

HSS ranks among top facilities in GTA in patient satisfaction

Patient satisfaction for Halton Healthcare Services (HHS) — which includes Milton District and Oakville-Trafalgar Memorial hospitals — has been ranked highest among Halton and Peel hospitals for 2003, placing it in the top five facilities in the GTA.

"We are pleased with the results of the Hospital Reports as they relate to Milton District Hospital and Oakville-Trafalgar Memorial Hospital," said HHS President and CEO John Oliver.

The results of the Hospital Report Series 2003 were released late last month by the Ontario Hospital Association and Ministry of Health and Long-Term Care.

This year, the Hospital Report Series includes system level and hospital-specific results for Acute Care, Emergency Department Care and Complex Continuing Care.

Also included is a system level report on rehabilitation.

The Acute Care Report provides hospital-specific balanced scorecards that examine four equally important areas of hospital performance — namely patient care, finances, patient satisfaction and how well hospitals are preparing for the future.

"We are also very excited about the above average ratings we received, which are reflective of some of our strategic initiatives," said Mr. Oliver.

"These excellent ratings in the Acute Care Report acknowledged our efforts in managing patients requiring Alternate Level of Care (ALC), the collection, dissemination and bench-marking of clinical outcomes and the total number of days that patients who had a hysterectomy stayed in the hospital."

For the first time, hospital-specific results for emergency and complex continuing care also identified areas of strengths, includ-

ing satisfaction with the emergency department facilities and the reduced use of physical restraints and maintaining bladder continence within the chronic care patient population.

The Emergency Department Care report identified an opportunity to reduce the proportion of patients receiving x-rays for ankle injury.

"This is a very comprehensive series of reports. In the days and weeks to come we will be reviewing the technical report, our specific ratings and the indicators to ensure we have an understanding of all our scores," Mr. Oliver noted.

That, he stressed, can help HHS move into the future.

"These results are positive and encouraging and perhaps more importantly, they provide us with valuable information which will help us enhance patient care and direct quality improvements."

