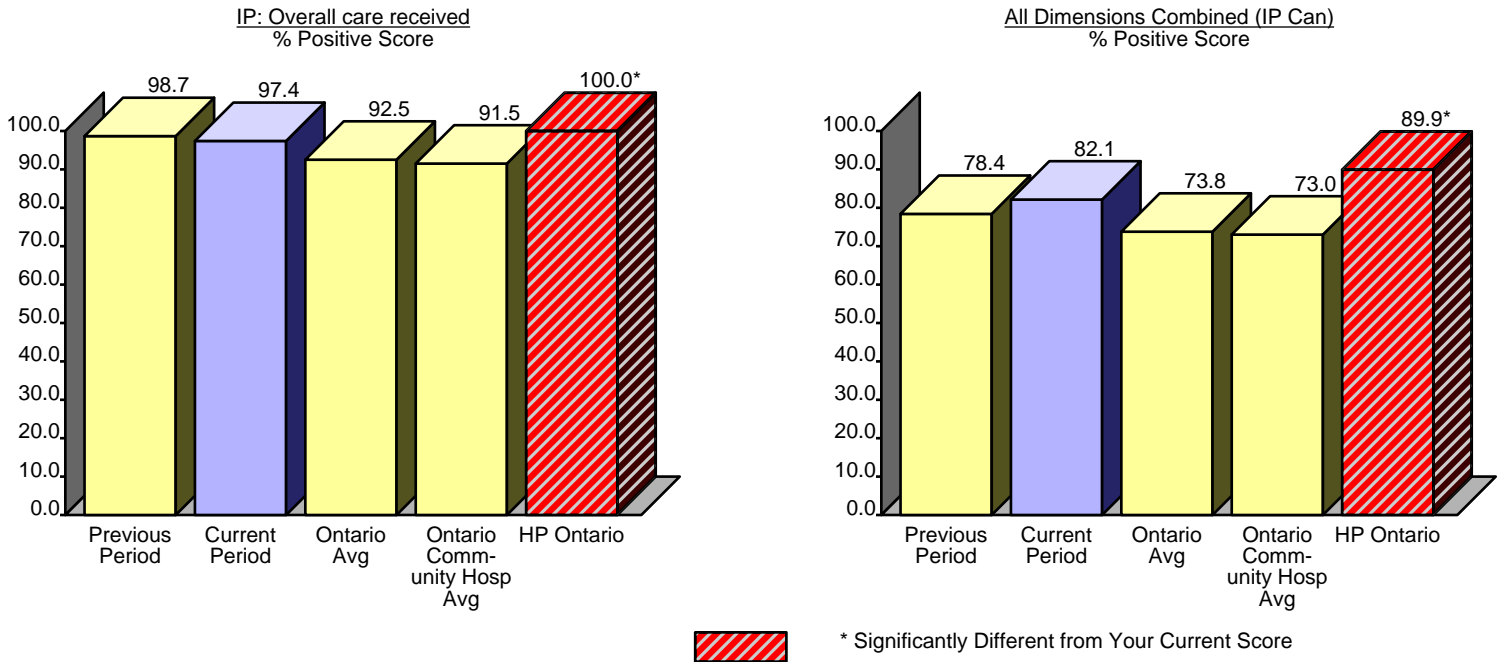




Acute Care Patient Experience-All Dimensions and Overall Ratings

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
89.2%	Access to Care (IP Can)	81.9%	80.7% ↑	96.7% ↓
85.9%	Physical Comfort (IP Can)	79.7% ↑	78.9% ↑	93.0%
73.9%	Emotional Support (IP Can)	68.3% ↑	67.5% ↑	87.4% ↓
75.1%	Information and Education (IP Can)	74.4%	73.2%	91.0% ↓
78.0%	Coordination of Care (IP Can)	74.8%	74.7%	91.1% ↓
77.4%	Involvement of Family (IP Can)	70.1% ↑	69.0% ↑	89.6% ↓
82.3%	Respect for Patient Preferences (IP Can)	77.3%	77.0% ↑	91.9%
69.5%	Continuity and Transition (IP Can)	66.0%	64.8%	83.5% ↓

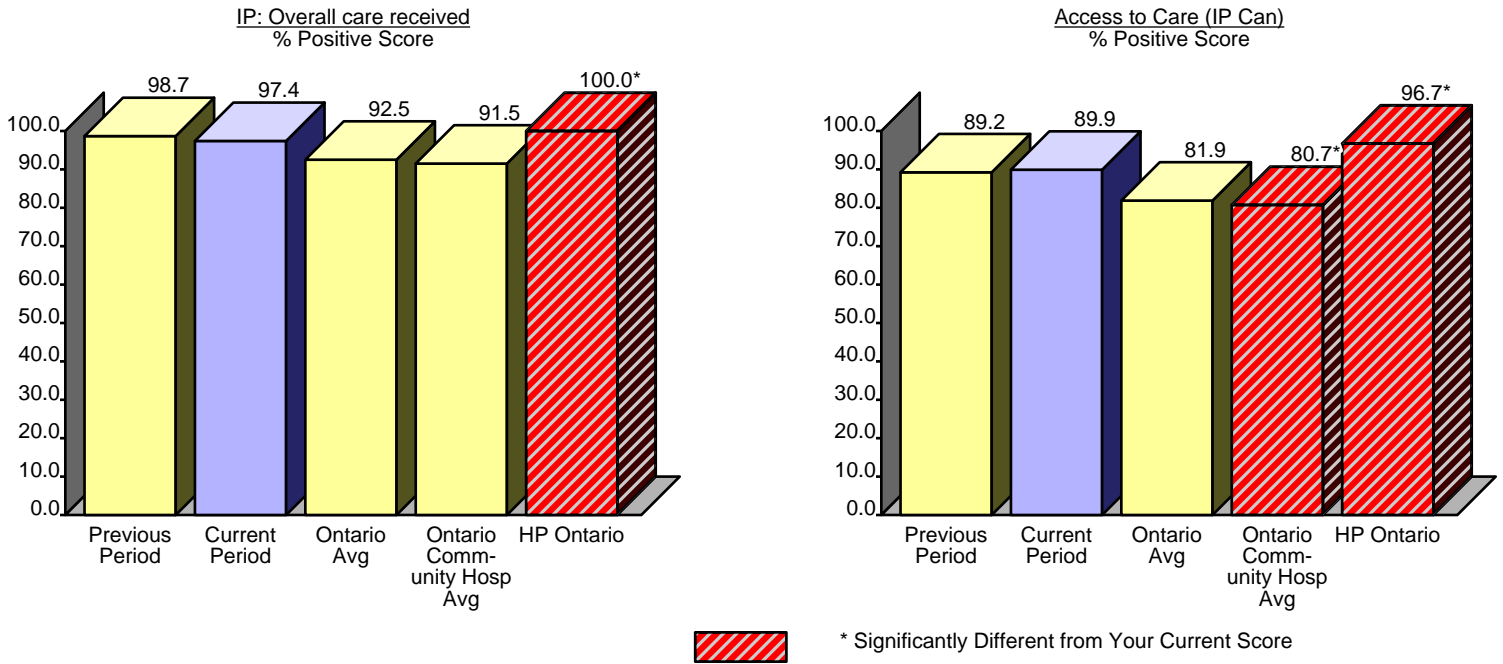
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher **↑** or lower **↓**.



