

# Spiritual Care Patient Satisfaction Survey

102 Total Surveyed

## Subscale 1: The Chaplain's Supportive Ministry

	No.	1 = Strongly disagree	%	2 = Somewhat disagree	%	3 = Agree	%	4 = Strongly Agree	%	Mean	N/A & N/R	per cent N/A, N/R	N/A = Not applic.	N/R = No Resp.
1A	79	2	2.5%	3	3.8%	35	44.3%	39	49.4%	3.41	23	22.5%	13	10
1B	82	0	0.0%	6	7.3%	34	41.5%	42	51.2%	3.44	20	19.6%	9	11
1C	72	0	0.0%	6	8.3%	32	44.4%	34	47.2%	3.39	30	29.4%	23	7
1D	85	0	0.0%	5	5.9%	39	45.9%	41	48.2%	3.42	17	16.7%	9	8
1E	78	1	1.3%	6	7.7%	35	44.9%	36	46.2%	3.36	24	23.5%	15	9
1F	66	2	3.0%	7	10.6%	35	53.0%	22	33.3%	3.17	36	35.3%	23	13
1G	71	1	1.4%	11	15.5%	34	47.9%	25	35.2%	3.17	31	30.4%	20	11
1H	59	1	1.7%	7	11.9%	35	59.3%	16	27.1%	3.12	43	42.2%	29	14
1I	74	0	0.0%	8	10.8%	37	50.0%	29	39.2%	3.28	28	27.5%	19	9
1J	74	2	2.7%	9	12.2%	40	54.1%	23	31.1%	3.14	28	27.5%	18	10
1K	60	1	1.7%	8	13.3%	32	53.3%	19	31.7%	3.15	42	41.2%	30	12
1L	70	3	4.3%	7	10.0%	26	37.1%	34	48.6%	3.30	32	31.4%	22	10
1M	75	1	1.3%	5	6.7%	26	34.7%	43	57.3%	3.48	27	26.5%	19	8
1N	71	3	4.2%	9	12.7%	23	32.4%	36	50.7%	3.30	31	30.4%	18	13
1O	54	3	5.6%	9	16.7%	25	46.3%	17	31.5%	3.04	48	47.1%	36	12
1P	61	1	1.6%	8	13.1%	30	49.2%	22	36.1%	3.20	41	40.2%	29	12
1Q	70	3	4.3%	10	14.3%	37	52.9%	20	28.6%	3.06	32	31.4%	22	10
1R	66	2	3.0%	7	10.6%	31	47.0%	26	39.4%	3.23	36	35.3%	24	12
1S	65	2	3.1%	5	7.7%	34	52.3%	24	36.9%	3.23	37	36.3%	25	12

## Subscale 2: The Chaplain's Ministry to Help the Patient Cope

	No.	1 = Strongly disagree	%	2 = Somewhat disagree	%	3 = Agree	%	4 = Strongly Agree	%	Mean	N/A & N/R	per cent N/A, N/R	N/A = Not applic.	N/R = No Resp.
2A	49	2	4.1%	4	8.2%	24	49.0%	19	38.8%	3.22	53	52.0%	42	11
2B	55	2	3.6%	4	7.3%	29	52.7%	20	36.4%	3.22	47	46.1%	35	12
2C	60	3	5.0%	7	11.7%	28	46.7%	22	36.7%	3.15	42	41.2%	31	11
2D	55	3	5.5%	10	18.2%	20	36.4%	22	40.0%	3.11	47	46.1%	36	11
2E	46	2	4.3%	7	15.2%	26	56.5%	11	23.9%	3.00	56	54.9%	44	12
2F	56	2	3.6%	6	10.7%	28	50.0%	20	35.7%	3.18	46	45.1%	34	12
2G	64	3	4.7%	7	10.9%	32	50.0%	22	34.4%	3.14	38	37.3%	28	10
2H	65	3	4.6%	5	7.7%	25	38.5%	32	49.2%	3.32	37	36.3%	24	13
2I	33	2	6.1%	0	0.0%	15	45.5%	16	48.5%	3.36	69	67.6%	52	17
2J	49	1	2.0%	3	6.1%	28	57.1%	17	34.7%	3.24	53	52.0%	37	16
2K	62	2	3.2%	4	6.5%	35	56.5%	21	33.9%	3.21	40	39.2%	27	13
2L	60	3	5.0%	4	6.7%	27	45.0%	26	43.3%	3.27	42	41.2%	30	12

# Spiritual Care Patient Satisfaction Survey

## Subscale 3: Acceptance of the Chaplain's Ministry

	No.	1 = Strongly disagree	%	2 = Somewhat disagree	%	3 = Agree	%	4 = Strongly Agree	%	Mean	N/A & N/R	per cent N/A, N/R	N/A = Not applic.	N/R = No Resp.
3A	73	65	89.0%	4	5.5%	3	4.1%	1	1.4%	1.18	29	28.4%	21	8
3B	70	63	90.0%	6	8.6%	1	1.4%	0	0.0%	1.11	32	31.4%	24	8
3C	72	66	91.7%	5	6.9%	0	0.0%	1	1.4%	1.11	30	29.4%	22	8
3D	73	64	87.7%	6	8.2%	1	1.4%	2	2.7%	1.19	29	28.4%	21	8
3E	74	65	87.8%	8	10.8%	1	1.4%	0	0.0%	1.14	28	27.5%	20	8
3F	71	65	91.5%	5	7.0%	0	0.0%	1	1.4%	1.11	31	30.4%	23	8
3G	71	67	94.4%	3	4.2%	1	1.4%	0	0.0%	1.07	31	30.4%	23	8

## Subscale 4: Chaplain's Ministry to the Patient's Private Concerns

8/23/2005

	No.	1 = Strongly disagree	%	2 = Somewhat disagree	%	3 = Agree	%	4 = Strongly Agree	%	Mean	N/A & N/R	per cent N/A, N/R	N/A = Not applic.	N/R = No Resp.
4A	82	3	3.7%	3	3.7%	35	42.7%	41	50.0%	3.39	20	19.6%	10	10
4B	80	2	2.5%	2	2.5%	33	41.3%	43	53.8%	3.46	22	21.6%	12	10
4C	81	3	3.7%	1	1.2%	36	44.4%	41	50.6%	3.42	21	20.6%	12	9
4D	83	2	2.4%	2	2.4%	31	37.3%	48	57.8%	3.51	19	18.6%	9	10
4E	82	4	4.9%	2	2.4%	30	36.6%	46	56.1%	3.44	20	19.6%	9	11
4F	71	4	5.6%	5	7.0%	27	38.0%	35	49.3%	3.31	31	30.4%	22	9

