

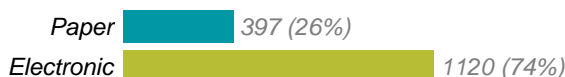
PROVINCIAL ENDOSCOPY PATIENT EXPERIENCE SURVEY (PEPES) RESULTS

ALL SITES ACROSS ALBERTA

April 2021 - June 2021

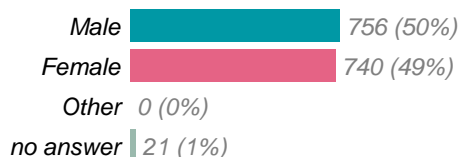
Surveys were handed out to all patients who received services during this time period. For any questions about this survey, please contact endoquality@ahs.ca

Number of respondents **1517**

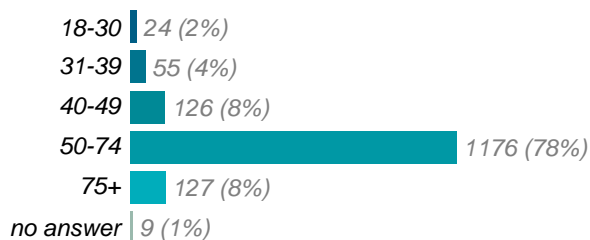


DEMOGRAPHICS

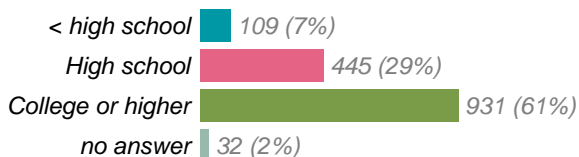
GENDER



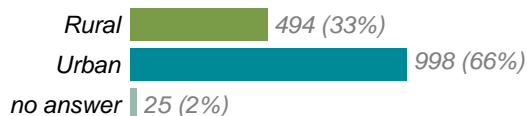
AGE



EDUCATION

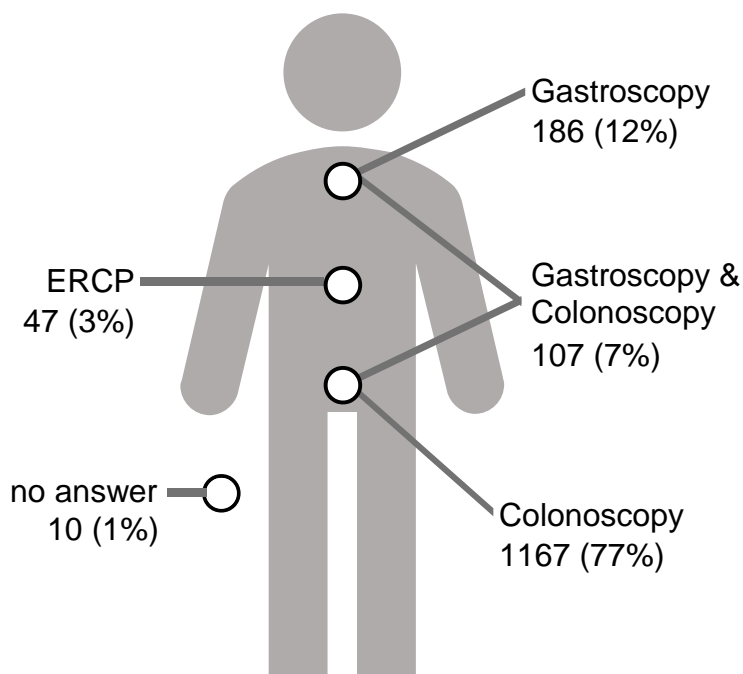


RESIDENCE

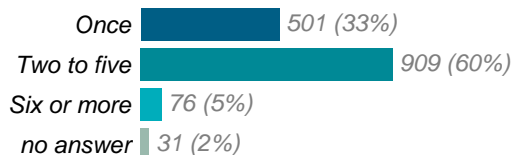


PROCEDURES

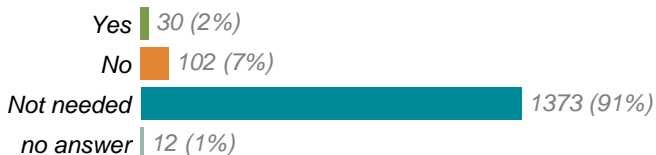
TYPES OF PROCEDURES



NUMBER OF TIMES FOR PROCEDURES

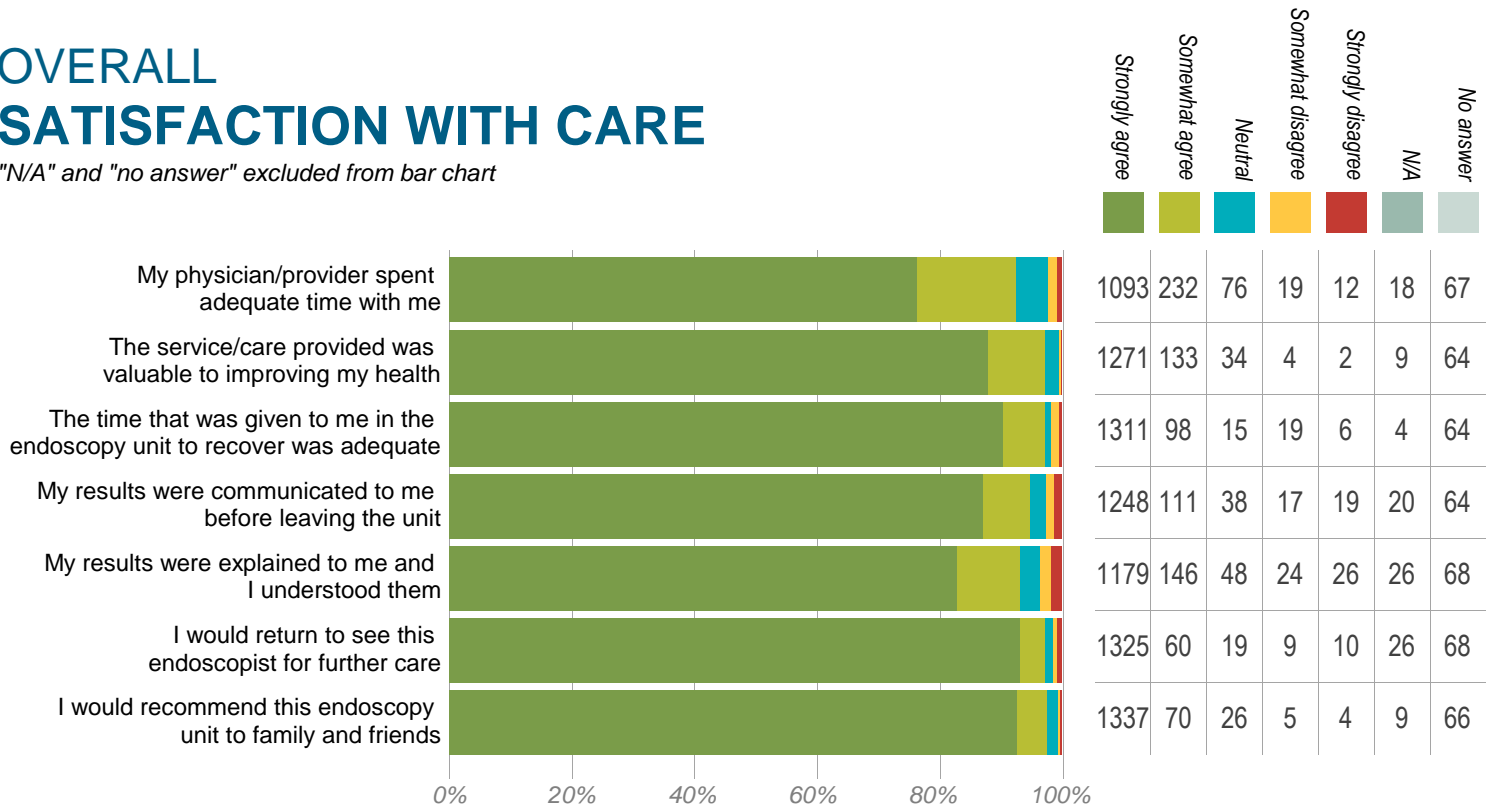


TRANSLATOR OFFERED (if needed)



