

# COVID-19 Lessons Learned Survey Community Results

# 102

**community respondents**

Between July 6-19, 2020



## Respondent groups:

33% - member of the community

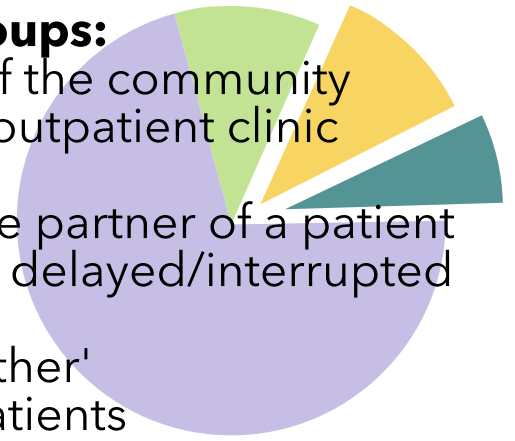
24% - visited an outpatient clinic (including ED)

21% - family /care partner of a patient

9% - patient with delayed/interrupted care

9% - selected 'Other'

4% - admitted patients



## Key findings:

### *How did GRH do in communicating with you?*

**1. The community was very grateful for GRH and the efforts it made to communicate what was happening. We will continue to strive to keep the community informed on the ongoing changes occurring.**

*"My father had an appointment at the Cancer department. The reception staff were very articulate and clear of appointment expectations. They were very nice and able to explain why certain changes were made and this made myself and my father feel comfortable to come in for his appointment. Great reception team!" - Community Survey*

**2. More than half of the respondents (55%) that were patients/family/care partners agreed they felt safe and comfortable coming into the hospital when they needed to come to the hospital. We will continue to apply ministry and infection control guidance in our screening to keep everyone safe.**

*"I gave birth in May and while I understood the visitor policy, labouring in triage without a support person was challenging. It would have been really helpful having my husband by my side as I was in very active labour by the time we arrived. The nurses were amazing though! Each and everyone made us feel comfortable and knowledgeable about the policies and expectations the entire time. Communication was much better than my first delivery (March 2019)." - Community Survey*

**3. Almost 70% of patients/families/care partners agreed they understood reason why GRH cancelled or made changes to their patient care services. We anticipate we will need to continue to make changes and will continue to keep our community informed.**

*"Given how fast [COVID-19] hit our hospital I am impressed how well the front line workers handled a very difficult time." - Community Survey*

**4. Only half of the respondents agreed they understood changes to the visitor rules, and understand they weren't allowed except in certain situations. Many of you stated you wanted to be present with your loved ones, we immediately heard this and made changes to our policies to accommodate essential care partners.**

*"There needs to be much better communication with the caregiver when a loved one is at the hospital for a scheduled treatment and gets admitted because of a medical issue. I have had no communication from GRH. The lack of communication has been extremely stressful for my family. A phone call would have been appreciated." - Community Survey*

## Next steps:

- 1) The feedback from the survey will be used to continue to support future planning efforts
- 2) Continued engagements with patients, families and care partners
- 3) Committed to keeping our community informed