Spiritual Care Patient Satisfaction Survey

# Surveyed 102

**Spiritual Care Patient Satisfaction Survey**

**III. Background and demographic**

**Admission....**

1. Were you:

Admitted through the emergency Department	1		32	31%
Admitted through a planned admission by your doctor	2		26	25%
Admitted unexpectedly after a day procedure or test	3		2	2%
Transferred from another facility	4		11	11%
Visiting a family member	5		10	10%
No response	6		21	21%
			102	100%

**Your background:**

2. Are you:

1	Male	36	35%
2	Female	54	53%
3	No response	12	12%
		102	100%

3. What is your faith background?

**See Chart 3**

1	Anglican	12	12%
2	Baptist		0%
3	Eastern Catholic	1	1%
4	Eastern Orthodox		0%
5	Lutheran	4	4%
6	Mennonite		0%
7	Pentecostal	1	1%
8	Presbyterian	6	6%
9	Roman Catholic	45	44%
10	Salvation Army	2	2%
11	United Church	7	7%
12	Buddhist		0%
13	Hindu	2	2%
14	Jewish	4	4%
15	Muslim	2	2%
16	Native Spiritual Tradition		0%
17	No Organized Religion	6	6%
18	Other (Atheist)	1	1%
19	No Response	9	9%
		102	100%

4. How old are you?

**See Chart 4**

1	19-30	8	8%
2	30-45	14	14%
3	45-60	24	24%
4	60-75	36	35%
5	75-90	14	14%
6	90+		0%
7	No Response	6	6%
		102	100%

5. In general, how would you rate your health?

**See Chart 5**

1	Poor	16	16%
2	Fair	20	20%
3	Good	37	36%
4	Very good	18	18%
5	Excellent	4	4%
6	No response	7	7%
		102	100%

**Spiritual Care Patient Satisfaction Survey**

**III. Background and demographic - Continued**

6. In the last 6 months how many times have you been in the hospital?				
	1	Once	30	29%
	2	Twice	25	25%
<b><u>See Chart 6</u></b>	3	Three Times	9	9%
	4	More than three times	22	22%
	5	No response	16	16%
			102	100%
7. When were you discharged from the hospital?				
	1	Less than a month ago	19	19%
	2	More than two months ago	14	14%
<b><u>See Chart 7</u></b>	3	More than three months ago	12	12%
	4	More than four months ago	5	5%
	5	More than five months ago	20	20%
	6	Deceased	6	6%
	7	No response	26	25%
			102	100%
8. How often were you visited by your family &/or friends during your hospital stay?				
	1	Once or more a day	60	59%
	2	Once every two days	10	10%
<b><u>See Chart 8</u></b>	3	Once a week	3	3%
	4	Never	8	8%
	5	No response	21	21%
			102	100%
9. How often did you meet with the chaplain?				
	1	Once	30	29%
	2	Twice	11	11%
<b><u>See Chart 9</u></b>	3	Three Times	8	8%
	4	More than three times	39	38%
	5	No response	14	14%
			102	100%
10. How did you meet a chaplain?				
You requested to see a chaplain	1		16	16%
The chaplain came to meet you while doing his/her rounds	2	<b><u>See Chart 10</u></b>	9	9%
A nurse or doctor asked a chaplain to see you	3		60	59%
No response	4		17	17%
			102	100%
11. When not in the hospital how often do you attend your faith group's worship services?				
	1	More than four times a month	14	14%
	2	Four times a month	31	30%
<b><u>See Chart 11</u></b>	3	One or two times a month	8	8%
	4	On special occasions during the year	23	23%
	5	Never	16	16%
	6	No response	10	10%
			102	100%
12. When in the hospital did you visit the hospital chapel or meditation room?				
	1	Yes	23	23%
	2	No	70	69%
	3	No response	9	9%
			102	100%

**Spiritual Care Patient Satisfaction Survey**

**III. Background and demographic - Continued**

13. What is the highest grade level or level of school that you have completed?

**See Chart 13**

1	Public school	6	6%
2	High school	23	23%
3	College, trade, or technical school	38	37%
4	University undergraduate degree	17	17%
5	Post university/graduate education	10	10%
6	No response	8	8%
		102	100%