Acute Care Patient Experience-Access

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



Detail

	Highest correlation with "IP: Overall care received" % Positive Score				
Previous Period		Ontario Avg	Ontario Community Hosp Avg	HP Ontario	
92.1%	IP: Availability of Dr	92.0%	85.3%	84.4%	97.7%↓
83.6%	IP: Received all services needed	81.6%	72.7%	71.1%↑	92.6%↓
91.9%	IP: Availability of Nurses	96.1%	87.6%↑	86.7%↑	100.0%↓

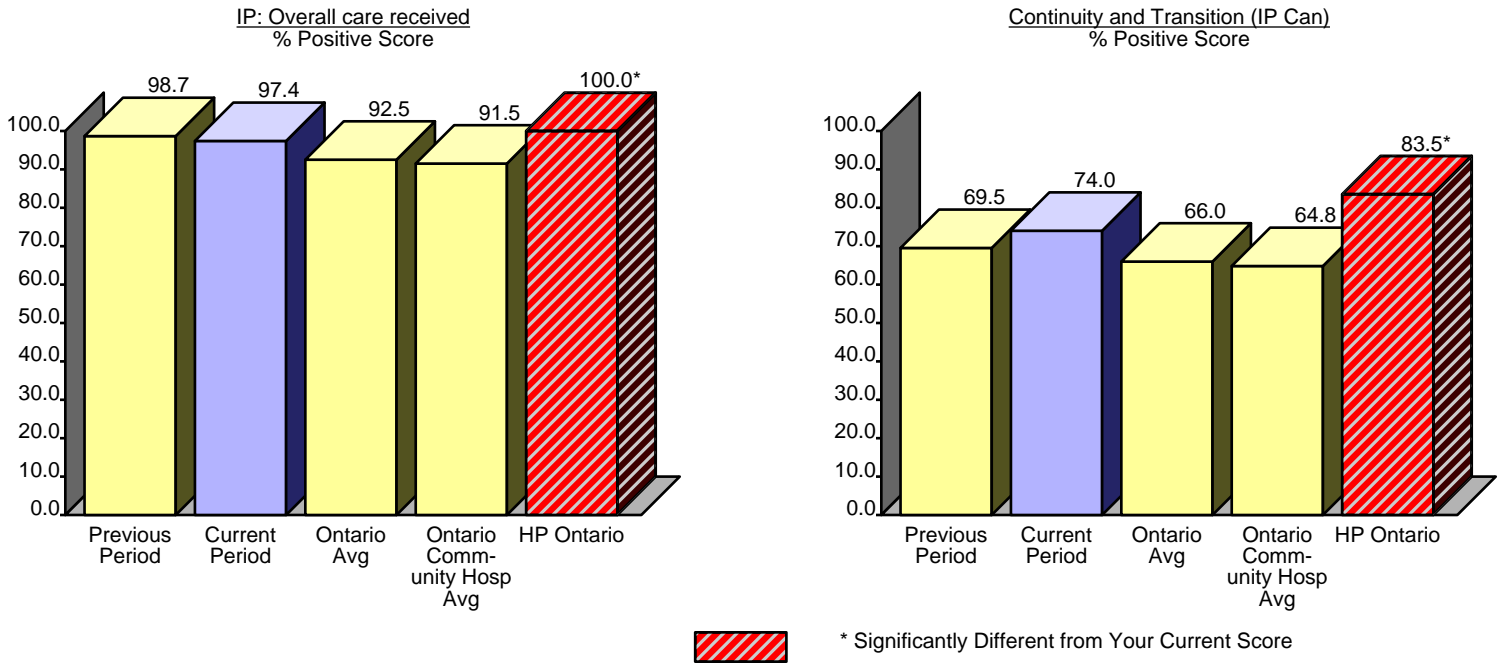
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Continuity and Transition

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



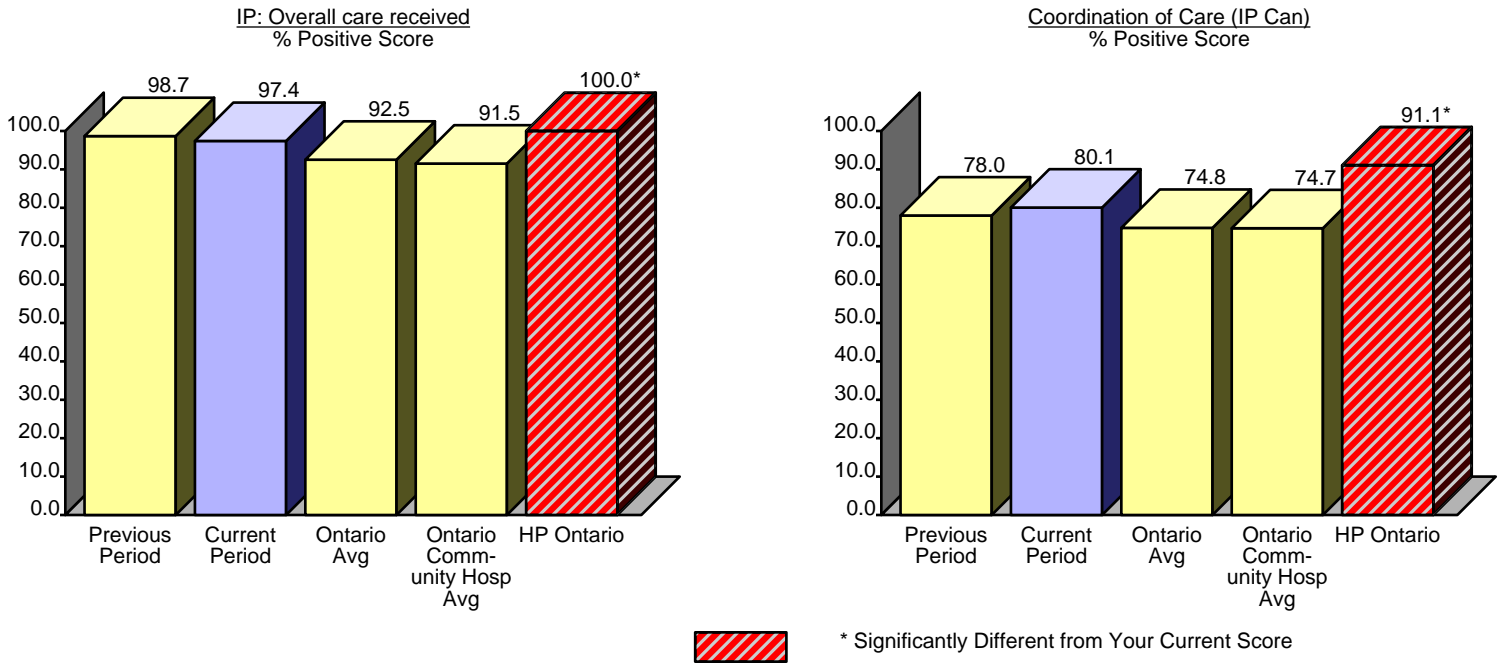
Detail

	Highest correlation with "IP: Overall care received" % Positive Score			
Previous Period		Ontario Avg	Ontario Community Hosp Avg	HP Ontario
77.6% ▲	IP: Discussed purpose of home meds 94.8%	79.1% ▲	78.2% ▲	94.8%
50.0%	IP: Discussed when to resume normal activities 53.6%	51.1%	49.3%	70.5% ▼
66.2%	IP: Discussed danger signals to watch for 65.3%	57.6%	55.3%	81.3% ▼
63.5%	IP: Discussed medication side effects 66.7%	63.5%	63.6%	90.0% ▼
91.2%	IP: Knew who to call w/ questions 91.7%	80.1% ▲	79.6% ▲	96.8% ▼

