

Patient Values - How are we doing?



Prairie Mountain Health uses feedback from Client Experience Questionnaires (CEQs) to ensure that the people we serve have a voice in the care they receive and to also help direct quality improvement initiatives. The CEQs are based on the regions Declaration Of Patient Values (DOPV). Results from the programs services listed are shown below. These are updated quarterly to include CEQs completed since the last report. This report is based upon 4,266 surveys.

Dignity, Respect, and Trust

We asked our clients whether they felt they were treated with respect, whether their cultural needs were considered, whether their privacy was respected, whether they were treated with compassion and if staff introduced themselves before providing care.



Accessibility & Responsiveness

We asked our clients if their care was coordinated, whether they were cared for in a timely manner, whether they had the access to the care they needed and whether their concerns were taken seriously.



Information Sharing

We asked our clients whether staff discussed their health care options with them, whether staff used words they could understand, if they were given the necessary information to make good decision about their health, if staff talked to them about their medications and if the staff kept their information confidential and secure.



Quality

We asked our clients whether they saw their provider clean their hands before providing care; whether their identity was confirmed, if staff discussed how to prevent falls, if they felt staff had the skills they needed to perform their job and whether they were satisfied with the quality of care.

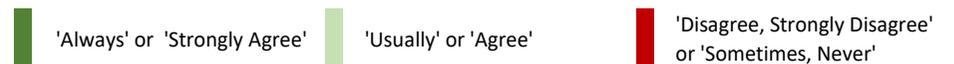


Participation

We asked our clients whether staff involved them in making decisions about their care, if they were encouraged to take part, if their choices were respected and if they were comfortable expressing concerns about their care.



Programs included in these results are: Hemodialysis, Home Care, Pediatrics, Flu Clinics, Chronic Disease Education Program, Midwifery*, Mobile Clinic, My Health Team, Nurse Practitioners, Mental Health, Therapy Services, Pain Management Clinic*, Emergency Departments* and Long Term Care*, Diagnostic Services*, EMS*. (*Surveys contain an additional question in Dignity, Respect, and Trust related to being treated with compassion)



[Learn more about the Declaration Of Patient Values \(DOPV\)](#)