

# Satisfaction in Psychiatry

## Survey praises respectful treatment



**P**atients surveyed about their treatment in the Department of Psychiatry are so appreciative of the respect that was shown to them that they would overwhelmingly recommend the JGH to friends and family.

Bilingual questionnaires for the Patient Satisfaction Survey were distributed in November and December 2010 to psychiatric in-patients and out-patients—the first time out-patients were included in this type of survey. Replies were received from about one-third of the 451 recipients (a statistically valid response rate). Among the findings:

- a satisfaction rate of 87 per cent when patients were asked whether they had been treated with respect
- a rating of 90 per cent among those who would be prepared to recommend the

Department of Psychiatry to others

- a satisfaction rate of 93 per cent for clarity in providing information about the date and time of subsequent appointments

Paula Calestagne, Co-ordinator of the Patient Satisfaction Program, explains that the questionnaires enable patients not only to identify their likes and dislikes, but to state how much each issue matters to them. Thus, even if relatively few people say that something causes them great distress, finding a solution becomes a greater priority.

The survey also identified areas where improvement is required, especially in providing patients with timely help, when needed, from nursing staff. Various solutions are being explored for this situation, which may stem from nurses' frequent preoccupation with paperwork related to the high turnover rate of patients in Psychiatry. In addition, staff are looking into giving patients clearer written information about their health, and shortening the waiting time between the patient's hospitalization and the doctor's first visit.

## Escalating the war against *C. difficile*

**T**he Jewish General Hospital has ramped up its war against *C. difficile* by developing a more accurate test for the germ, using cleaning cloths with greater antiseptic strength, and wiping down wheelchairs more regularly.

These “quick fixes” have already been implemented as the first steps in a broader and more detailed plan of attack that is now being developed by a special hospital-wide task force.

The task force, known as a Continuous Quality Improvement team, has been examining all aspects of the hospital's activities to prevent the infection from arising and to keep it from spreading when it does appear.

The team—which includes representatives from such departments as Infection Prevention and Control, Nursing, Housekeeping and Pharmacy—is co-chaired by Dr. Matthew Oughton, a staff physician in Diagnostic Medicine, and Isabelle Cormier, Head Nurse on 6West/2Main.

*C. difficile* has been a recurring problem



since the mid-2000s in hospitals throughout Quebec and elsewhere in North America. When a patient is treated with antibiotics, many “healthy” intestinal bacteria are unin-

tionally eliminated; *C. difficile* jumps in to fill this “vacancy” and, while multiplying, creates a toxin that causes diarrhea. Conscientious hand-washing is the first and best line of defence.

To more accurately detect the presence of

*C. difficile*, the JGH has developed its own DNA-based test, which is not only more sensitive than conventional tests, but less expensive. According to Dr. Oughton, the new test can spot cases that might otherwise have gone unnoticed, while avoiding situations where an uninfected patient is mistakenly believed to have been infected.

In addition, the following measures have been implemented:

- Two JGH pharmacists have been designated as experts in antibiotics to ensure that patients receive the proper amounts of drugs, which are discontinued as soon as it is safe and appropriate to do so.
- The Housekeeping Department has begun using a different brand of cleaning cloths, which are treated with bleach and are used for wiping down equipment and various surfaces in patients' rooms. The new cloths are effective in killing *C. difficile* bacteria and they do so in less time.
- More than 130 wheelchairs have been tagged, so that Housekeeping staff can quickly determine how recently and how thoroughly each wheelchair has been cleaned. A schedule has been developed to ensure that wheelchairs get a basic cleaning between uses, a thorough cleaning at least once a month, and an in-depth check every three months to determine the level of bacteria that may be present.