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



Acute Care Patient Experience-Coordination of Care
Muskoka Algonquin Healthcare - Corporate
Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
73.0%	IP: Waited too long to go to room	79.4%	72.7%	70.7%
85.1%	IP: Organization of admission process	86.3%	78.6%	76.7%
78.3%	IP: Scheduled tests/procedures were on time	82.0%	69.8%↑	70.1%↑
84.0%	IP: Dr/Nurse explained things differently	89.3%	79.9%↑	81.2%
69.7%	IP: One Dr in charge of care	63.5%	72.3%	74.0%↓

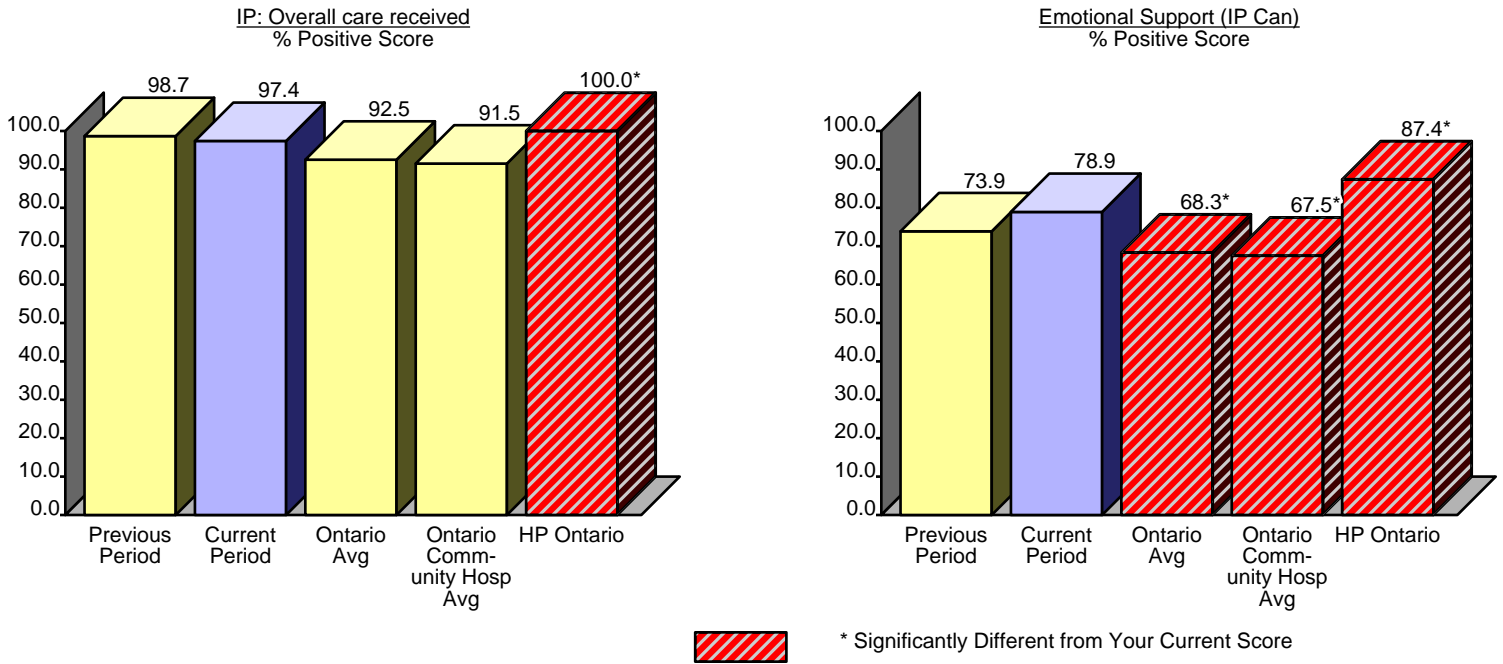
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Emotional Support

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



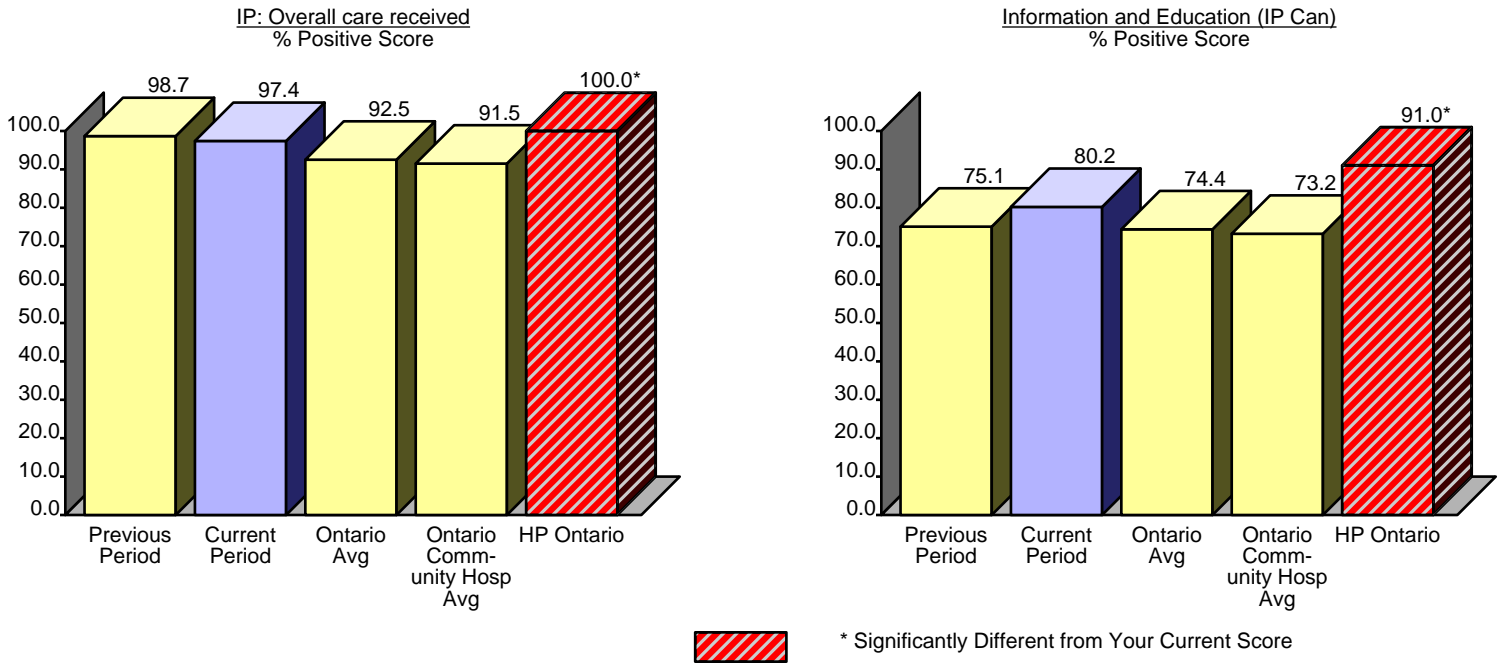
Detail

	Highest correlation with "IP: Overall care received" % Positive Score				
Previous Period		Ontario Avg	Ontario Community Hosp Avg	HP Ontario	
61.5%	IP: Nurse discussed anxieties/fears 64.7%	54.9%	53.6%	79.6%	↓
73.3%	IP: Ease of finding someone to talk to 76.6%	62.0%↑	61.3%↑	89.7%	↓
80.0%	IP: Confidence/trust in Drs 84.2%	82.8%	81.8%	95.6%	↓
84.0%	IP: Confidence/trust in Nurses 85.3%	73.0%↑	73.1%↑	93.5%	↓
64.3%	IP: Dr discussed anxieties/fears 79.2%	64.3%↑	62.7%↑	86.8%	

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Information and Education
 Muskoka Algonquin Healthcare - Corporate
 Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



