### ABOUT THE SURVEY

OTN partnered with Infoway to design a comprehensive survey to capture the patient experience. This aligns with THC's patient-centered focus and determined efforts to improve quality based on patient and provider feedback.

The survey focused on areas of patient experience, satisfaction with technology, self-management, health coaching, system usage and included an area for comments or suggestions. The survey also incorporated patient reported outcome measures related to healthcare service utilization.

### TECHNOLOGY USE

- **91%** felt this program improved their quality of life.
- **96%** of patients felt the equipment for the telehomecare program was easy to use.

### SELF-MANAGEMENT AND COACHING

- **87%** agreed caregivers felt confident in the care they were receiving.
- **96%** of patients were satisfied with the health coaching they received.
- **93%** felt participation enabled better management of their condition.

### SYSTEM USAGE

- **81%** had less need to visit an ED after starting the program.
- **76%** agreed use of technology reduced travel time to see a healthcare provider.

"I understand my condition better now. I found that this program made me more sure of myself. I didn’t panic the way I used to."

- **Respondent**