14. Overall, how would you rate your experience of this hospitalization?

**See Chart 14**

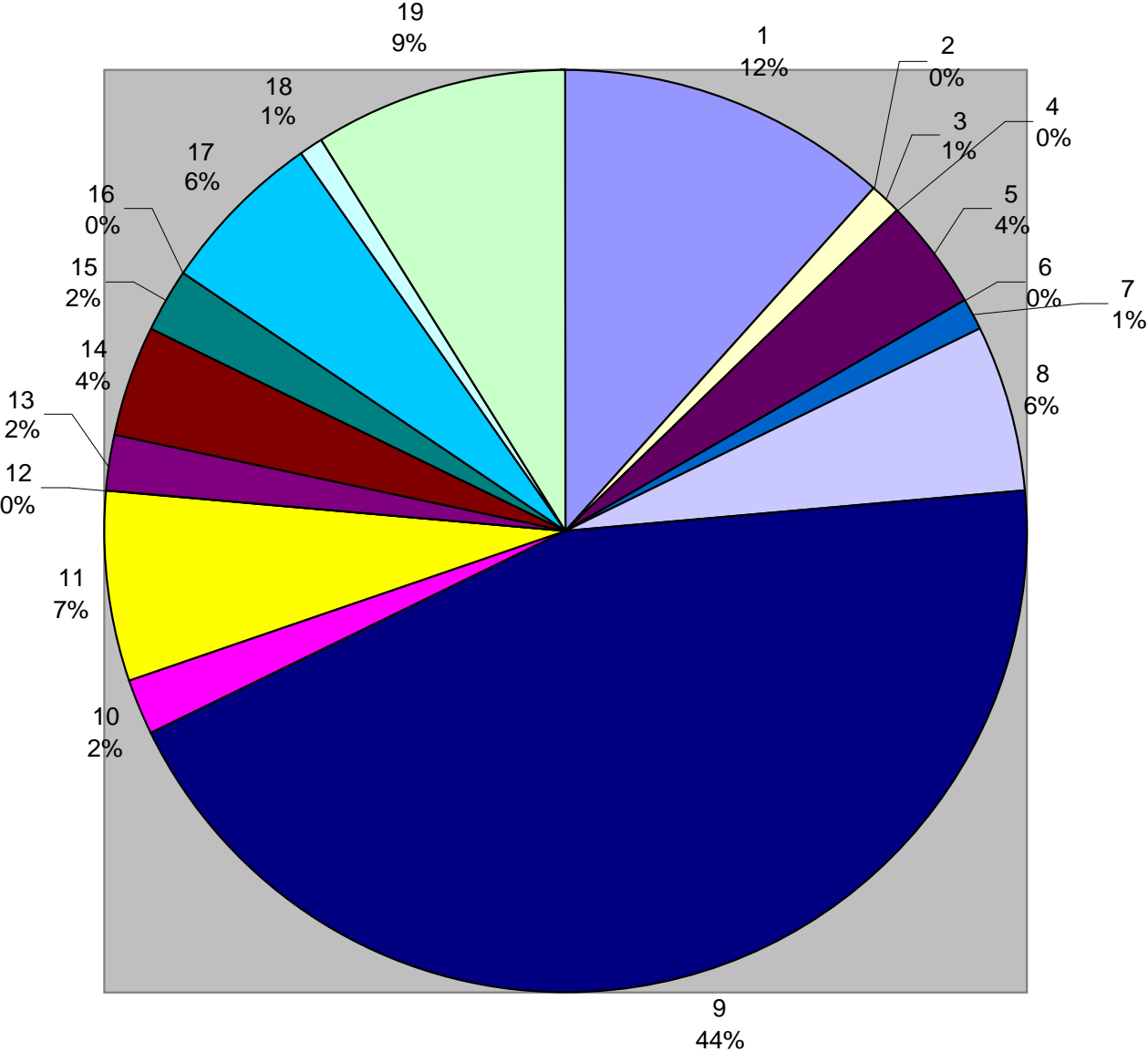
1	Poor	1	1%
2	Fair	5	5%
3	Good	24	24%
4	Very Good	31	30%
5	Excellent	29	28%
6	No response	12	12%
		102	100%

15. Based on your experience with the chaplain would you recommend this hospital to your friends and family?

1	Yes, definitely	72	71%
2	Yes, probably	18	18%
3	No	2	2%
4	No response	10	10%
		102	100%

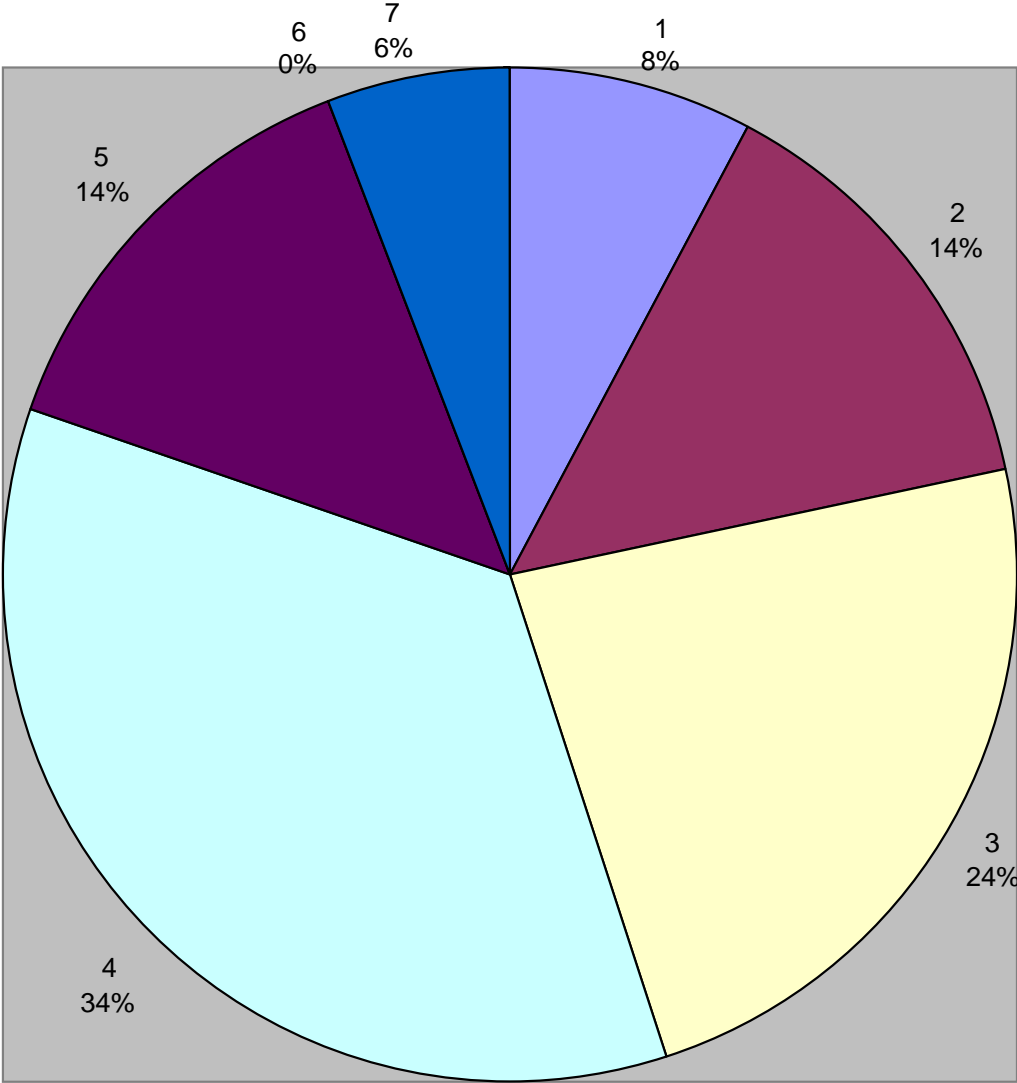
### 3. What is your faith background?

