

**Patient Satisfaction Survey
Agregated Results**

Prenatal Care	1 Very dissatisfied	2 Somewhat dissatisfied	3 Care was addequate	4 Mostly satisfied	5 Very Satisfied
Were you satisfied with the wait time for visits?	1			12	18
Did the information you got help you make decisions?	2		4	6	20
Was it easy to get to see your CLE practitioner?	1		1	8	22
Were you satisfied with the skills and knowledge of your CLE practitioner?			3	4	25
Was it easy to get to the clinic?	2		1	5	24
Were your family and other support people included in your care?	1	1	2	4	23
Did you have enough opportunities to meet your CLE team?		2	2	11	17
Did your CLE team get to know you well?	1		7	13	11
Did the members of your CLE team have a high level of knowledge?		1		9	22
Did the members of your CLE team agree on how you should be cared for?		1	3	6	22
Was it clear who your Care Co-ordinator was?	1	3	6	4	18
Was it clear when to page your CLE team?	1	1	7	6	17

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Comments (prenatal care)					
Felt the clinic experience was well organized. I was very impressed that I got to meet the doctors and midwives several times. As a first time mother the various opinions was reassuring. I was comforted to know that all 4 members of the team were coming to the same conclusions on my pregnancy progress. Knowing the team was a comfort on delivery day.					
Living in Cape Breton with a full time job and 2 children I did not find it beneficial to have to begin at the clinic @ 20 weeks when my GP was able to give me the same care. I also feel that the patient should get the option as to whether they want to be seen and have their child delivered by a midwife. I didn't feel that the role of the midwives were clear in their expertise. They couldn't explain what the benefits they have that would benefit the patient. The OB's said they were good but gave a different kind of care. I feel from 37 weeks and the patient should see one caregiver.					
At least once on this survey indicate what CLE stands for!					
I think that this "CLE Project" is a great idea. It should have been done years ago. The thought of everyone working together as a team is not only important for infomation sharing but, is a comfort to the patients knowing they are getting the best care possible.					
The Collaborative Learning Environment Project is a wonderful asset to have at St. Martha's. It is a great experience for pregnant mom's and their support people.					
I liked how the perinatal clinic was located right in the hospital next to maternity ward. I also like how involved the midwives were.					
Most of the time appointments were very speedy. Thank you. Being referred to OAC is great. Perhaps if one was seen earlier in their pregnancy this would be better - maybe most are, I don't know. A wealth of information is available there, but there is almost too much - a little overwhelming/intimidating. I felt cared for by the team - much appreciated.					
I was very happy to have the oppotunity to see one of the midwives for most of my prenatal visits. She addressed any questions or concerns that we had each appointment, and really took the time to get to know us. We wanted to have as few interventiions as possible, she understood this and helped us to feel prepared for the birth and what to do in the early stages of labour. Because my labour progressed so quickly there was not enough time for her to get to the hospital so the OB-GYN delivered. I was a little disappointed, but felt totally comfortable with the doctor, as I had seen her for several prenatal visits.					

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Labour and Birth	1 Very dissatisfied	2 Somewhat dissatisfied	3 Care was adequate	4 Mostly satisfied	5 Very satisfied
Was information about labour support people available?	1	4	2	10	14
Was there information about when to go to hospital?	1	2	4	6	18
Was it clear when to page your CLE team?	1	2	6	9	13
Was you CLE practitioner available during your labour?	3	3	3	3	18
Was your labour managed well?	1	3	2	3	22
Was your delivery managed well?	2	2	1	3	23
Did your CLE team support your choices in labour and birth?	1	1		7	21
Were you admitted to the Low Risk Unit at the hospital?	Yes: 16	No: 8	not sure: 3		
One survey did not fill out the community post partum section but commented that she would be seeing her GP at 6 weeks.					

