

Providence Care | News Release

Patients and families give Providence Care's St. Mary's of the Lake Hospital top marks

June 7, 2007

A recent survey of complex continuing care patients and their family members at St. Mary's of the Lake Hospital found an 86 per cent satisfaction level related to the quality of care and treatment received. That is higher than the Ontario average for hospitals with programs similar to ours.

Families rated the care delivered with a 90 per cent score with respect to the team's ability to meet the needs of the patients with dignity and compassionate care. Some of the highest marks related to the quality of care and treatment provided. NRC+Picker conducted the independent survey in December 2006 through a combination of face-to-face interviews with patients and questionnaires mailed to family members.

Survey results showed a five per cent increase in overall patient satisfaction since 2003, when the last survey was done. Since that time a number of changes have been made to enhance the increasingly complex needs of our patients, including greater involvement by patients in decision making about their care.

The survey also indicated there were a few areas we could improve upon, such as the living environment and more offsite community activities for patients. With plans in development for a new hospital, many patients are eagerly awaiting a move to a newer, more modern living environment that will be more spacious and wheelchair accessible.

Since the latest satisfaction survey was completed, the University Hospitals of Kingston Foundation has raised funds to purchase a wheelchair accessible bus to promote recreational outings for patients, clients and residents. The St. Mary's of the Lake Hospital Patient Council was very instrumental in advocating for this new bus, which will be shared between Providence Care's three main sites.

Providence Care's St. Mary's of the Lake Hospital is the leading provider of complex continuing care in Southeastern Ontario with 82 beds devoted to patients with complex care needs. Many people living in complex continuing care have multiple medical needs and require 24-hour nursing care delivered in a hospital setting.

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Providence Care is the leading provider of specialized care for some of the most vulnerable patients in Southeastern Ontario – the frail elderly, people coping with chronic illness, stroke survivors and those living with mental illness. One of Kingston's university hospitals, Providence has three main sites in Kingston: Mental Health Services, St. Mary's of the Lake Hospital and Providence Manor and 15 community locations. Affiliated with Queen's University, Providence Care is a major centre for teaching and research.