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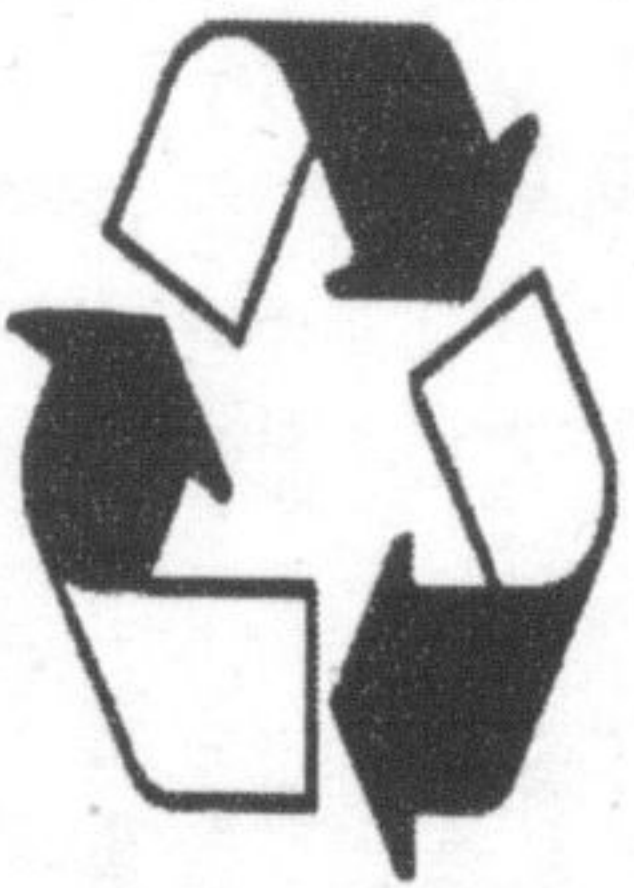
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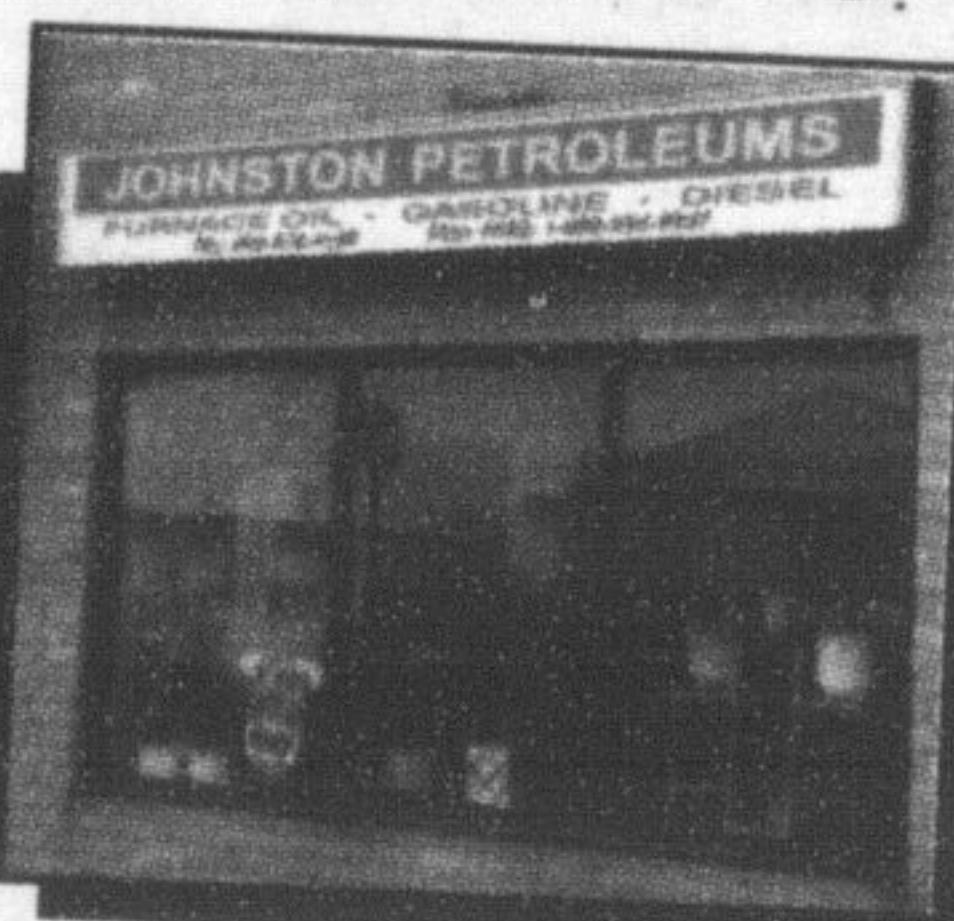
