

NEWS

For Immediate Release

January 29, 2015

The South East LHIN Wants to Hear From You Patient Experience Survey to Capture Feedback on Health Care

Belleville – The South East Local Health Integration Network (LHIN) wants to hear about your experience with the health care system. The South East LHIN is launching a new patient experience survey that asks residents of the South East LHIN to describe the quality of care they received in the recent past. The Patient Experience Survey – branded as Survey Said - will help us better understand how patients, families and caregivers experience the health care system and how LHINs can help make the improvements that matter most.

The LHIN wants to hear directly from people in our community. Being local and engaging the community are two of the pillars that LHINs are founded on. In order to improve the health care system at the local level, the LHIN survey is asking patients, families and caregivers to share valuable insights about the care they received from their health service providers. To ensure privacy, the survey is anonymous and results will be kept confidential.

We encourage everyone in our LHIN to complete the Patient Experience Survey online starting today. This Patient Experience Survey is a way to measure:

- How easy it is for patients to access the care they need and navigate their local health system
- The overall quality of care patients receive
- How satisfied patients are with the care they receive
- Ways we can improve our health care system

To access and complete the survey, please visit http://www.lhins.on.ca/en/Pan-LHIN%20Content/Patient%20Experience%20Survey/Patient%20Experience%20Survey.aspx?sc_Lang=en

-30-

QUOTES

“The LHIN monitors indicators of clinical performance, safety and access to care. The Board's strategic discussions to promote high quality care start with and remain centered on what patients experience as a driver for care improvement.”

- **Donna Segal**, Board Chair, South East LHIN

“It's obvious for the South East LHIN, and for the healthcare providers across our region, that the patient experience is a crucial part of quality healthcare provision. As we work together to develop a

71 Adam Street
Belleville, ON K8N 5K3
Tel: 613 967-0196
Toll Free: 1 866 831-5446
Fax: 613 967-1341
www.southeastlhin.on.ca

71, rue Adam
Belleville, ON K8N 5K3
Téléphone : 613 967-0196
Sans frais : 1 866 831-5446
Télécopieur : 613 967-1341
www.southeastlhin.on.ca

regional system of integrated patient-centered care, a better understanding of the patient experience will be a tool for service improvement and a lever for performance.”

- **Paul Huras**, CEO, South East LHIN

LEARN MORE

Read more about the South East LHIN at www.southeastlhin.on.ca

For more information please contact **Caitlin Lavoie**, Communications Lead, at 613-967-0196 ext. 2240 or at caitlin.denBoer@lhins.on.ca