

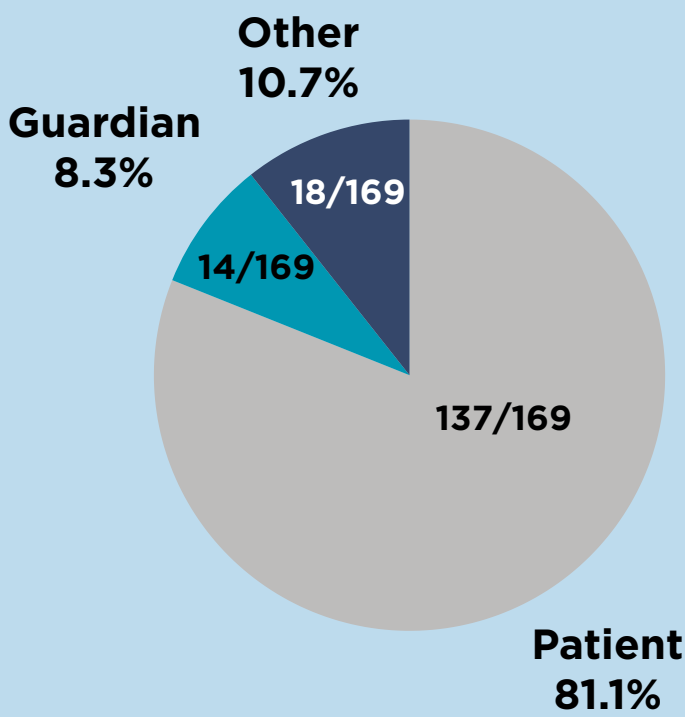


ACUTE CARE UNIT

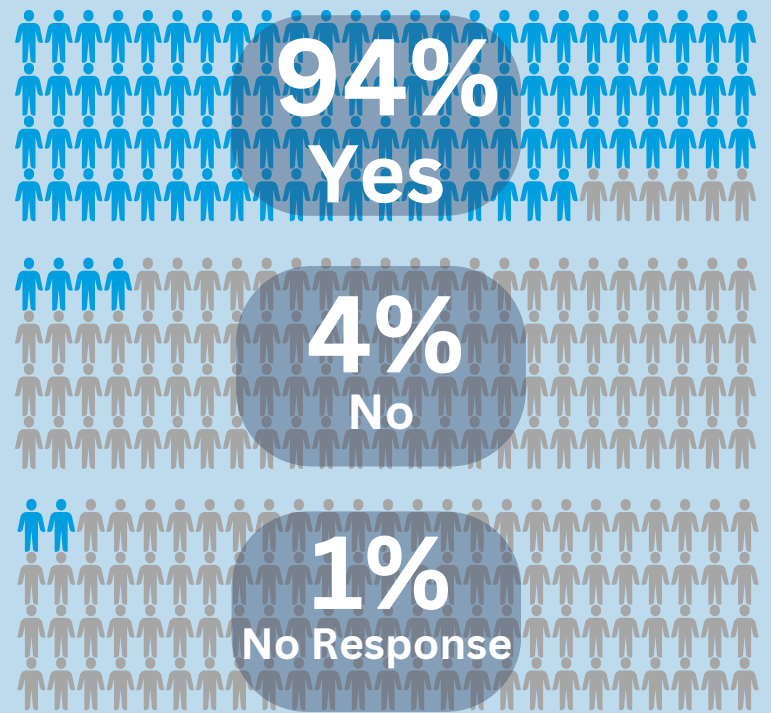
2023-24 Patient Discharge Follow-Up Call Results

We follow up with each one of our patients who has been discharged from the Acute Care Unit in our hospital, and offer them the opportunity to complete a phone survey. The feedback gathered during these surveys is one of many ways NSHN ensures that we continue to deliver high quality, patient-centered care.

FOLLOW-UP MADE WITH:



DID YOU FEEL INVOLVED IN DECISIONS ABOUT YOUR CARE?



94%

of patients felt that they received enough information about what to do if they were worried about their condition or treatment after they left the hospital.



92%

of patients did not have difficulties with understanding how to take their medications.



90%

of patients felt informed about follow-up appointments when they left the hospital.



98%

of patients said that during their admission to NSHN that they were treated with courtesy and respect.