Detail

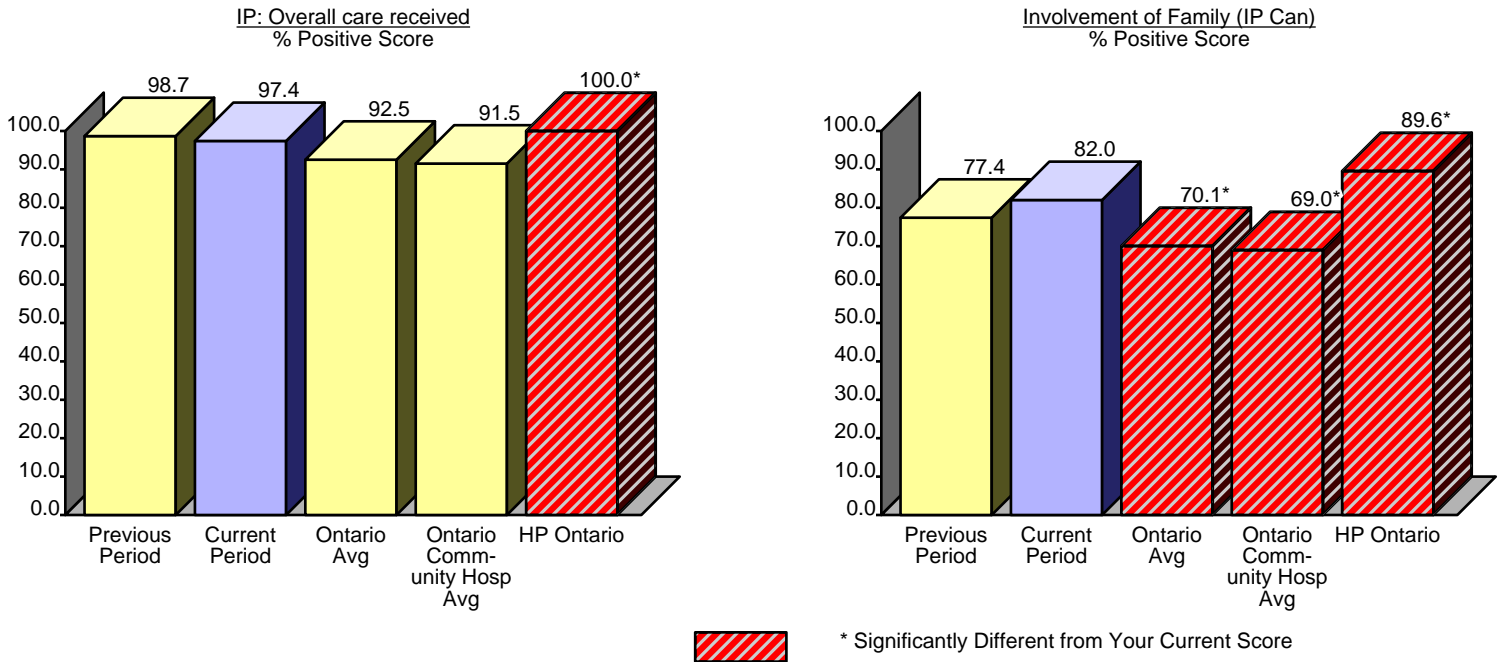
Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
63.2%	IP: Explained test results understandably	76.6%	68.6%	67.0%
72.9%	IP: Dr answered questions understandably	78.3%	73.1%	71.9%
77.0%	IP: Nurse answered questions understandably	75.4%	69.4%	68.9%
87.7%	IP: Explained reason for wait in going to room	90.8%	86.4%	84.9%

HP Ontario scores are significantly lower than the current scores (indicated by downward arrows).

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Involvement of Family
Muskoka Algonquin Healthcare - Corporate
Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario	
75.4%	IP: Family had enough recovery info	78.6%	62.5%↑	61.2%↑	88.9%↓
85.7%	IP: Amount of info given to family	93.3%	86.0%	85.4%	100.0%↓
71.0%	IP: Family talked w/Dr enough	74.2%	61.0%↑	59.8%↑	85.0%↓

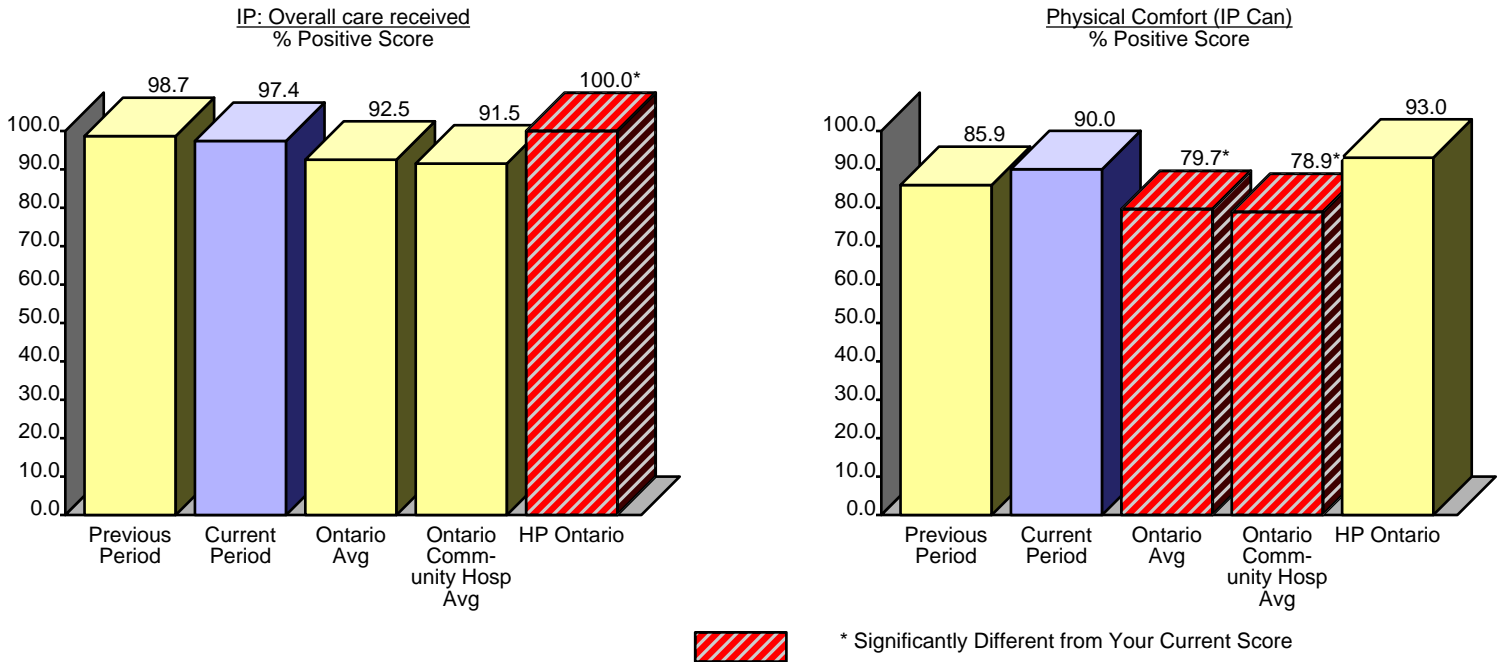
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Physical Comfort

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



Detail

			Ontario Avg	Ontario Community Hosp Avg	HP Ontario
	Highest correlation with "IP: Overall care received" % Positive Score				
81.0%	IP: Did everything to control pain	92.9%	77.7% ↑	76.5% ↑	92.5%
75.0%	IP: Wait time after call button reasonable	78.3%	62.0% ↑	61.4% ↑	89.3% ↓
96.2%	IP: Minutes for help after call button	97.8%	94.2%	93.9%	100.0% ↓
83.0%	IP: Got bathroom help in time	85.7%	68.0% ↑	67.5% ↑	94.0% ↓
97.5%	IP: Amount of pain medicine received	95.0%	91.8%	91.3%	98.4%
84.8%	IP: Minutes taken to get pain medicine	92.9%	87.6%	86.1%	97.8%

