



Patient Satisfaction Surveys: Listening to Patients

**Honourable Sindi Hawkins
Minister of Health Planning**

Open Cabinet - November 14, 2003



Ministry of Health Planning Service Plan

- **Objective: deliver sustainable services that meet public needs**
- **Strategy: monitor and report on patient experience and public satisfaction**



We believe it's important:

- To hear from patients
- To provide an opportunity for British Columbians to affect decisions in health care
- To support and promote quality improvement of health services
- To be accountable for health services delivered



Ministry of Health Planning:

- **Public Satisfaction**
- **Telephone survey**
- **Focus on overall satisfaction with health care system**

Health Authorities:

- **Patient Satisfaction**
- **In-person or mail-in surveys**
- **Focus on specific areas or sectors**



Surveys will:

- **Ensure protection of patient privacy**
- **Be reported through Annual Report of Ministry of Health Planning**



Time Table

Survey	Start	Frequency
Public Satisfaction	Begins December 2003	monthly
Patient Satisfaction:		
Emergency Department Care	Late November 2003	Every 2 years
Long Term Care	Now through February 2003	Every 2 years



In Planning:

Spring 2004

- Ambulatory Oncology Care
- Inpatient Acute Care

2004/2005

- Mental Health Care
- Home and Community Care



Patient Satisfaction Surveys: Listening to Patients

**Honourable Sindi Hawkins
Minister of Health Planning**

Open Cabinet - November 14, 2003