



CARLETON PLACE & DISTRICT MEMORIAL HOSPITAL

SIXTY YEARS OF CARING ... AND WE'RE JUST GETTING STARTED

## MEDIA RELEASE

March 13, 2015

### THANKS FOR THE GREAT FEEDBACK!

The latest patient satisfaction survey reports are in and we couldn't be prouder. Carleton Place & District Memorial Hospital (CPDMH) is a high performer for overall care, placing in the top 10% of the 104 hospitals surveyed across Ontario.

"We are very proud of these results," notes Rachel de Kemp, Chief Nursing Executive. "We use this feedback to help us continually improve the care we provide. We want to always do better."

"It takes a committed team to provide the very best care," adds Toni Surko, CEO. "Patient satisfaction looks at each patient's entire experience, and involves everyone including physicians, front-line staff, those behind the scenes and our volunteers. Congratulations to our entire team!"

The survey asks patients 'Overall, how would you rate the care you received at the hospital?'. The data is collected by National Research Corporation Canada (NRCC), an independent research institute. This is the fourth annual survey of patient ratings of Ontario hospitals and the report is based on surveys from April 1, 2013 to March 31, 2014.



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