- 1 Anglican
- 2 Baptist
- 3 Eastern Catholic
- 4 Eastern Orthodox
- 5 Lutheran
- 6 Mennonite
- 7 Pentecostal
- 8 Presbyterian
- 9 Roman Catholic
- 10 Salvation Army
- 11 United Church
- 12 Buddhist
- 13 Hindu
- 14 Jewish
- 15 Muslim
- 16 Native Spiritual Tradition
- 17 No Organized Religion
- 18 Other (Atheist)
- 19 No Response



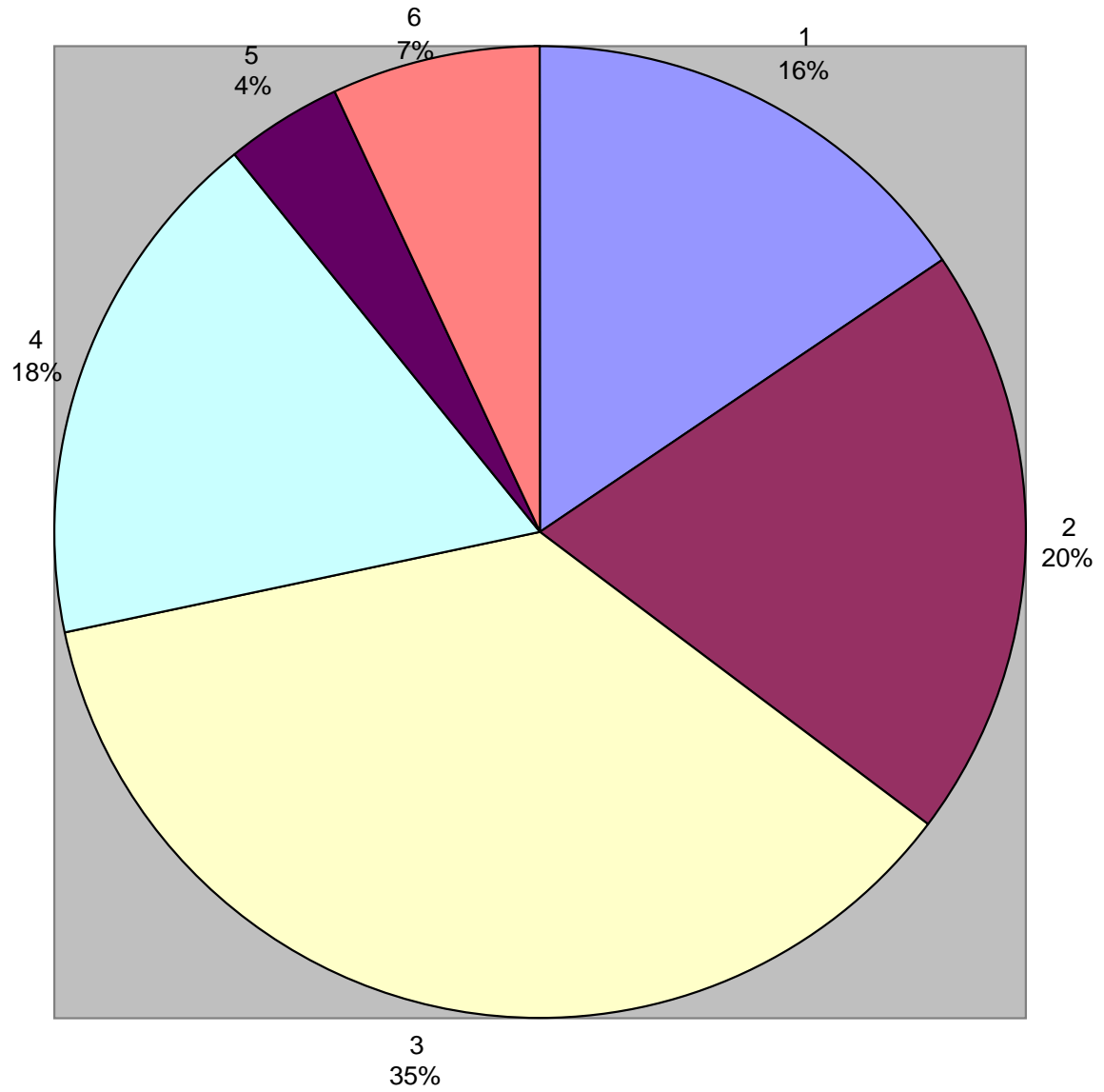
**4. How old are you?**

- 1 19-30
- 2 30-45
- 3 45-60
- 4 60-75
- 5 75-90
- 6 90+
- 7 No response



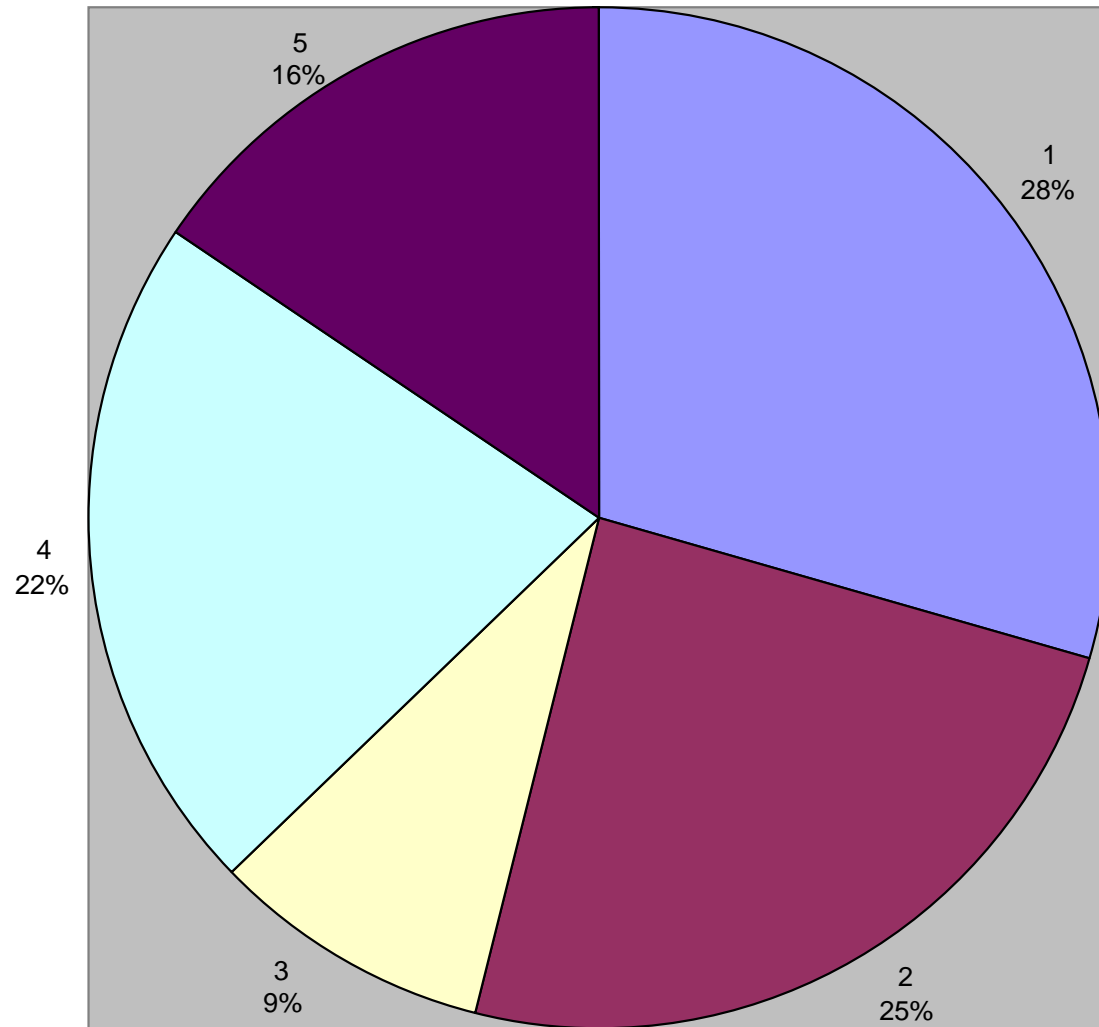
**5. In general, how would you rate your health?**