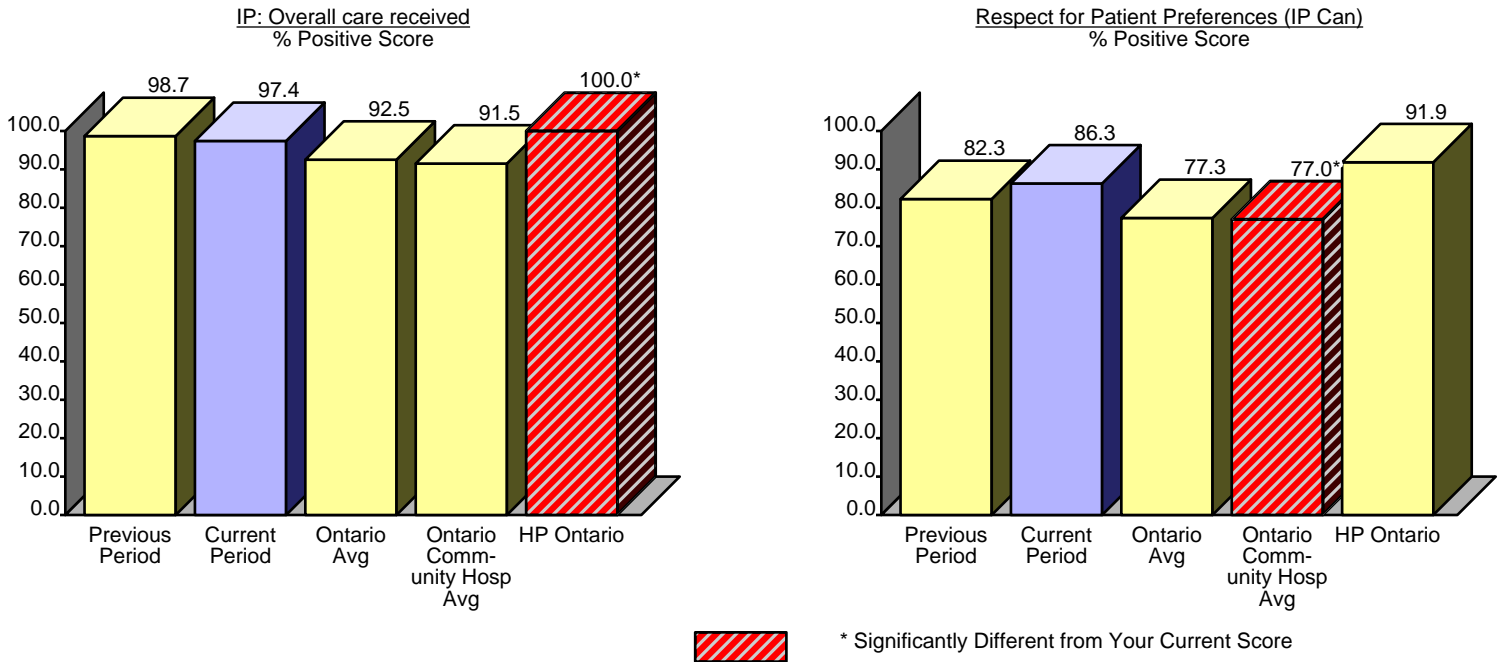
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Respect for Patient Preferences

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



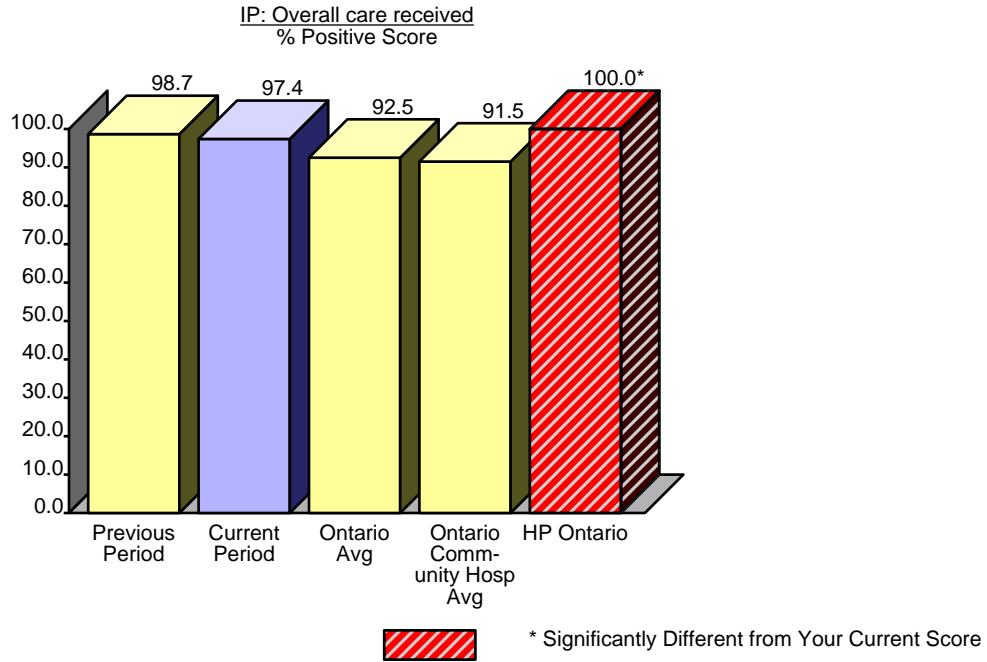
Detail

Previous Period		Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
93.4%	IP: Treated you w/respect/dignity	92.2%	81.7% ▲	80.6% ▲	97.7% ▼
52.7% ▲	IP: Enough say about treatment	70.4%	55.9% ▲	54.4% ▲	78.4%
89.0%	IP: Nurses talked in front of you	89.5%	85.1%	84.9%	100.0% ▼
93.4%	IP: Drs talked in front of you	92.1%	86.1%	87.5%	100.0% ▼

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



Acute Care Patient Experience-Overall Impressions
Muskoka Algonquin Healthcare - Corporate
Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



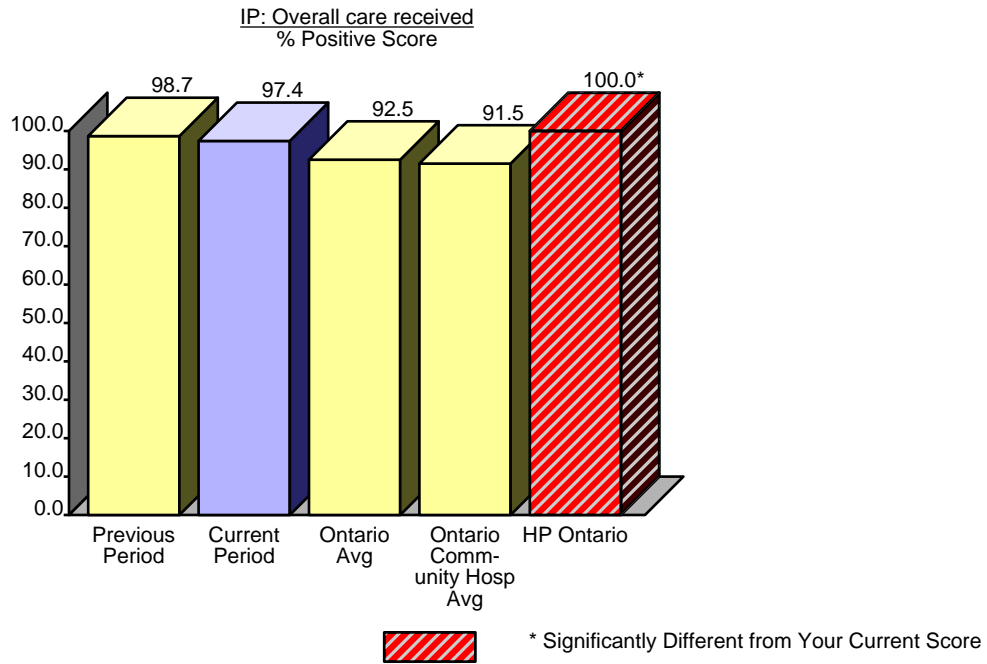
Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
81.3%	IP: Would recommend for stay 80.5%	72.4%	68.1% ↑	95.3% ↓
97.4%	IP: Overall Dr care 96.1%	94.2%	93.4%	100.0% ↓
97.3%	IP: Rate how Dr/Nurses worked together 98.7%	93.0%	92.4% ↑	100.0% ↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher **↑** or lower **↓**.



