

SURVEY: February 2009

TOPIC: Patient Information Newsletter

RESPONDENTS: 36

In keeping with our patient and family centered philosophy, UHN has put together a Patient Information Newsletter that can assist patients and visitors when coming to UHN.

We would like your feedback on the content of this information package. Please take a few moments to answer the questions below.

1. Have you visited any of our three sites since November 2008?

| | |
|-----|----|
| Yes | 22 |
| No | 14 |

2. If you answered yes, did you see this newsletter at our elevators or information desks?

| | |
|-----|----|
| Yes | 3 |
| No | 21 |

3. If you picked up a copy, did you contact or use any of the services mentioned - ie. Patient Relations, Privacy, Patient Education or call the main phone numbers?

| | |
|-----|----|
| Yes | 2 |
| No | 14 |

4. Do you feel this information is useful?

| | |
|-----|----|
| Yes | 23 |
| No | 2 |

5. Is the pamphlet too long?

| | |
|-----|----|
| Yes | 4 |
| No | 20 |

6. Is the information clear?

| | |
|-----|----|
| Yes | 20 |
| No | 4 |

7. Is there any other information that should be included or removed?

- The email and phone numbers for the patient libraries in each hospital would be helpful.

- Are there any guidelines for visiting times? If so they should be included, for example do you want visitors at 8am in the morning or 11pm at night?

- Beautiful job as always. Here are some ideas - 1. In the flexible visiting guidelines, I'd add a sentence to tell folks what is flexible since none of the stuff listed is about that (I'm guessing that you can visit 24/7 on some wards?) I'd also add a rule indicating that visitors shouldn't stay so long that they tire the patient out. 2. Great job working the patient relations section - nice to see compliments first. Can you give some examples of 'support' in the last bullet? 3. In the Virtual Patient Focus Group, the first bullet is 'wordy' - how about 'it is a group of individuals who give us feedback about our projects and services'. 4. In the Patient library section, I'd write out the names of the 3 hospitals ex. Princess Margaret Hospital (PMH, etc.) Thanks for asking our opinion.

- It has the basis of good information if it was followed at all times, which I find it isn't. I have found that cleanliness of patient rooms is not always up to the basic standards, mopping of the centre of floors does not count.

- I think the cover page is a little crowded but colourful and grabs your attention - interesting I have never seen it out given I'm at PMH 2x a week.

- As I did not see the newsletter I cannot comment on it.

- It's not that the information is NOT clear, it's that the layout is busy and distracting and looks as if it was designed by a high school student. It doesn't draw the reader in to one key starting point and then comfortably allow the eye to follow to the next focal point. By the way questions 4 and 6 with their yes/no style are not conducive to obtaining the best answers. They need to allow for room to explain why yes or no.

- very well done and useful

- the flow of the document seems a little chopped up. You have a section describing what UHN is doing to 'protect' patients and friends, but it's really about hygiene rather than security. Perhaps a more explanatory phrase like 'protect the health' or similar? And it seems not to connect with the two items beneath regarding Patient Relations. I think that the 'protection' sections should be on the same pages as the 'six things' section and the piece about the libraries should be with the patient relations section. Group similar themes with each other. The contact numbers at the bottom of page one use acronyms for the three UHN hospitals. These should actually be spelled out, rather than asking the reader to guess what TWH is. Moreover, it's unclear what that information indicates. Are those the hours of operation of the hospitals themselves? Of the Patient Relations office? Of the library? The graphic design of the blue box should not be separate from the beige box above it. Also, remove the quotation marks from the sentence 'six things you can do..' - you're not quoting someone, you're merely emphasizing those words, which you can do by increasing the font size of the letters to distinguish them from the text immediately below. Same thing with the words 'the flu' and 'flu shot'. No quotes. They're commonly used words and don't need to be treated as special or slang.

- Information regarding parking rates might be helpful

- Clear information regarding universal/regular hours of visiting

- I wish I could be more helpful but I didn't see the newsletter when I was there in December 2008. But I think if there is information in there about Patient Relations and the main phone numbers then I would find it helpful.

- Visiting the hospital or being a patient at a hospital is already very stressful and/or frightening. This pamphlet is too sterile and official-looking. I would suggest dialing-down the language and making it more patient/visitor friendly.

- The last two questions I answered no to because I never saw it. In the future I will look and take a copy.

- Great job - clear and concise.

- As I did not see the newsletter on my last visit, I cannot judge the questions you ask. Having said that, perhaps I did not see it because it was not as prominently displayed as it could be. patients and family members coming to PMH often have other things on their minds and might not register the usefulness of such a document in following visits or experiences with PMH.

- It would be valuable to have a live person available well calling.

END OF SURVEY