

Definition/Description:

Processes by which Public and Client Input Obtained by WRHA.

Source:

Director, Communication and Public Relations, Winnipeg Regional Health Authority
Director, Quality Improvement, Winnipeg Regional Health Authority

Findings/Highlights:

- For the third year, the WRHA is undertaking a general Public Opinion Poll that is related to our Board Measures document
- This year, the total random sample will be divided into four components, with the data for each component gathered at a different point in time.
- Contact will be by telephone.
- Findings from the Public Opinion Poll are shared at the AGM and are presented to Senior Management and the WRHA Board for information.
- In addition, beginning in the fall of 2003, the WRHA began to conduct regional Patient Satisfaction Surveys within programs.