

THANK YOU FROM HORIZON PUBLIC HEALTH!

We want to extend our gratitude to the clients and their families who took the time to share their thoughts and experiences by completing the Patient Experience Survey.

Your feedback is incredibly valuable as we strive to enhance the quality of care and service we provide.

We heard from 63 individuals about the care they received during the following public health services:

Public Health Services	Number of Surveys Completed	
	English	French
Immunization	34	1
Healthy toddler assessment	6	0
Hospital visit/phone call after birth	3	0
Home visit	17	1
Communicable disease	1	0
Total	61	2

HERE'S WHAT WE HEARD

On a scale of 0 to 10, where 0 is the worst possible appointment and 10 is the best possible appointment,

90.2%

rated their public health appointment an 8/10 or higher.

"They were very courteous and informative!"

"Friendly and kind staff, helped my child feel at ease."

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GENERAL RESPONSES	Treated with courtesy and respect: 91.9% Strongly Agree	Explained things in a way I could understand: 90.3% Strongly Agree
Had enough time to ask questions: 82.3% Strongly Agree	Received helpful information and education: 83.9% Strongly Agree	Involved in decisions about my care or my child's care: 88.7% Strongly Agree

PROGRAM SPECIFIC RESPONSES	Was offered a comfort aid before vaccination: 34.3% Yes 22.9% No 42.9% N/A	Received support with fears or worries related to vaccination: 82.9% Yes 2.9% No 14.3% N/A
Cleaned hands before vaccination: 88.6% Yes 11.4% Do not remember	Received enough information regarding potential side effects: 91.4% Yes 8.6% No	Received a comprehensive Healthy Toddler Assessment: 100.0% Strongly Agree or Agree

WHAT'S NEXT?

- We will identify quality improvement activities that address survey findings.
- We will work to review survey questions and methods with the intent of expanding survey reach and subsequent analysis.
 - The survey will be administered at regular intervals.

Once again, thank you for your participation and for contributing to the improvement of our services.

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