- 1 Poor**
- 2 Fair**
- 3 Good**
- 4 Very good**
- 5 Excellent**
- 6 No response**



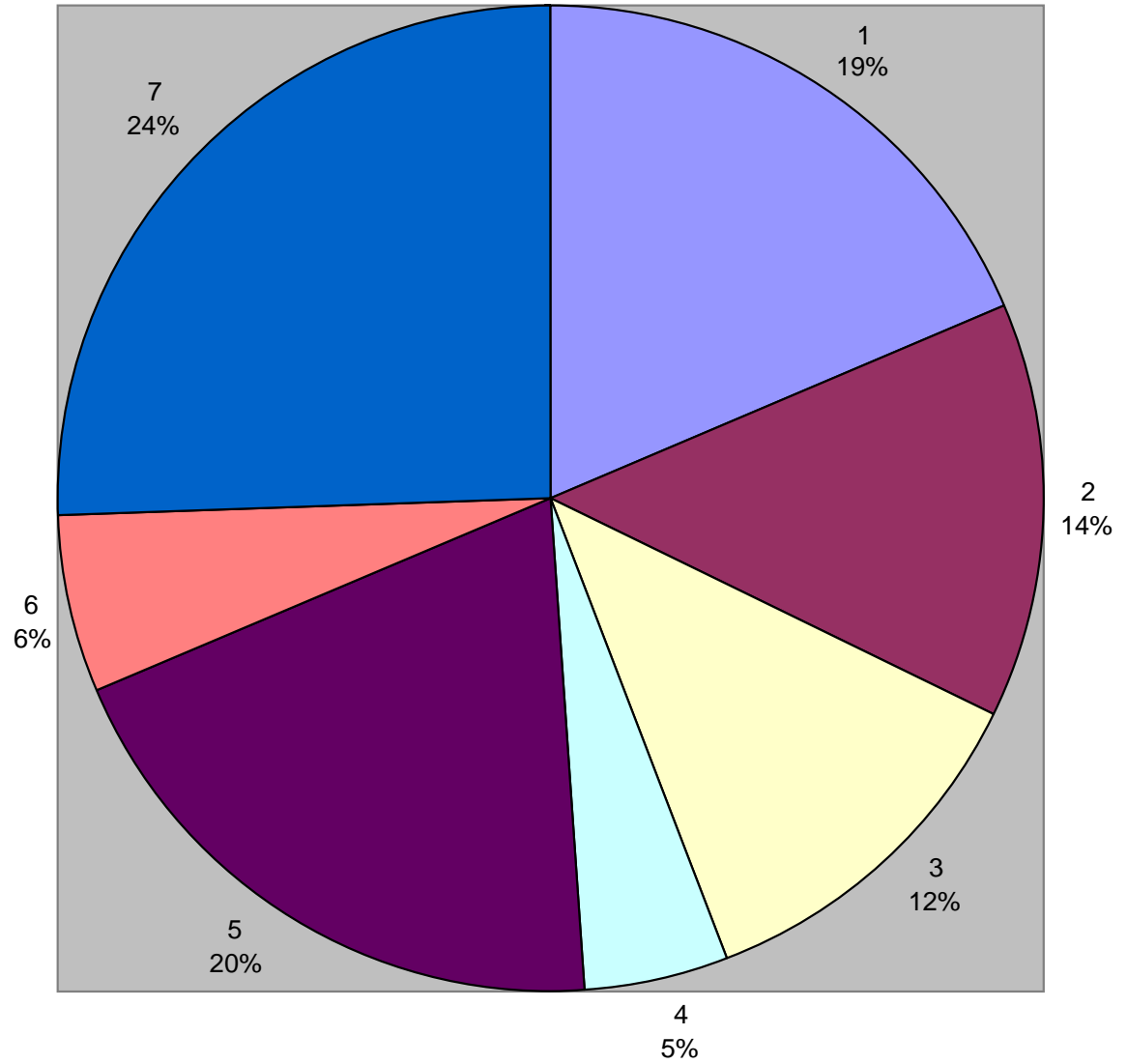
**6. In the last 6 months how many times have you been in the hospital?**

- 1 Once**
- 2 Twice**
- 3 Three times**
- 4 More than three times**
- 5 No response**



