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## Patients can give kudos to care team

Pleased with the care you received at Royal Victoria Regional Health Centre (RVH)? RVH has developed new ways for patients and visitors to recognize staff, physicians or volunteers for the exceptional care they provide.

“Over the past few years we have made great efforts to improve the patient and family experience in our health centre,” says Janice Skot, president and CEO, RVH. “We continue to improve our safety measures, the services we provide and the way we communicate with patients and their families. These efforts, combined with our commitment to patient-centred care, are having a significant impact on the lives of our patients. In fact, 95 per cent of RVH patients rate the overall experience at RVH as excellent, very good or good and many of them want the opportunity to thank their care team.”

RVH has created several ways patients and visitors can thank the team that cared for them. Patients or visitors can fill out a postcard and deposit it in one of the many drop boxes around the health centre. They can also visit the RVH website – [www.rvh.on.ca](http://www.rvh.on.ca) (link on the home page) - to send an email. Finally, they can fill out an electronic thank you card on RVH’s bedside entertainment system, which will be forwarded to the recipient.

“RVH’s vision is to Make each life better. Together. It’s important that happen everyday at RVH,” says Skot. “Our staff, physicians and volunteers appreciate the feedback; knowing their unwavering focus on the patient and family experience is making a difference. Whether the recognition is for an individual or an entire team, everyone can take pride in knowing their care and compassion made a difference in someone’s life.”

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### About RVH:

RVH is a regional health centre in Barrie, Ontario, located 80 kilometres north of Toronto. As the largest hospital in the region of Simcoe Muskoka, RVH’s team of over 350 physicians, 2,500 employees and 850 volunteers provides exceptional care and specialty services to almost half a million residents, including cancer care, stroke services, orthopaedics, intensive care, mental health and interventional radiology. RVH is focused on delivering safe, high quality care that puts patients and their families first. For more information visit [www.rvh.on.ca](http://www.rvh.on.ca)