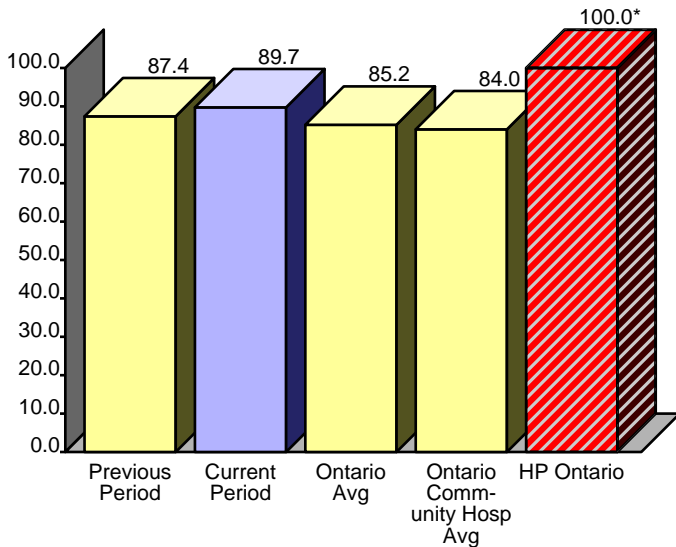


Emergency Department Patient Experience-All Dimensions and Overall Ratings

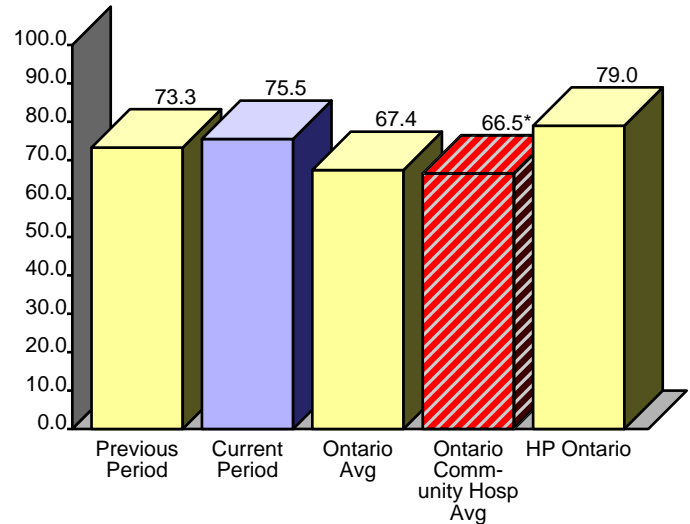


Muskoka Algonquin Healthcare - Corporate
Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)

Overall quality of ED care
% Positive Score



All Dimensions Combined (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

Previous Period Highest correlation with "Overall quality of ED care" Ontario Avg Ontario Community Hosp Avg HP Ontario
% Positive Score

Dimension	Previous Period	Current Period	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
Emotional Support (ED Can)	69.4%	70.8%	63.6%	62.9%	75.2%
Physical Comfort (ED Can)	67.0%	67.3%	63.4%	62.1%	90.0%↓
Respect for Patient Preferences (ED Can)	82.2%	84.4%	77.9%	77.1%	93.4%↓
Information and Education (ED Can)	71.1%	73.5%	63.6%↑	62.8%↑	83.3%↓
Access and Coordination (ED Can)	74.3%	75.8%	67.3%↑	66.1%↑	85.9%↓
Continuity and Transition (ED Can)	67.6%	72.0%	64.1%	63.4%	78.3%

