



Agili-T to Develop Patient Satisfaction Measurement Plan for Eastern Health

Will design and implement a comprehensive patient satisfaction program for largest regional health authority in Atlantic Canada

MONTREAL – Agili-T Health Solutions is pleased to announce that it has been awarded a contract by the **Eastern Health** authority (www.easternhealth.ca) of Newfoundland and Labrador to design and implement a comprehensive patient satisfaction program. Commencement of the project begins in October 2009 with full implementation expected for early 2010.

Eastern Health is the largest integrated health organization in Atlantic Canada, serving a regional population of more than 290,000 and offering tertiary or high-level health care services province-wide. Eastern Health operates 7 acute care facilities, 6 community health centres, 12 long-term care facilities, the Dr. H. Bliss Murphy Cancer Centre and the L.A. Miller Rehabilitation Centre. There are a total of 2,692 beds - 1,696 long-term care, 987 acute care and 9 observation/holding beds. With an annual operating budget of \$980 million, Eastern Health employs approximately 12,000 employees, 600 physicians and 3,000 volunteers.

Over the past number of years, Eastern Health has embarked on numerous in-house patient surveys completed within specific program and service areas. However, following a merger of seven organizations, Eastern Health decided to revisit its current approach in favour of a program that was more regional in scope. The project will involve an exhaustive review of Eastern Health's care delivery system, processes, service areas and programs as well as a determination of stakeholder needs in terms of patient satisfaction metrics and reporting from senior leadership to front-line staff. The new program shall serve as a "framework" for a more effective, continuous measurement and reporting system for the entire region.

Eastern Health chose to partner with Agili-T on the basis of the company's expertise in patient satisfaction measurement, its instruments and survey management and reporting capabilities. "Eastern Health is excited about its forthcoming planning exercise with Agili-T", says **Wayne Miller**, *Vice-President, Planning, Quality and Research for Eastern Health*. "As the largest regional health authority in Atlantic Canada, offering programs and services in the community, institutional and long term care sectors, it is important that we ensure that our approach to client satisfaction is coordinated and integrated across diverse health care environments. We want to ensure that we capture the most comprehensive information in a strategic manner to enable us to improve our services for clients and the communities we serve."

"Eastern Health is taking a very sensible approach towards measuring the quality of care and patient experiences" says **Richard Pridham**, President of Agili-T. "Far too often, health care organizations jump right into the process of surveying patients without a clear plan as to what will be measured, how data is going to be collected and how this insight will be reported to key stakeholders' within and beyond the organization. To this end, I believe Eastern Health can serve as a model for regional health authorities looking at ways to leverage patient feedback to drive operational and quality improvement."



News Release

About Agili-T Health Solutions:

Agili-T Health Solutions (www.agili-t.com/healthcare) is Canada's leading vendor of health care satisfaction measurement and quality improvement services. Our survey services and software tools allow health care providers to improve patient satisfaction, support patient safety and enhance employee quality of life. Agili-T's **Androfact™** survey system is a powerful, Web-based and fully automated patient feedback and reporting application. It enables hospitals, clinics, continuing care facilities and regional health authorities to collect, analyze, benchmark, and report patient satisfaction levels in a cost-effective and continuous manner.