcy within my life.

”



What We Can Learn



Strengthen Empathy

Some respondents felt that their voices weren't fully heard. A reminder that empathy can enhance the care experience.

"She made me feel completely disrespected and ignored"

Need for Ongoing Rehab

While many respondents appreciated the care received, some would have liked more therapy and face ongoing challenges.

"A partial stroke is not considered a disability. I am having a hard time finding a job"

Improve Communication

Effective communication enhances patient safety and builds trust and confidence in the delivery of high-quality stroke care.

"Better communication among nurses from one shift to the next... More communication from medical staff. Emotional support for caregivers. It should not be our job to oversee all aspects of the patient's care."