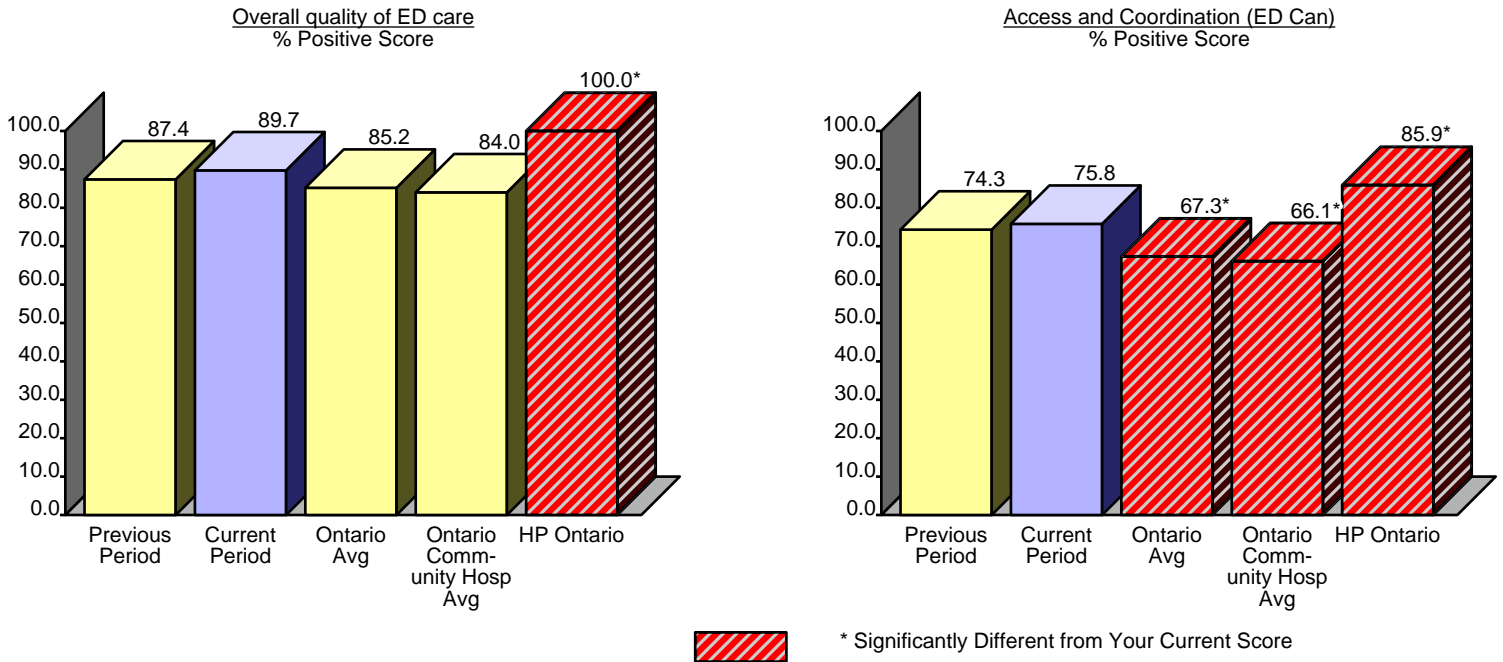
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Emergency Department Patient Experience-Access and Coordination

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)



Detail

Previous Period	Highest correlation with "Overall quality of ED care" % Positive Score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
71.9%	Received needed help in ED 77.9%	71.5%	70.3%	97.1%↓
85.0%	Rate availability of ED nurses 85.2%	80.4%	78.9%	99.0%↓
70.3%	Received all ED services needed 75.8%	63.1%↑	61.7%↑	85.2%↓
63.6%	Did not wait too long for other ED Dr/specialist 84.6%	59.6%↑	60.4%↑	90.3%
76.6%	Length of time waited to see ED Dr 79.5%	72.2%	70.7%↑	100.0%↓
57.1%	Waited too long to see ED Dr 59.0%	49.0%↑	46.7%↑	86.9%↓
76.4%	Time waited to talk to ED Nurse 71.2%	68.1%	66.9%	93.2%↓
78.6%	Waited too long to get ED test(s) completed 84.5%	64.2%↑	62.8%↑	96.8%↓
81.4%	One Dr in charge of ED care 76.5%	71.8%	72.0%	89.2%↓