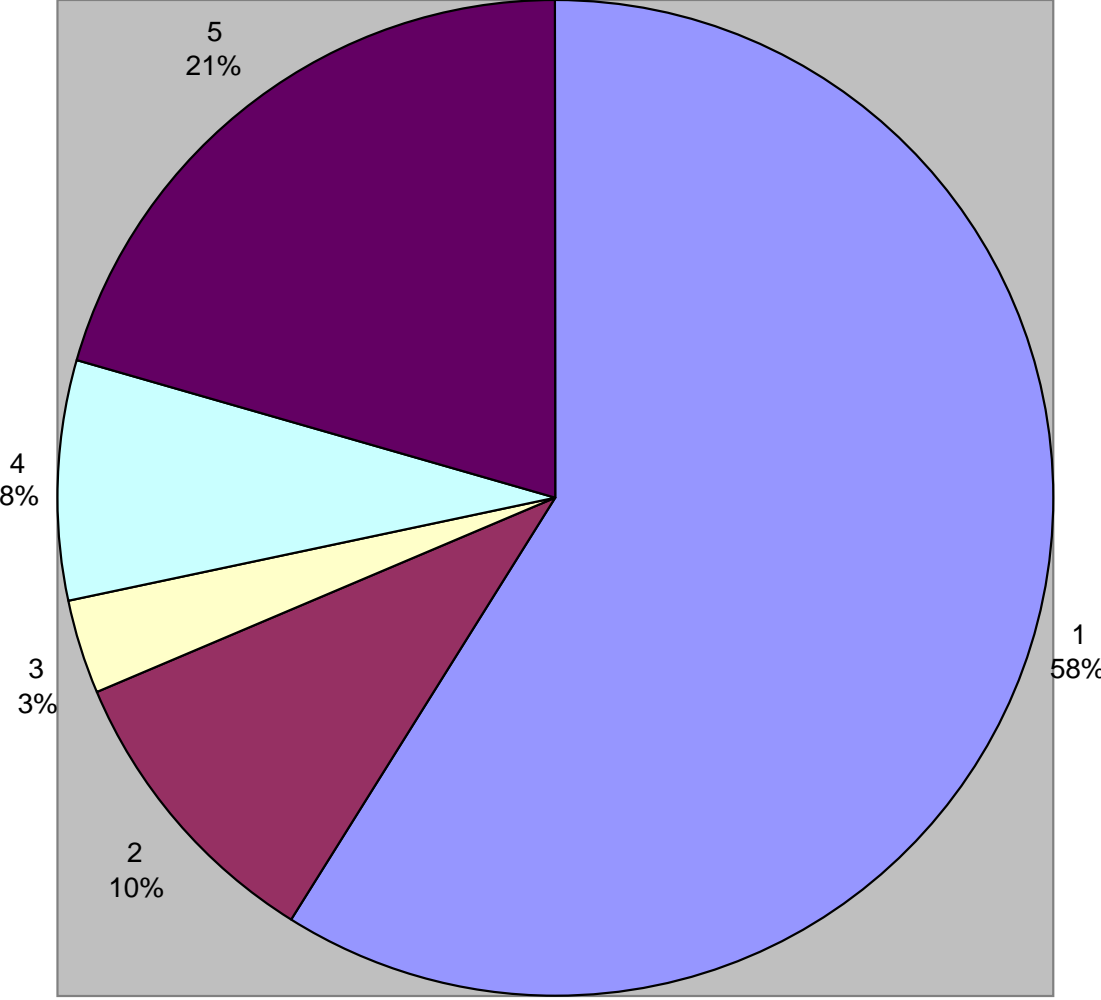
**7. When were you discharged from the hospital?**

- 1 Less than a month ago
- 2 More than two months ago
- 3 More than three months ago
- 4 More than four months ago
- 5 More than five months ago
- 6 Deceased
- 7 No response



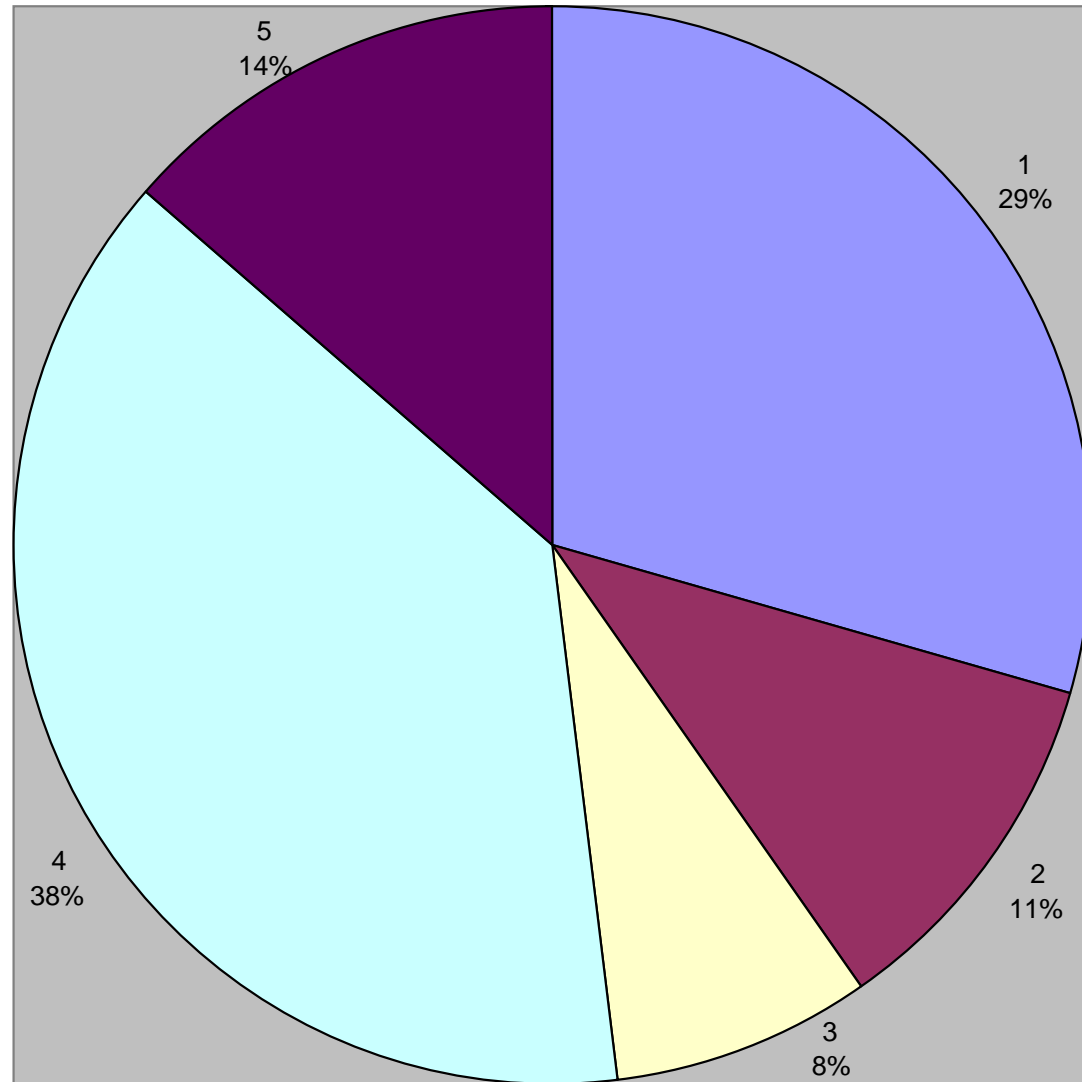
**8. How often were you visited by your family &/or friends during your hospital stay?**