Acute Care Patient Experience-Courtesy
Muskoka Algonquin Healthcare - Corporate
Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



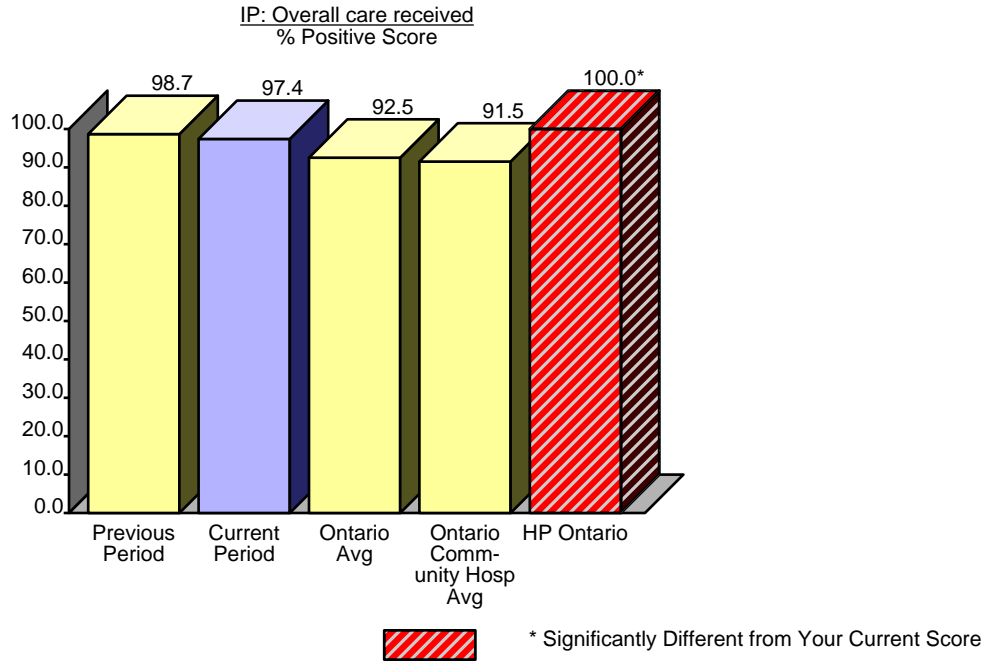
Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
97.3%	IP: Courtesy of Nurses	93.2%	92.7%	100.0%↓
100.0%	IP: Courtesy of admission	95.1%	94.5%	100.0%↓
97.3%	IP: Courtesy of Dr	95.4%	94.7%	100.0%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Additional Items
Muskoka Algonquin Healthcare - Corporate
Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)



Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
	% Positive Score			
88.0%	IP: Condition of room/hospital environment 89.3%	84.8%	83.3%	97.8%↓
77.5%	IP: Overall quality of food 68.5%	61.7%	61.7%	92.3%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Highest Percent Positive (Strengths)

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)

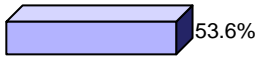
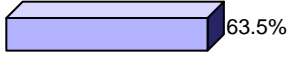


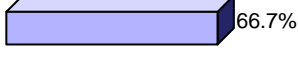
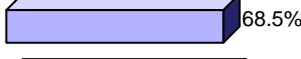




<i>Detail</i>						
Previous Period	Items ranked in descending order by current score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario		
<i>% Positive Score</i>						
100.0%	IP: Courtesy of admission	98.7%	95.1%	94.5%	100.0%	↓
97.3%	IP: Courtesy of Dr	98.7%	95.4%	94.7%	100.0%	↓
97.3%	IP: Rate how Dr/Nurses worked together	98.7%	93.0%	92.4%	100.0%	↓
96.2%	IP: Minutes for help after call button	97.8%	94.2%	93.9%	100.0%	↓
97.3%	IP: Courtesy of Nurses	97.3%	93.2%	92.7%	100.0%	↓
91.9%	IP: Availability of Nurses	96.1%	87.6%	86.7%	100.0%	↓
97.4%	IP: Overall Dr care	96.1%	94.2%	93.4%	100.0%	↓
97.5%	IP: Amount of pain medicine received	95.0%	91.8%	91.3%	98.4%	
77.6%	IP: Discussed purpose of home meds	94.8%	79.1%	78.2%	94.8%	
85.7%	IP: Amount of info given to family	93.3%	86.0%	85.4%	100.0%	↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

Acute Care Patient Experience-Lowest Percent Positive (Areas for Improvement)



Muskoka Algonquin Healthcare - Corporate
 Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)

<i>Detail</i>				
Previous Period	Items ranked in ascending order by current score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
<i>% Positive Score</i>				
50.0%	IP: Discussed when to resume normal activities 	51.1%	49.3%	70.5%↓
69.7%	IP: One Dr in charge of care 	72.3%	74.0%↓	92.2%↓
61.5%	IP: Nurse discussed anxieties/fears 	54.9%	53.6%	79.6%↓
66.2%	IP: Discussed danger signals to watch for 	57.6%	55.3%	81.3%↓
63.5%	IP: Discussed medication side effects 	63.5%	63.6%	90.0%↓
77.5%	IP: Overall quality of food 	61.7%	61.7%	92.3%↓
52.7%↑	IP: Enough say about treatment 	55.9%↑	54.4%↑	78.4%
71.0%	IP: Family talked w/Dr enough 	61.0%↑	59.8%↑	85.0%↓
77.0%	IP: Nurse answered questions understandably 	69.4%	68.9%	89.0%↓
73.3%	IP: Ease of finding someone to talk to 	62.0%↑	61.3%↑	89.7%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