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

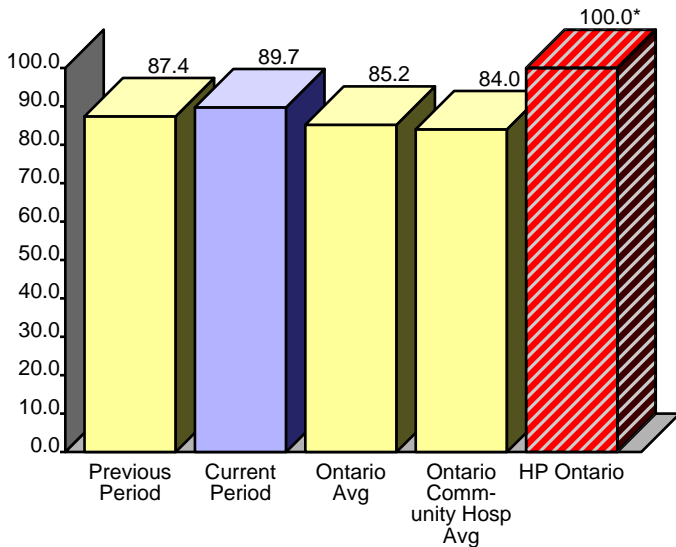


Emergency Department Patient Experience-Continuity and Transition

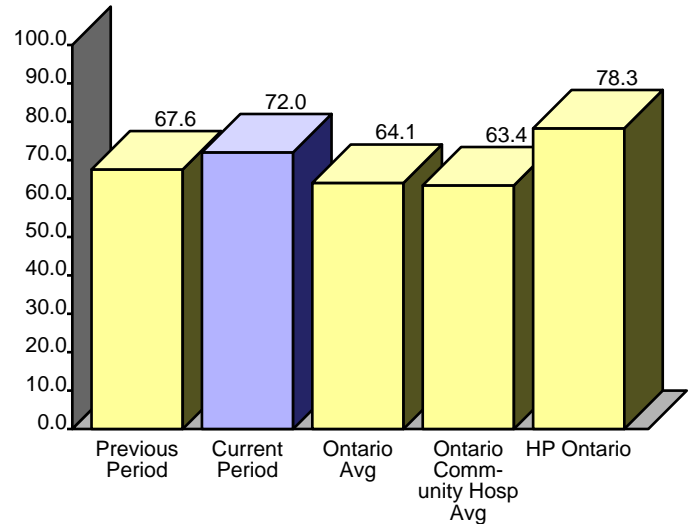
Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)

Overall quality of ED care
% Positive Score



Continuity and Transition (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

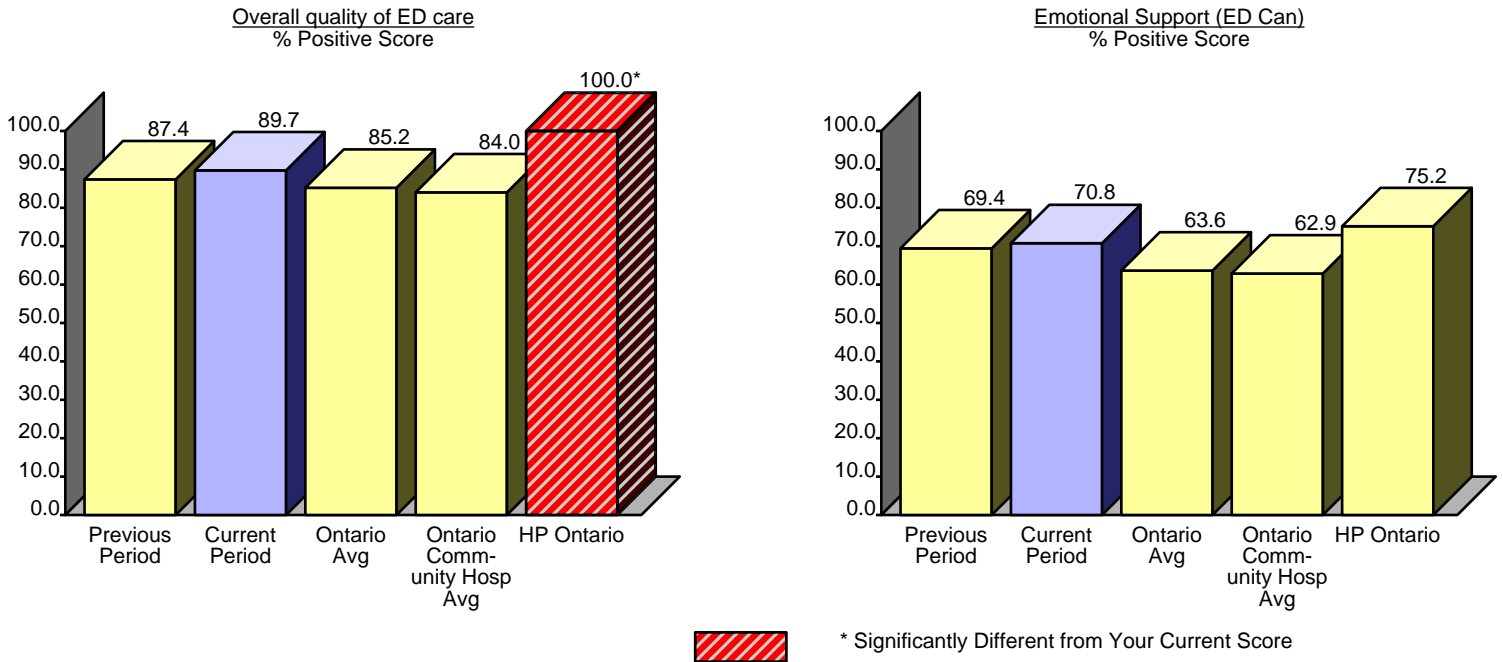
Previous Period	Highest correlation with "Overall quality of ED care" % Positive Score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
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51.2%	ED explained danger signals to watch for	56.8%	51.0%	50.0%	69.4%↓
39.5%	Appt for treatment made before left ED	51.2%	45.7%	45.5%	65.5%
84.8%	ED explained how to take new medications	89.6%	82.0%↑	81.7%↑	92.3%
67.5%	Knew who to call w/ questions when left ED	68.8%	61.8%	61.1%	89.8%↓
79.6%	ED explained medication side effects	81.9%	69.5%↑	68.7%↑	83.3%