- 1 Once or more a day
- 2 Once every two days
- 3 Once a week
- 4 Never
- 5 No response



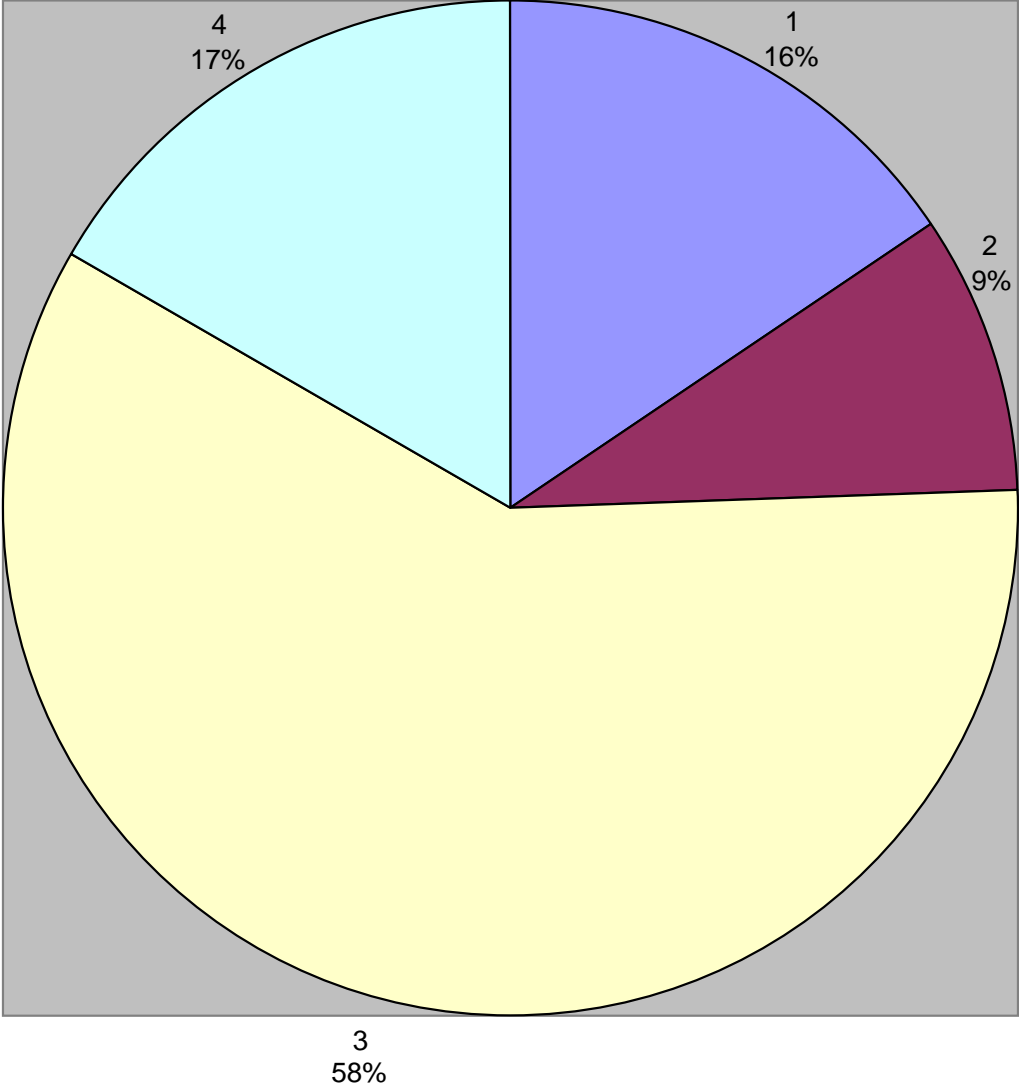
**9. How often did you meet with the chaplain?**

- 1 Once**
- 2 Twice**
- 3 Three times**
- 4 More than three times**
- 5 No response**