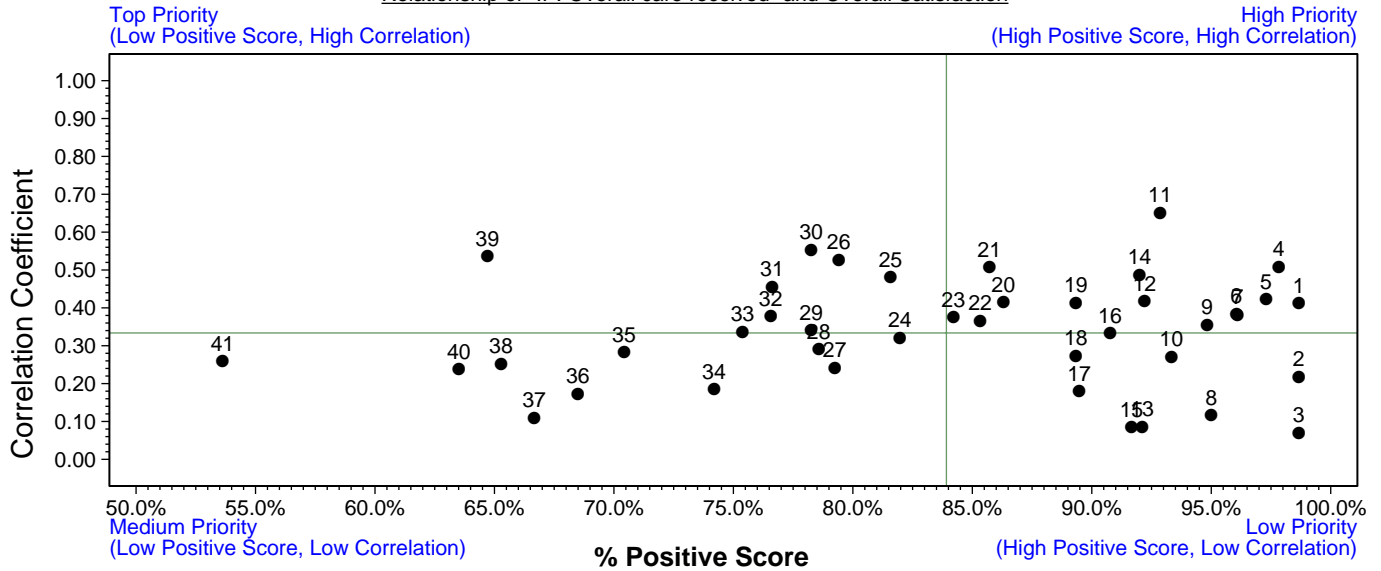


Acute Care Patient Experience-Priority Matrix

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)

Relationship of "IP: Overall care received" and Overall Satisfaction



- | | |
|---|---|
| 1 IP: Courtesy of admission | 22 IP: Confidence/trust in Nurses |
| 2 IP: Courtesy of Dr | 23 IP: Confidence/trust in Drs |
| 3 IP: Rate how Dr/Nurses worked together | 24 IP: Scheduled tests/procedures were on time |
| 4 IP: Minutes for help after call button | 25 IP: Received all services needed |
| 5 IP: Courtesy of Nurses | 26 IP: Waited too long to go to room |
| 6 IP: Overall Dr care | 27 IP: Dr discussed anxieties/fears |
| 7 IP: Availability of Nurses | 28 IP: Family had enough recovery info |
| 8 IP: Amount of pain medicine received | 29 IP: Dr answered questions understandably |
| 9 IP: Discussed purpose of home meds | 30 IP: Wait time after call button reasonable |
| 10 IP: Amount of info given to family | 31 IP: Ease of finding someone to talk to |
| 11 IP: Did everything to control pain | 32 IP: Explained test results understandably |
| 12 IP: Treated you w/respect/dignity | 33 IP: Nurse answered questions understandably |
| 13 IP: Drs talked in front of you | 34 IP: Family talked w/Dr enough |
| 14 IP: Availability of Dr | 35 IP: Enough say about treatment |
| 15 IP: Knew who to call w/ questions | 36 IP: Overall quality of food |
| 16 IP: Explained reason for wait in going to room | 37 IP: Discussed medication side effects |
| 17 IP: Nurses talked in front of you | 38 IP: Discussed danger signals to watch for |
| 18 IP: Dr/Nurse explained things differently | 39 IP: Nurse discussed anxieties/fears |
| 19 IP: Condition of room/hospital environment | 40 IP: One Dr in charge of care |
| 20 IP: Organization of admission process | 41 IP: Discussed when to resume normal activities |
| 21 IP: Got bathroom help in time | |

Detail

Previous Period	Highest correlation with "IP: Overall care received"	Correlation Coefficient	n size
81.0%	IP: Did everything to control pain 92.9%	0.651	42
75.0%	IP: Wait time after call button reasonable 78.3%	0.553	46
61.5%	IP: Nurse discussed anxieties/fears 64.7%	0.536	51
73.0%	IP: Waited too long to go to room 79.4%	0.527	68

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



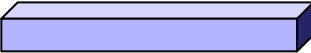
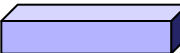


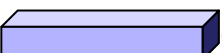
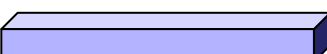
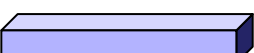

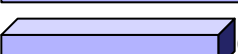

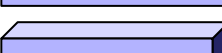




Acute Care Patient Experience-Priority Matrix (continued)
 Muskoka Algonquin Healthcare - Corporate
 Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)

Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
96.2%	IP: Minutes for help after call button	0.508	46
83.0%	IP: Got bathroom help in time	0.507	49
92.1%	IP: Availability of Dr	0.487	75
83.6%	IP: Received all services needed	0.481	76
73.3%	IP: Ease of finding someone to talk to	0.456	77
97.3%	IP: Courtesy of Nurses	0.423	74
93.4%	IP: Treated you w/respect/dignity	0.418	77
85.1%	IP: Organization of admission process	0.414	73
88.0%	IP: Condition of room/hospital environment	0.413	75
100.0%	IP: Courtesy of admission	0.412	75
97.4%	IP: Overall Dr care	0.384	76
91.9%	IP: Availability of Nurses	0.382	77
63.2%	IP: Explained test results understandably	0.377	64
80.0%	IP: Confidence/trust in Drs	0.375	76
84.0%	IP: Confidence/trust in Nurses	0.366	75
77.6%↑	IP: Discussed purpose of home meds	0.355	58
72.9%	IP: Dr answered questions understandably	0.341	69
77.0%	IP: Nurse answered questions understandably	0.336	65
87.7%	IP: Explained reason for wait in going to room	0.333	65
78.3%	IP: Scheduled tests/procedures were on time	0.320	61
75.4%	IP: Family had enough recovery info	0.291	56
52.7%↑	IP: Enough say about treatment	0.283	71
84.0%	IP: Dr/Nurse explained things differently	0.274	75

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Priority Matrix (continued)
 Muskoka Algonquin Healthcare - Corporate
 Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)

Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
85.7%	IP: Amount of info given to family 	0.271	60
50.0%	IP: Discussed when to resume normal activities 	0.259	69
66.2%	IP: Discussed danger signals to watch for 	0.251	72
64.3%	IP: Dr discussed anxieties/fears 	0.241	53
69.7%	IP: One Dr in charge of care 	0.238	74
97.3%	IP: Courtesy of Dr 	0.218	75
71.0%	IP: Family talked w/Dr enough 	0.185	62
89.0%	IP: Nurses talked in front of you 	0.179	76
77.5%	IP: Overall quality of food 	0.174	73
97.5%	IP: Amount of pain medicine received 	0.116	40
63.5%	IP: Discussed medication side effects 	0.109	60
93.4%	IP: Drs talked in front of you 	0.086	76
91.2%	IP: Knew who to call w/ questions 	0.085	72
97.3%	IP: Rate how Dr/Nurses worked together 	0.071	75
84.8%	IP: Minutes taken to get pain medicine 	-0.014	28

