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FOR IMMEDIATE RELEASE

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Hotel Dieu Hospital scores high for positive patient experience

[Kingston, ON] The positive patient care experience in the Urgent Care Centre at Hotel Dieu Hospital has translated into high marks on a provincial performance scorecard.

In new patient experience indicators and data posted March 1 by myhospitalcare.ca, the Urgent Care Centre at Hotel Dieu scored a positive response rate of 94.8 per cent for its performance in the category of "Overall Rating of Care," well above the provincial average of 84.6 per cent. The rating looked at how patients viewed the overall quality of care and services they received during their Urgent Care visit.

In terms of "emotional support," 71.9 per cent of those surveyed about their Urgent Care visit provided positive scores, while the provincial average was 63.1 per cent. This indicator looked at whether patients felt they received the help, encouragement and support they needed to manage the fear, anxiety and concerns associated with their illness and hospital stay.

All scores reflect data collected over 2009-2010.

myhospitalcare.ca is a web resource for health care consumers developed by the Ontario Hospital Association (OHA) to help Ontarians learn more about how their local hospitals are performing. The site uses data collected from patients who voluntarily and confidentially evaluate the care and services they receive during their hospital visit.

"We're pleased this new data is being made available with the needs and interests of patients and families in mind," says Dr. David Pichora, Hotel Dieu CEO.

"At Hotel Dieu we're committed to providing an excellent patient care experience at every visit. The results posted today indicate that Hotel Dieu staff are dedicated to acting on that commitment when they care for and support patients and families."

By making hospital performance information easy for people to access, myhospitalcare.ca is empowering patients and reflecting hospitals' commitment to transparency, says Tom Closson, OHA President and CEO. The OHA also notes that its user-friendly website is designed solely as a public education tool, not as a guide to choosing a hospital.

Hotel Dieu Hospital is the ambulatory care teaching hospital for Kingston and Southeastern Ontario, providing expert care to more than 500,000 people in the region. Our specialized services include outpatient pediatrics, ophthalmology, diabetes education, breast assessment, day surgery, urgent care and mental health programs. Affiliated with Queen's University, we are partners within Kingston's university hospitals, delivering quality health care, leading innovative research and training the health care professionals of tomorrow.

L'Hôpital Hôtel-Dieu est l'établissement de soins ambulatoires universitaire pour Kingston et le Sud-Est de l'Ontario fournissant des soins spécialisés à plus de 500 000 personnes de la région. Parmi ses services spécialisés, mentionnons les services de pédiatrie en soins externes, d'ophtalmologie, d'éducation sur le diabète, de consultations relatives aux maladies du sein, de chirurgie de jour et de soins d'urgence, ainsi que des programmes de santé mentale. Affilié à la Queen's University, l'Hôpital est partenaire des hôpitaux universitaires de Kingston, fournissant des services de soins de santé de qualité, menant des recherches novatrices et formant les professionnels de la santé de demain.