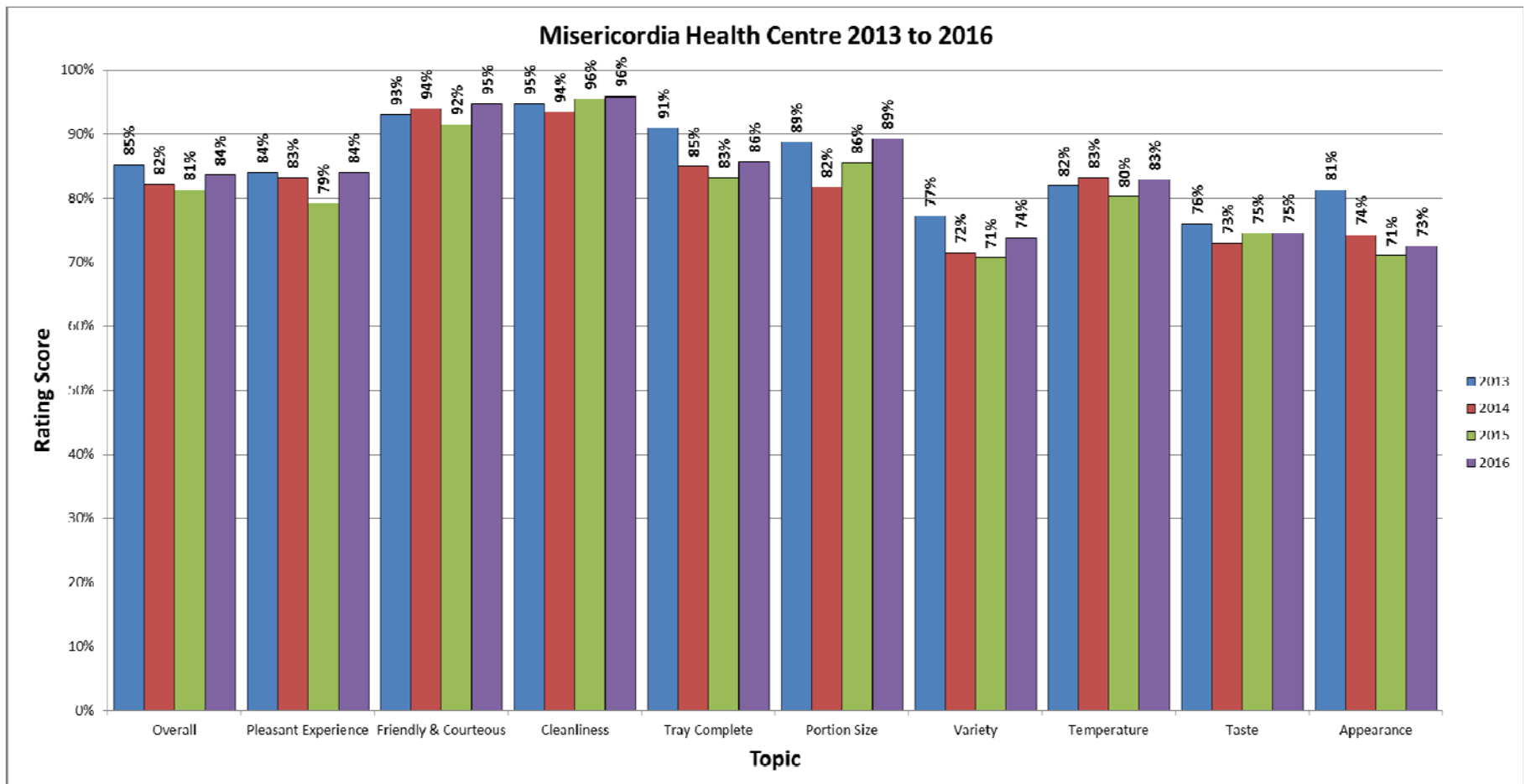
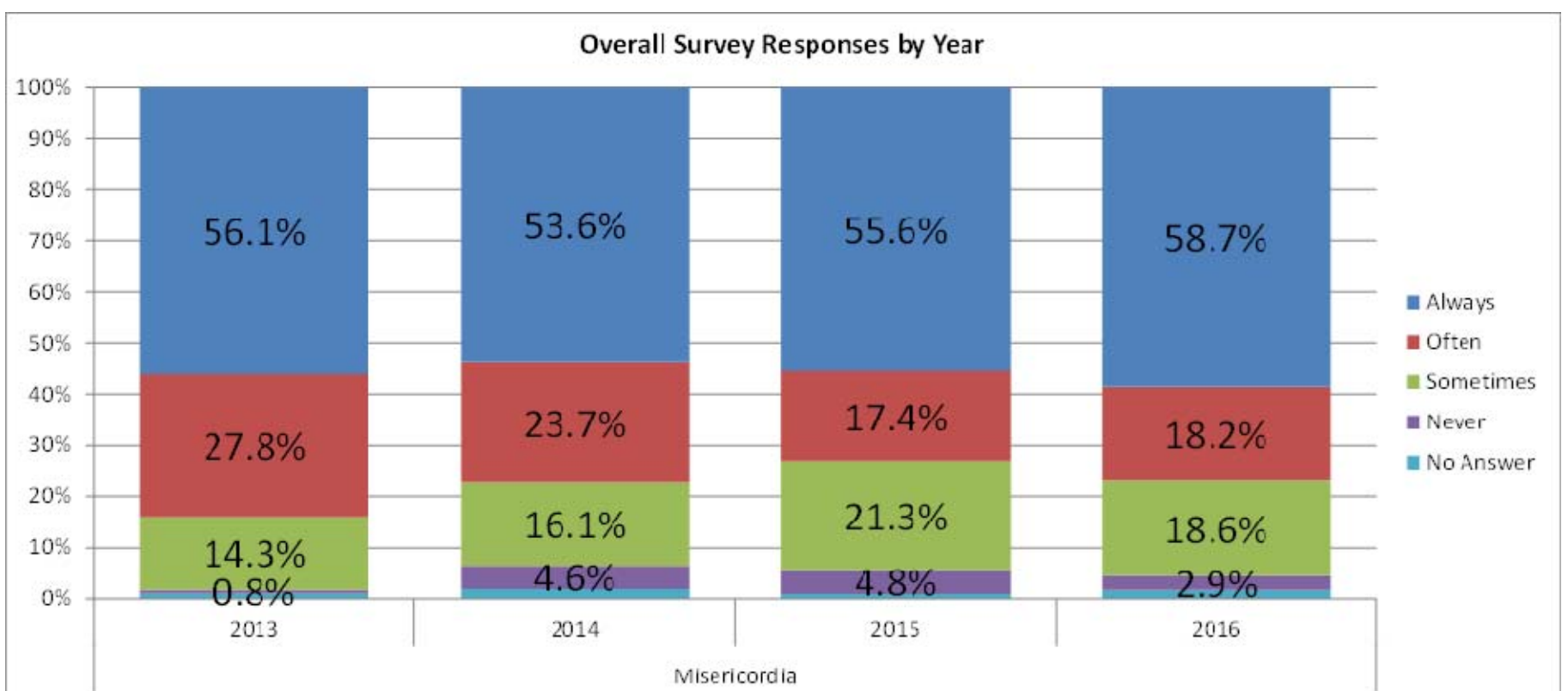


## WRHA – Nutrition and Food Services Satisfaction Monitoring

### WRHA – Nutrition and Food Services Resident Food Satisfaction Survey Results 2013 – 2016 Detailed by Category and Site



\*The above chart illustrates current patient/resident satisfaction (May 2016) compared to February 2013, May 2014 and May 2015 results.



The survey measures patient/resident satisfaction with eight specific parameters for acute care facilities. A ninth parameter is added for long term care facilities which assesses the level of satisfaction regarding the overall dining experience. The satisfaction results are graphed to compare the 2013, 2014 and 2015 surveys with the recently completed 2016 survey.

The majority of the data was obtained by personal interview or alternatively the survey was completed by the patient/resident. Family members were welcome to assist in completing the survey. These results represent a cumulative total of 3,162 surveys completed, 98.8% were obtained by personal interview.

Results are provided to you from WRHA-NFS, 654-6540.