



## **Personal Information Bank (PIB) Details**

**Title:** Family Satisfaction Surveys

**Location of Files:** Various areas within St. Joseph's Health Care London depending on what area the feedback pertains to and Quality Management and Clinical Decision Support.

**Description:** A survey sent to recent family members of patients of St. Joseph's Health Care London that asks numerous types of questions related to patient care. Patient consent is obtained before survey is sent to family members.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Thoughts and ideas regarding their family member's care at St. Joseph's

**Uses:** To obtain feedback from family members of patients re the care and how we may improve future care.

**Individuals in Bank:** Those who complete and return a Family Satisfaction Survey.

**Retention Period:** Six years