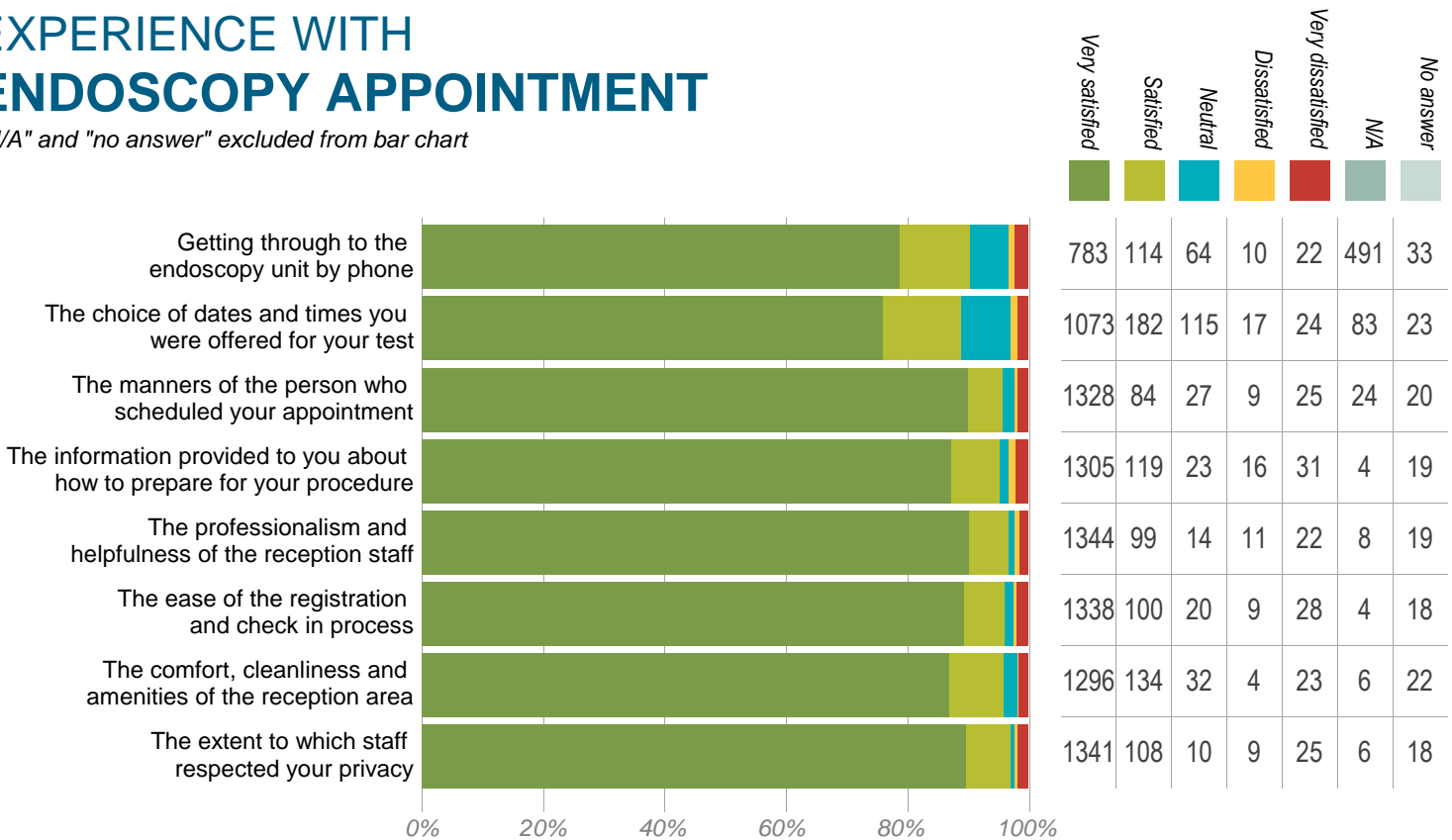
OVERALL SATISFACTION WITH CARE

"N/A" and "no answer" excluded from bar chart



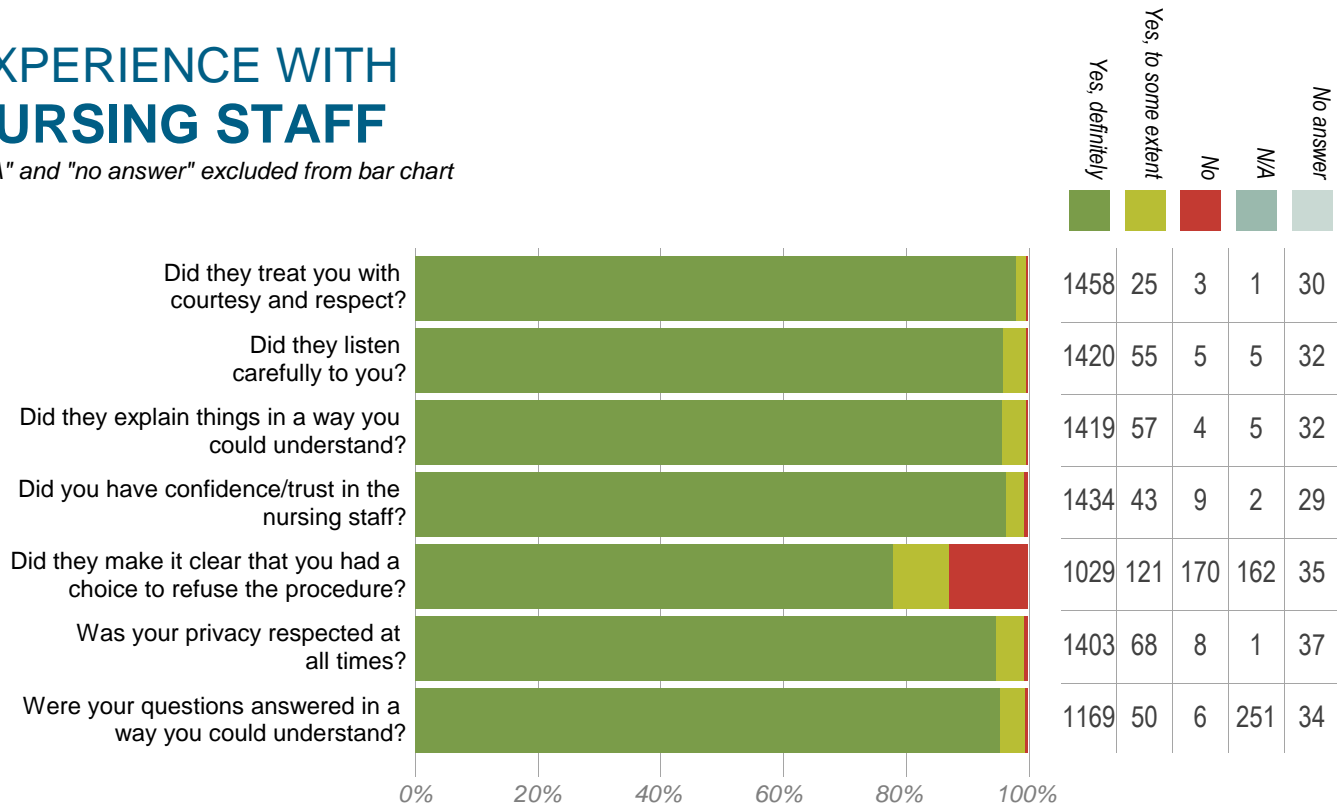
