

# Rapid Pulse

*It's my hospital!*

## Patients' surveys praise JGH staff Satisfaction rates remain predominantly high

*In the Stroke Unit, the condition of patient Dullabhsinh Pamar is monitored by (from left) Dr. Jeffrey Minuk, Chief of Neurosciences, Dr. Janice Cohen and Catherine Forbes, Clinical nurse specialist and Stroke team coordinator.*



# 2012

*“To all of the  
JGH family  
- Happy  
Holidays!”*

In the latest hospital-wide satisfaction survey, patients have continued to give the JGH high ratings for the respect and dignity shown by staff. Since the survey was introduced in 2004, patients have consistently ranked “being treated like a person, not a case” as one of their top areas of satisfaction. They also say they would recommend the JGH to their family and friends.

Patient satisfaction surveys are one of the many tools used by the Quality Program to gather patient feedback. Since 2004, the Patient Satisfaction Program has routinely surveyed discharged patients, mailing bilingual surveys to them about two weeks after they return home.

Survey results give hospital staff a better idea of where patients' expectations are being met and where improvements are needed to make their experiences safer and more comfortable.

Areas of higher satisfaction are related to interpersonal aspects of care—specifically the doctor treating the patient as a person,

not a case (93%); patients being treated respectfully by nurses (92%); and patients' willingness to recommend the JGH (96%). Lower rates of satisfaction have been noted in such areas as eating assistance (70%) and noise (72%).

One change in the surveys during the past year is that patients have been asked to indicate the unit where they were treated. This allows the surveys to provide information that is both hospital-wide and unit-specific.

“By asking patients to provide feedback, we encourage them to become partners with their healthcare team,” says **Paula Calestagne**, Patient Satisfaction Program Coordinator. “The feedback is very important as it is used to improve the safety and quality of care for all patients.”

For more information about the Patient Satisfaction Program, please contact Ms. Calestagne at extension 4813 or on Lotus. Information about the Patient Satisfaction Program can also be found at [jgh.ca/QualityProgram](http://jgh.ca/QualityProgram).



## Happy Holidays from the CEO

As the days grow shorter, it's only natural for us to see winter as a time of darkness. However, for many of those who turn to us for help, darkness is a state of mind that knows no season. To dispel the gloom of

December, we welcome the rays of light that cheer us during Hanukkah, Christmas and other festivals. It is this same light—and its promise of hope and renewal—that we strive to provide to patients and their families at all times of the year through our professional expertise and our personal compassion.

*I want to wish everyone at the JGH a happy holiday season, the best of health and a new year in which we work together to heal the bodies and spirits of those who depend on us.*



Hartley Stern, M.D.  
Executive Director



Hôpital général juif  
Jewish General Hospital

[jgh.ca/sternblog](http://jgh.ca/sternblog)

Simply Put by Dr. Hartley Stern, CEO.



## Rapid Pulse

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NaNaMusical



*iFiesta HGJ!*

*iJGH Fiesta!*

Judi  
le 15 décembre 2011  
Thursday,  
December 15, 2011

L'Hôpital général juif  
vous invite à une

*iFiesta HGJ!*

En reconnaissance des employés

Joignez-vous à nous dans le

**Casa de l'HGJ**

(Auditorium Samuel S. Cohen, A-102)

pour un festin spécial

Passez entre 16h et 18h  
(pour une demi-heure)

\* Pour les équipes de nuit :  
Un déjeuner sera servi entre  
6h30 et 8h30, à l'Auditorium  
Samuel S. Cohen

Carte d'identité de l'hôpital requise  
Pour plus d'information, veuillez communiquer avec  
le service des Affaires publiques & communications

The Jewish General Hospital  
Invites You To A

*iJGH Fiesta!*

In appreciation of staff

Please join us in the

**JGH Casa**

(Samuel S. Cohen Auditorium, A-102)

for a special feast.

Drop in between  
4:00 and 6:00 p.m.  
(for a half hour)

\* For staff who work  
the night shift:  
A breakfast will be served  
between 6:30 and 8:30 a.m.  
in the Samuel S. Cohen Auditorium

Please be prepared to show your hospital ID card  
For more information, please contact  
the Department of Public Affairs & Communications