



# OUR PATIENTS GIVE US TOP MARKS!



The Board of Directors of Southlake Regional Health Centre is celebrating the recent results of the **Hospital Report 2002: Acute Care\*** study whereby the Hospital earned a **FIVE STAR ★★★★★ RATING**—the highest possible award—in the category of *Patient Satisfaction, Overall Opinion of Care.*



## SOUTHLAKE

REGIONAL HEALTH CENTRE

This achievement represents a significant improvement over last year's report whereby Southlake earned a 3 star or average rating in the same category.

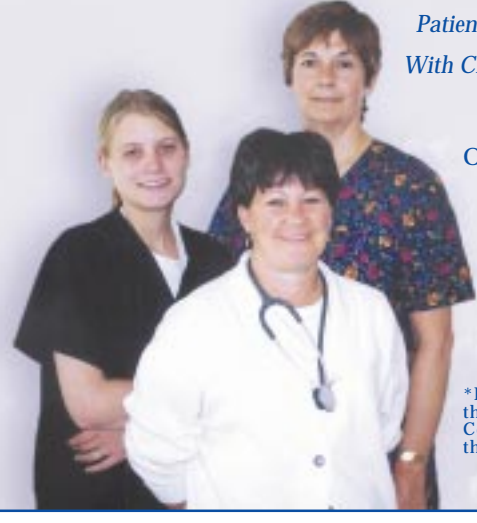
The improvement is a direct reflection of our staff and volunteers' commitment to improve the services they deliver by listening to patients and making every effort to ensure their hospital experience reflects the organization's vision of delivering health care excellence. We highly commend these dedicated folks for delivering such high standards in the opinion of the people who count the most—our patients!

Thank you to the many patients who took the time to complete the survey, and for their vote of confidence in our staff and volunteers' ability to do an outstanding job. Your support and encouragement means so much to each and every one of them.

We also recognize that we aren't perfect. In the areas of the report where we earned an average grade—in addition to the many services that are not reviewed as part of the report—we remain committed to constantly examining every process and element of care we deliver in search of opportunities for improvement. When we find them, we'll continue to take corrective measures as quickly as possible. It is our promise to the many communities that we proudly serve.

As our \$149 million expansion project continues to take shape, we recognize it is going to be a major challenge for us to maintain or achieve these high ratings for next year. On a daily basis, patients, visitors, staff and volunteers are being taxed by construction noise and vibration, parking limitations, inadequate space, and an aging facility that struggles to offer all the comforts and pristine surroundings our patients deserve. We ask for your patience in the months ahead as we bring this major project to a close. The benefits it will offer by the Fall/Winter of 2003 in terms of a spacious, new Emergency Department, access to today's latest diagnostic equipment, and the introduction of such life-saving procedures as open heart surgery, will ensure that we are better able to meet your and your family's health care needs well into the future.

If you require more information on the **Hospital Report 2002: Acute Care** study or further results achieved by Southlake in such areas as *Patient Satisfaction, Patient Care, Hospital Finances, and Keeping Up With Change*, please call 905-895-4521, ext. 2541.



Once again —  
**Thanks!**  
*It remains our pleasure to serve you.*

\*Produced for the Ontario Hospital Association and the Government of Ontario by the Canadian Institute for Health Information and The Hospital Report Research Collaborative. The report is intended to help people in Ontario better understand the performance of the hospital system.