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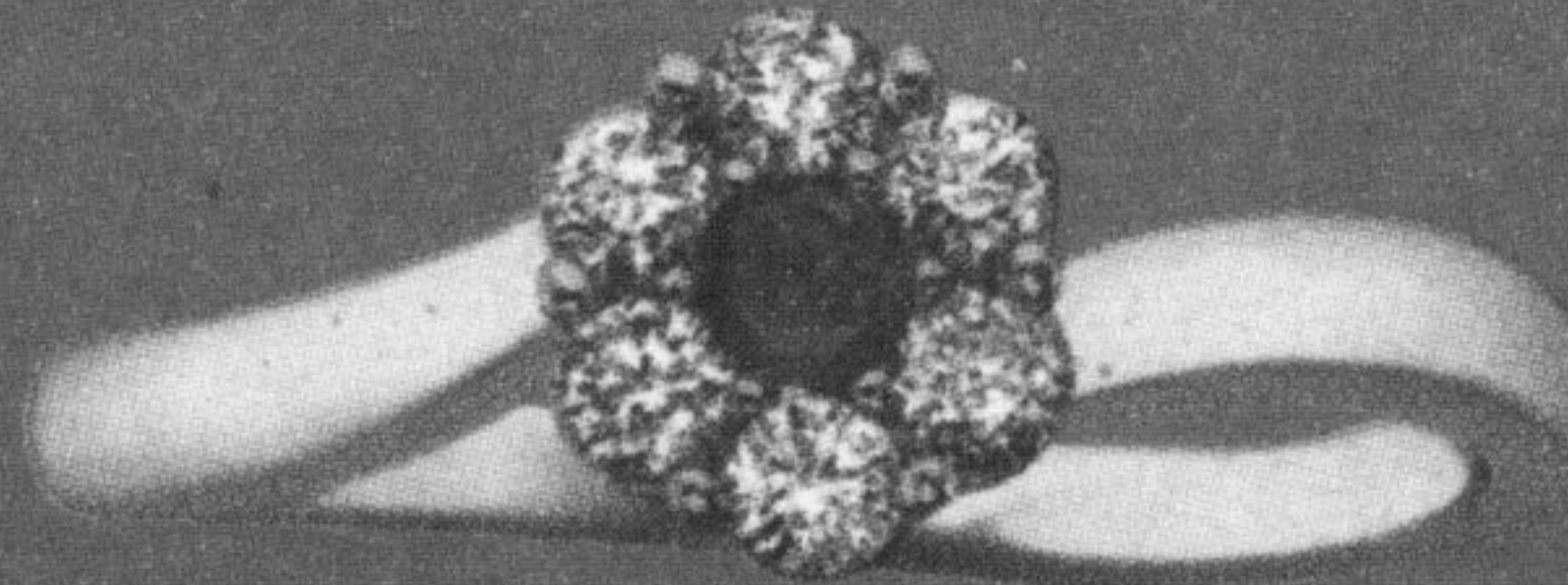
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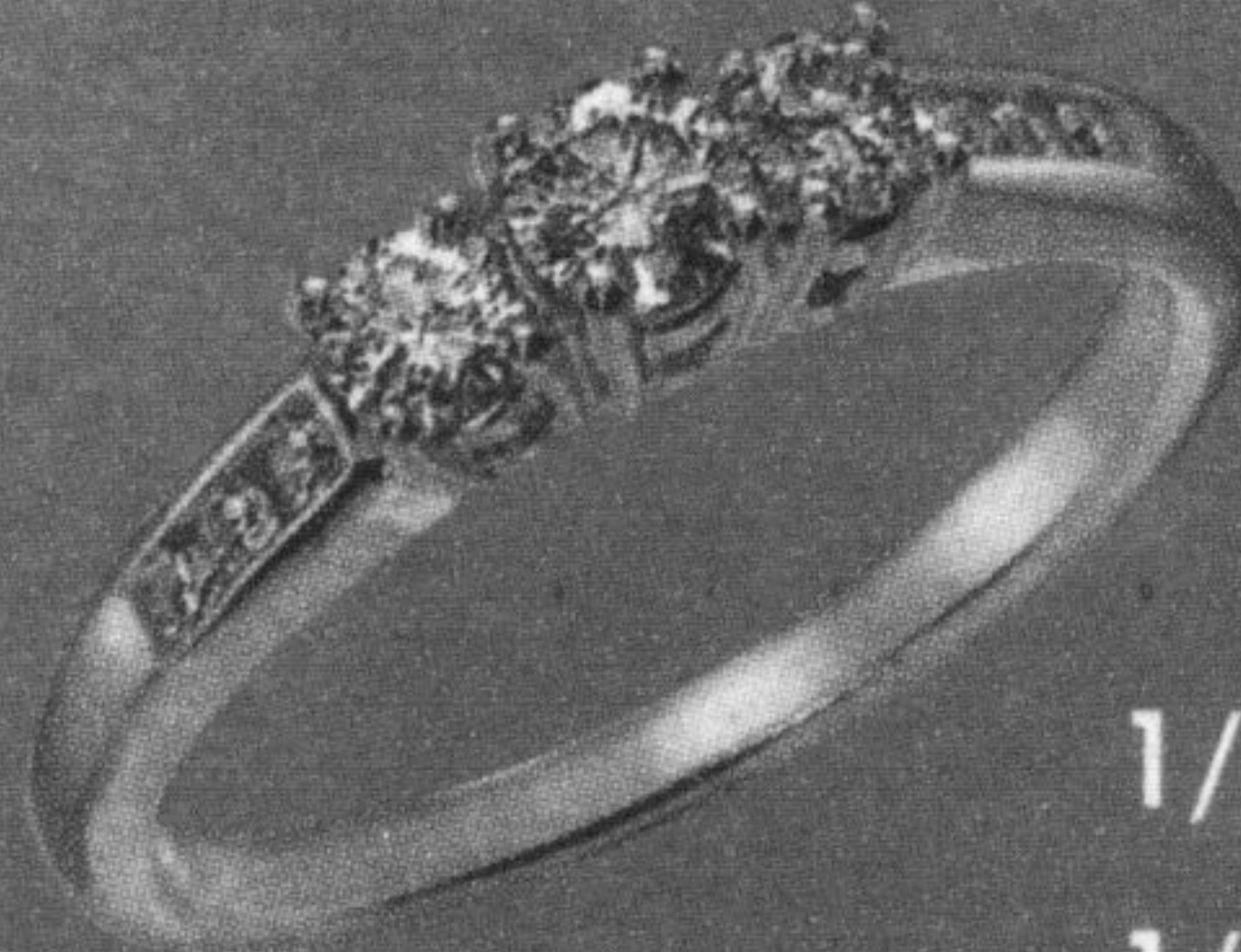


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