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Hospital Post Partum	Less than 24 hours?	24 hours?	More than 24 hours?	Yes	No
How long was your hospital stay?:	1	2	27		
Was your baby roomed in with you?				30	
Was your baby in the Special Care Nursery?					30
Did you see a Lactation Consultant in hospital?				16	14
Did a CLE team member see you in hospital?				25	3
Comments (hospital post-partum)					
Midwife care was excellent. She was there beginning to end and was so encouraging. Postpartum got to stay 3 days. Was not ruched home. This was great for my first pregnancy.					
Super nurses - Tanya Burke, Rachel Sparks - very skilled, great bedside manner, best nurses we have ever encountered. Special mention to Jennifer Greencain and student nurse Courtney.					
Everyone involved in my care were amazing.					
Absolutely excellent experience with my 2nd . Couldn't have asked for better!					
Extremely impressed with the quality of care received. Everyone was very helpful, knowledgeable and supportive of breast feeding. (Nurses were great)					

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Community Post Partum	1 Very dissatisfied	2 Somewhat dissatisfied	3 Care was adequate	4 Mostly satisfied	5 Very satisfied
Was it easy to get to see your CLE team practitioner?		2	3	9	17
Were you satisfied with the length of post partum visits? N/A: 2	1	1	3	7	17
Were you satisfied with the timing of post partum visits? N/A: 2	1	1	4	6	18
Was the post partum information useful? N/A: 3	1	2	1	6	18
Were you satisfied with information about other community services?		1	4	10	15
Did you visit a Lactation Consultant? Yes: 13 No: 18					
Comments (community post-partum)					
Didn't have to this time!					
The midwife that delivered the baby was so pleasant, she had excellent bedside manners. The nurses were excellent. They all gave me the strength I needed when I thought I couldn't do it. Thank you to all.					
The only complaint I had was the lack of visits from the nurses. I was only visited my first day after labour and then almost not at all after that. I had no relief or help with the baby. I never left my room for 3 days. I had to track someone down for supplies. Over all not a pleasant stay.					
At six weeks I will be seeing my GP. (this respondent did not fill in the above info).					
Very displeased with being sent to GP 12 days after leaving hospital. Would have much rather gone to the perinatal clinic and seen midwife. Visit should have been sooner than 12 days as I was breastfeeding and baby hadn't gained any weight. The information I was told by GP was incorrect and not in-line with what the perinatal clinic told me on my 3 week check-up. The Perinatal clinic team are the experts and I feel the GP should not be involved until after 6 weeks post partum and the perinatal clinic is done seeing me. The GP involvement was very confusing.					
Live in Cheticamp. All post partum done locally.					

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Community CLE Members	1 Very dissatisfied	2 Somewhat dissatisfied	3 Care was addequate	4 Mostly satisfied	5 Very Satisfied
Did you see any Community CLE members, such as Lactation Consultant, Dietician, Nurse, or other specialist? Yes: 21 No: 11					
If so, which one's did you see?					
How Many Times?					
	Your satisfaction with the meeting(s):				
Specialist: Midwife: 3 OB: 5 Hematologist: 2	1	1		1	2
Lactation Consultant: 28	1	1		1	13
Dietician:		1			
Nurse: 13 +1? PHN: 9		1		4	5
NST Clinic: 12		1			1
Comments					
One person did not know what NST meant!					
Open Arms Clinic is fantastic, nurses are excellent and work very well with perinatal clinic.					
One home visit with public health nurse and was told there would be a second visit but was not contacted.					

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Trainee Involvement	1 Very dissatisfied	2 Somewhat dissatisfied	3 Care was adequate	4 Mostly satisfied	5 Very Satisfied
Did you have a trainee involved in your care? YES: 13 NO: 19					
If so, what was the trainee's special field? Nursing - 9 Nurs.st.-1, OB/phys: 2					
Did the trainee follow your care the whole time? Yes: 2 No: 10					
Did you have confidence in his/her skills? n/a: 1			3	4	5
Were you satisfied with his/her supervision of your care?			3	3	7
Were you satisfied with his/her communication skills?			2	4	7
Were you satisfied with his/her listening skills?			2	4	7
Comments (trainee involvement)					
Met her the night before I left, she assisted me the next day. Very helpful, very caring, helped a lot.					
Over all, from what I remember, it wasn't a bad experience. I know that the nurses can be a little short handed at times and over worked but, they still need to keep a patient's needs in mind.					
Trainee was very knowledgeable, she was very pleasant, polite, she couldn't do enough for me.					
Two nursing students were present during my labour and delivery and afterwards. They were excellent - great attitude, helpful in every way they					