

Resident experience: Overall satisfaction

Resource for Indicator Standards (RIS)
Health Analytics Branch, Ministry of Health and Long-Term Care

Indicator description

RIS indicator name

Resident experience: Overall satisfaction

Other names for this indicator

N/A

Indicator description

The percentage of residents who responded positively to the question/statement: “Would you recommend this nursing home to others? /I would recommend this site or organization to others”.

Most hospitals use data for both hospital in-patients and emergency department (ED) patients. Hospitals may choose to select the in-patient version of the indicator, ED version of the indicator, or both indicators in their plan, depending on where they see the greatest areas for improvement. Hospitals that do not treat these patients can use patient satisfaction data from other patient care areas as applicable.

Accountability agreement(s) or ministry initiative(s) the indicator supports

- Quality Improvement Plan (long-term care)

Additional information

Contact information

This indicator is calculated by the individual hospital.

For information on the methodology and for additional information about this indicator, please contact RIS@ontario.ca.

Date RIS document created (YYYY-MM-DD)

2013-02-12

Date last reviewed (YYYY-MM-DD)

2017-07-19