EXPERIENCE WITH ENDOSCOPY APPOINTMENT

"N/A" and "no answer" excluded from bar chart



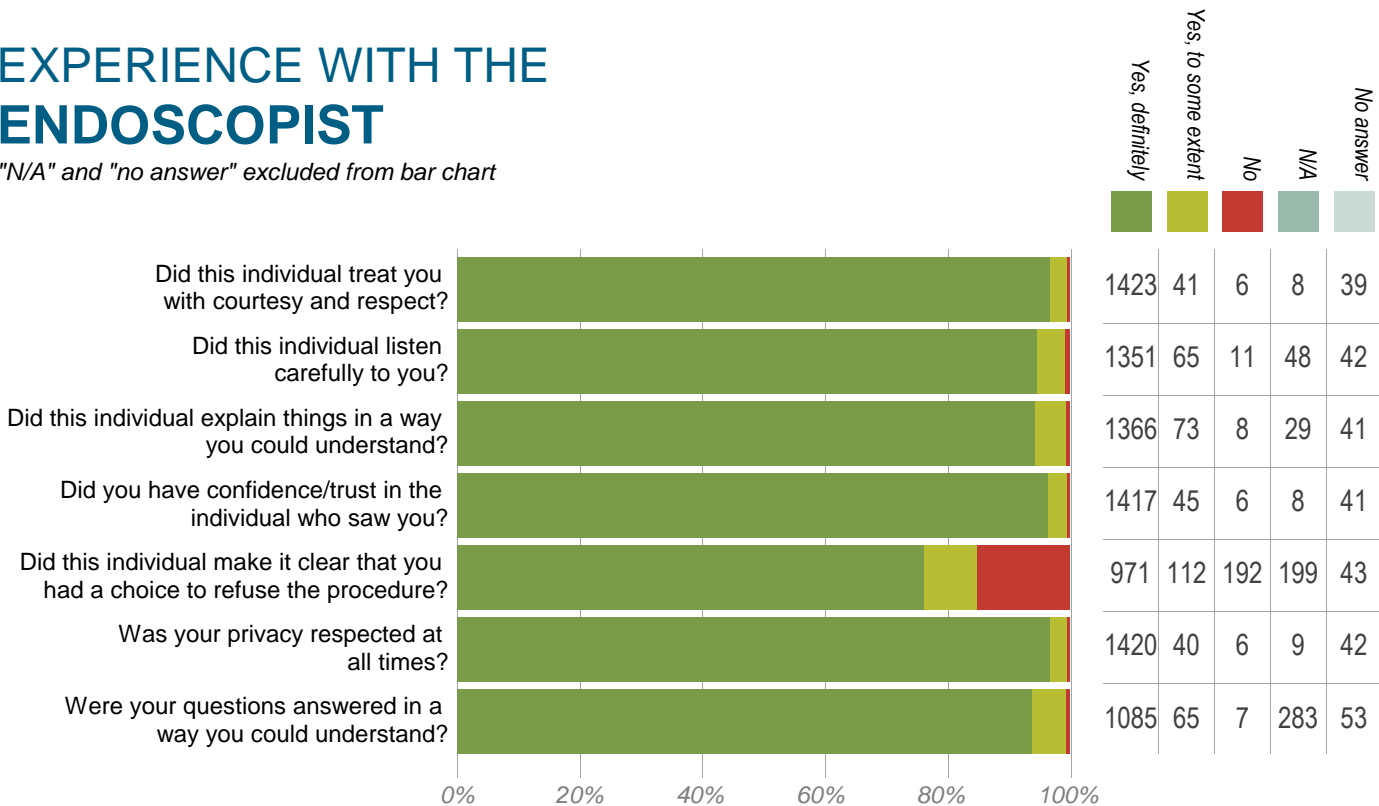
EXPERIENCE WITH NURSING STAFF

"N/A" and "no answer" excluded from bar chart



EXPERIENCE WITH THE ENDOSCOPIST

"N/A" and "no answer" excluded from bar chart

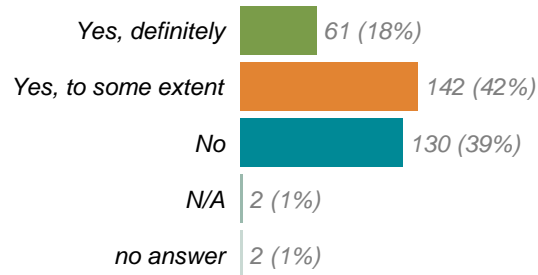
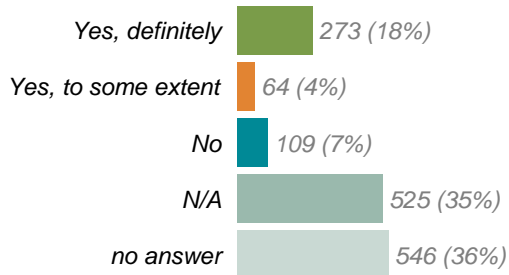