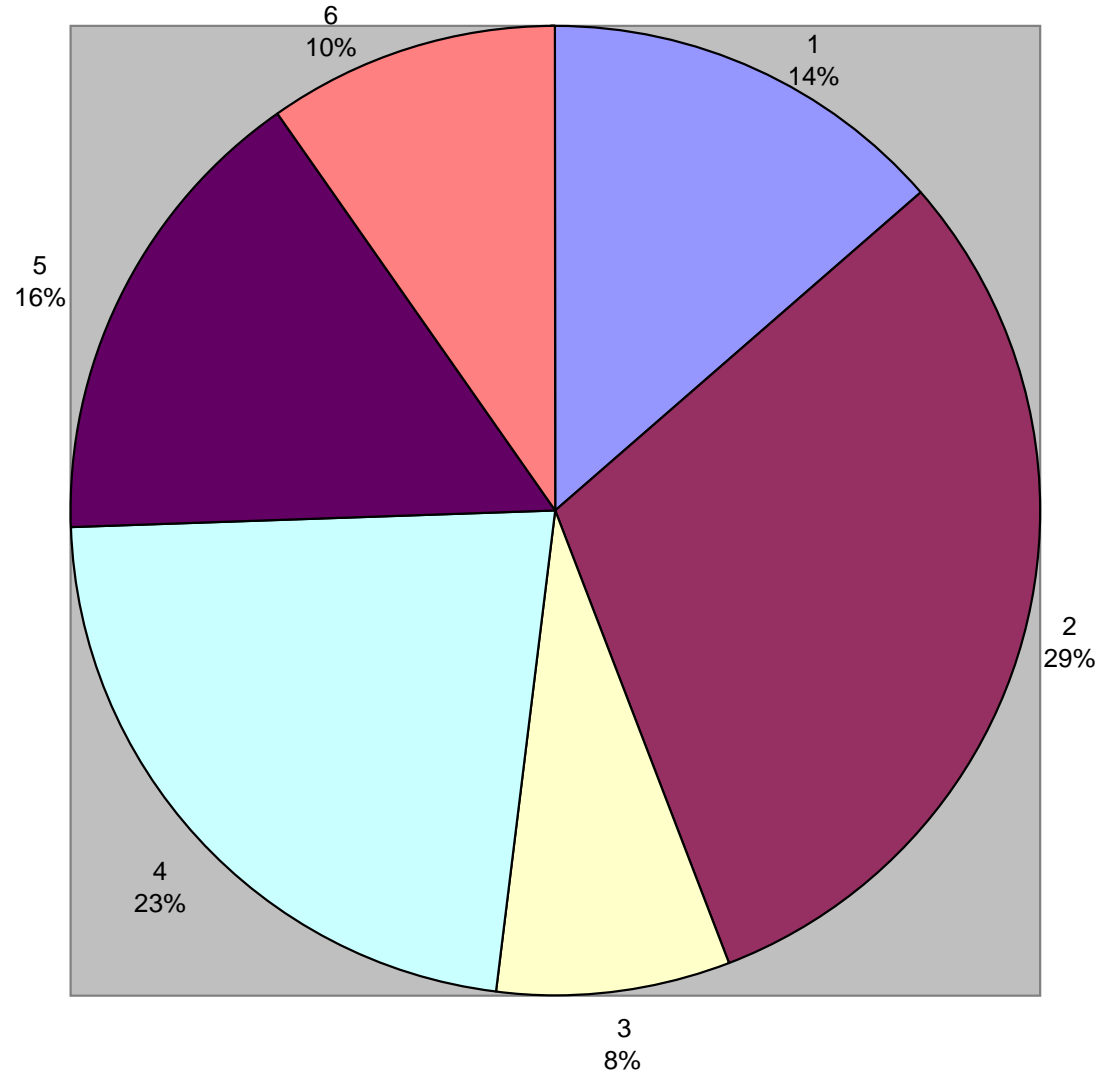
**10. How did you meet a chaplain?**

- 1 You requested to see a chaplain
- 2 The chaplain came to meet you while doing his/her rounds
- 3 A nurse or doctor asked a chaplain to see you
- 4 No response



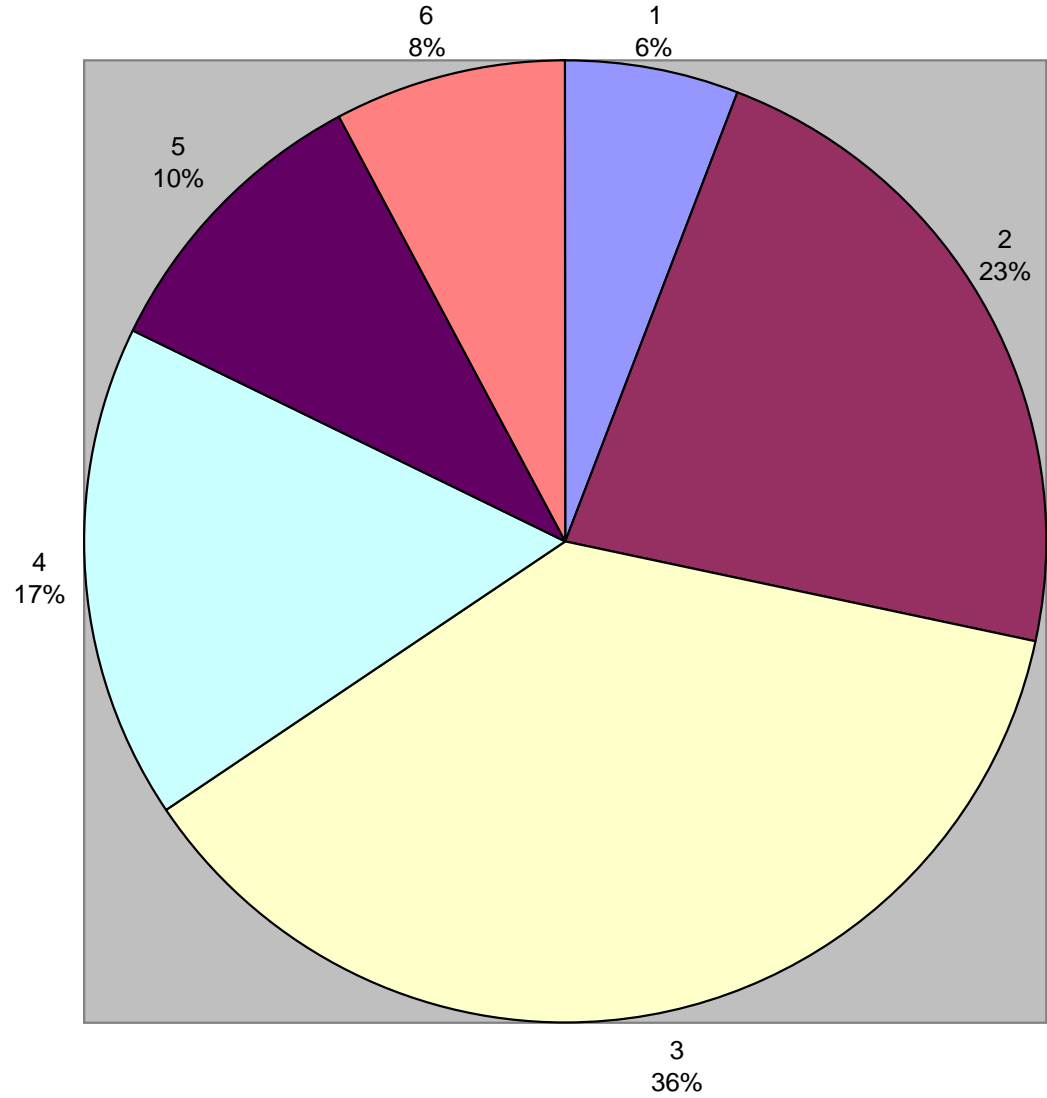
**11. When not in the hospital how often do you attend your faith group's worship services?**

- 1 More than 4 times a month**
- 2 Four times a month**
- 3 One or two times a month**
- 4 On special occasions during the year**
- 5 Never**
- 6 No response**



**13. What is the highest grade level or level of school that you have completed?**

- 1 Public school
- 2 High school
- 3 College, trade or technical school
- 4 University undergraduate degree
- 5 Post university/graduate education
- 6 No response



**14. Overall, how would you rate your experience of this hospitalization?**

- 1 Poor**
- 2 Fair**
- 3 Good**
- 4 Very good**
- 5 Excellent**
- 6 No response**