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

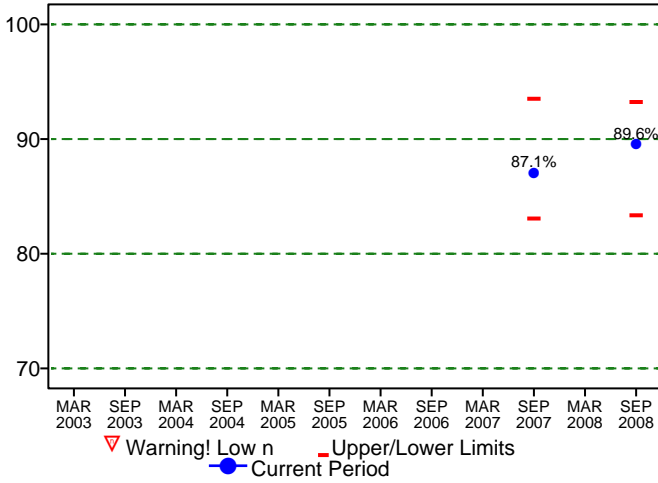


Acute Care Patient Experience-Performance Across Time

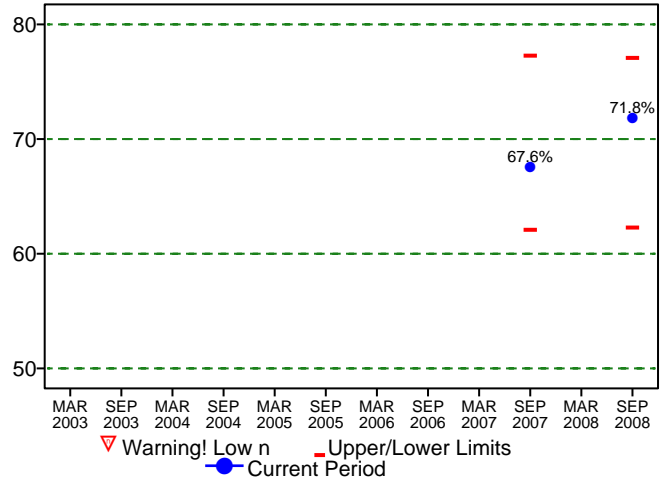
Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=78, Response Rate= 53.8%)

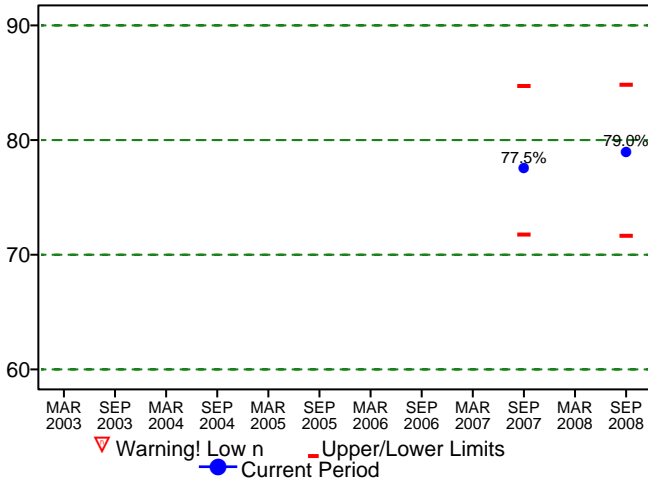
Access to Care (IP Can)
% Positive Score



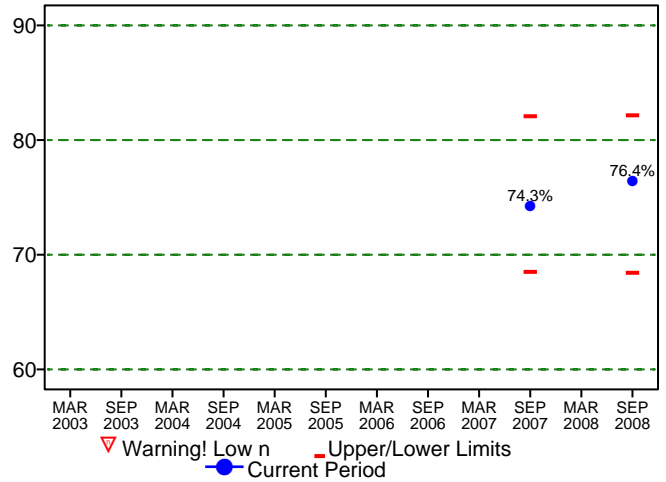
Continuity and Transition (IP Can)
% Positive Score



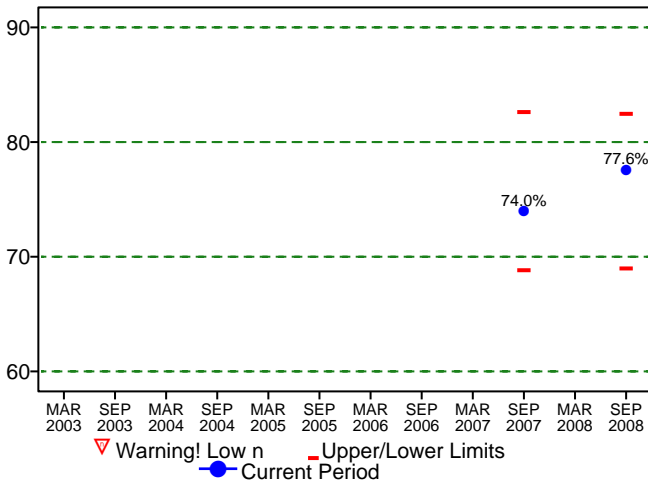
Coordination of Care (IP Can)
% Positive Score



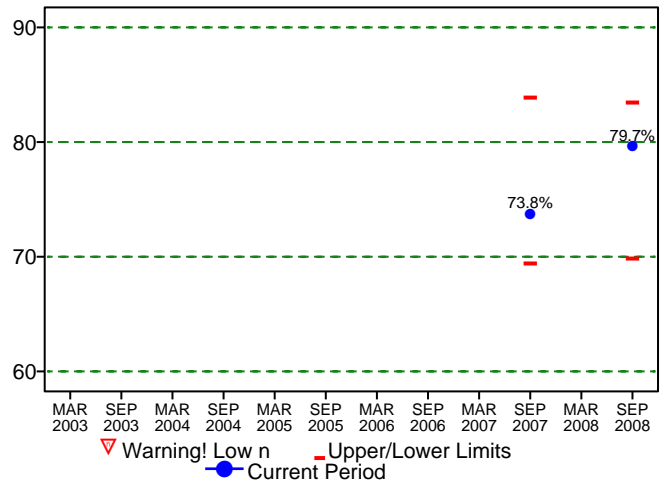
Emotional Support (IP Can)
% Positive Score



Information and Education (IP Can)
% Positive Score



Involvement of Family (IP Can)
% Positive Score



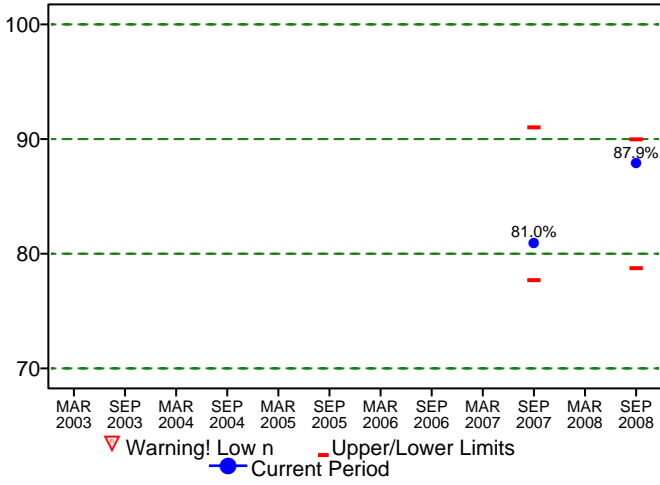


Acute Care Patient Experience-Performance Across Time

Muskoka Algonquin Healthcare - Corporate

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Physical Comfort (IP Can)
% Positive Score



Respect for Patient Preferences (IP Can)
% Positive Score