PATIENT REPORTING PROBLEMS

PREPARING FOR THE PROCEDURE

DIFFICULTY DURING PREPARATION

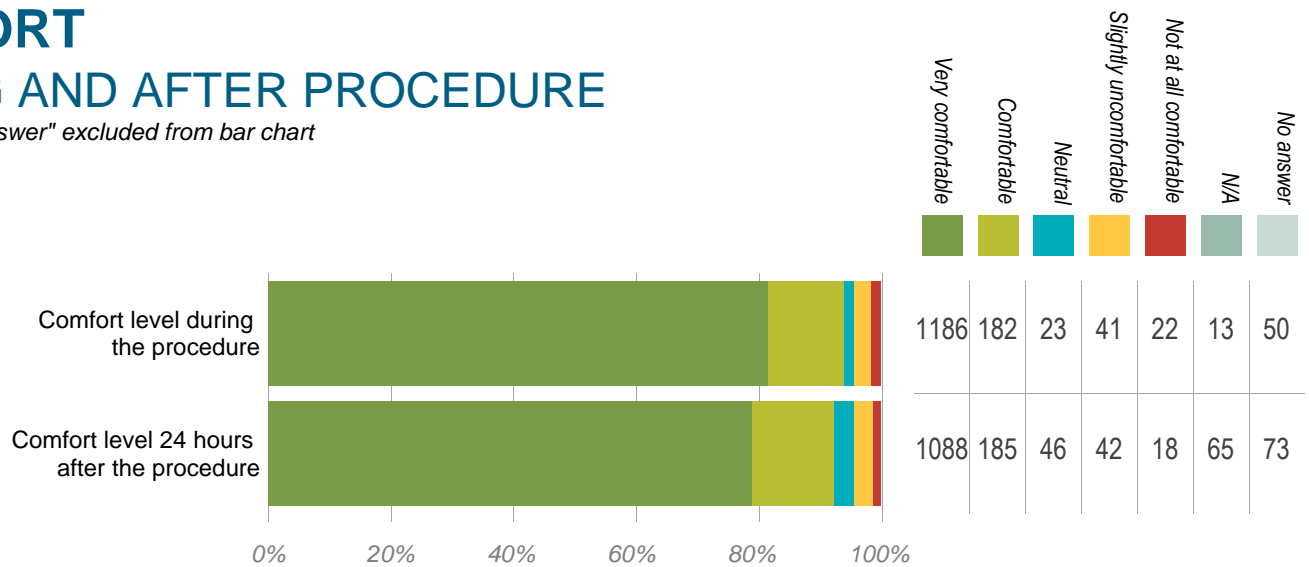
If yes, did you have a person or number to call regarding this difficulty?



COMFORT

DURING AND AFTER PROCEDURE

"N/A" and "no answer" excluded from bar chart



METHODOLOGY

Prior to starting the survey, each participating site was asked to select a survey format. Their choices were:

1. 100% electronic
2. 100% paper
3. 50% electronic and 50% paper
4. 75% electronic and 25% paper

Endoscopy units were encouraged to experiment with the electronic survey. As an incentive to do so, the DHSCN offered to pay for the paper surveys as a one-time offer if the site chose the 50% paper and 50% electronic split or the 75% electronic and 25% paper split.

The endoscopy unit was instructed to select either the Spring or Fall rollout, then offer a survey to each consecutive outpatient during the timeframe indicated below. The C-GRS requires that patient feedback is sought and reviewed annually.

Number of Annual Endoscopy Procedures	Survey Distribution Timeframe	Spring Rollout	Fall Rollout
≥ 5000 Procedures	1 month	April	September
2000-4999 Procedures	2 months	April & May	Sept & Oct
< 2000 Procedures	3 months	April, May & June	Sept, Oct & Nov

PARTICIPATING SITES

Note: Sites with fewer than 5 responses are not shown in this list.

responses

Barrhead Healthcare Centre	91
Cardston Health Centre	14
Cold Lake Healthcare Centre	13
Crowsnest Pass Health Centre	37
Foothills Medical Centre	85
Fort Saskatchewan Community Hospital	25
Forzani & MacPhail Colon Cancer Screening Centre	446
Grey Nuns Community Hospital	101
Lac La Biche Health Center	16
Lamont Health Care Centre	36
Medicine Hat Regional Hospital	39
Northern Lights Regional Health Centre	9
Rockyview General Hospital	263
St. Mary's Hospital, Camrose	47
Stettler Hospital & Care Centre	11
Viking Health Centre	23
Wainwright Health Centre	68
WestView Health Centre - Stony Plain	132
Whitecourt Healthcare Centre	42