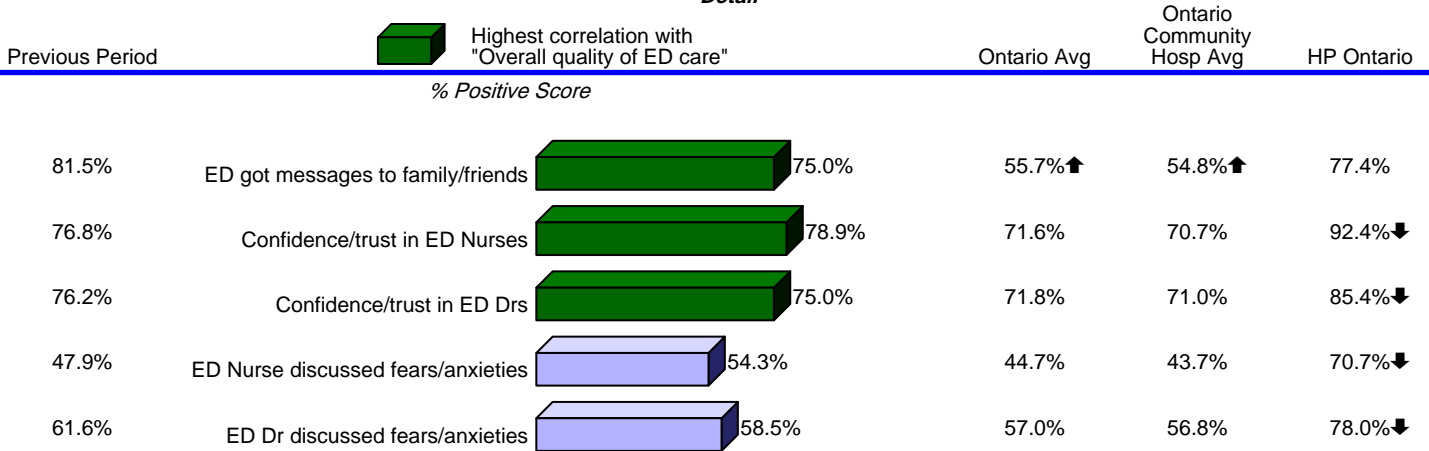
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Emergency Department Patient Experience-Emotional Support Muskoka Algonquin Healthcare - Corporate Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)



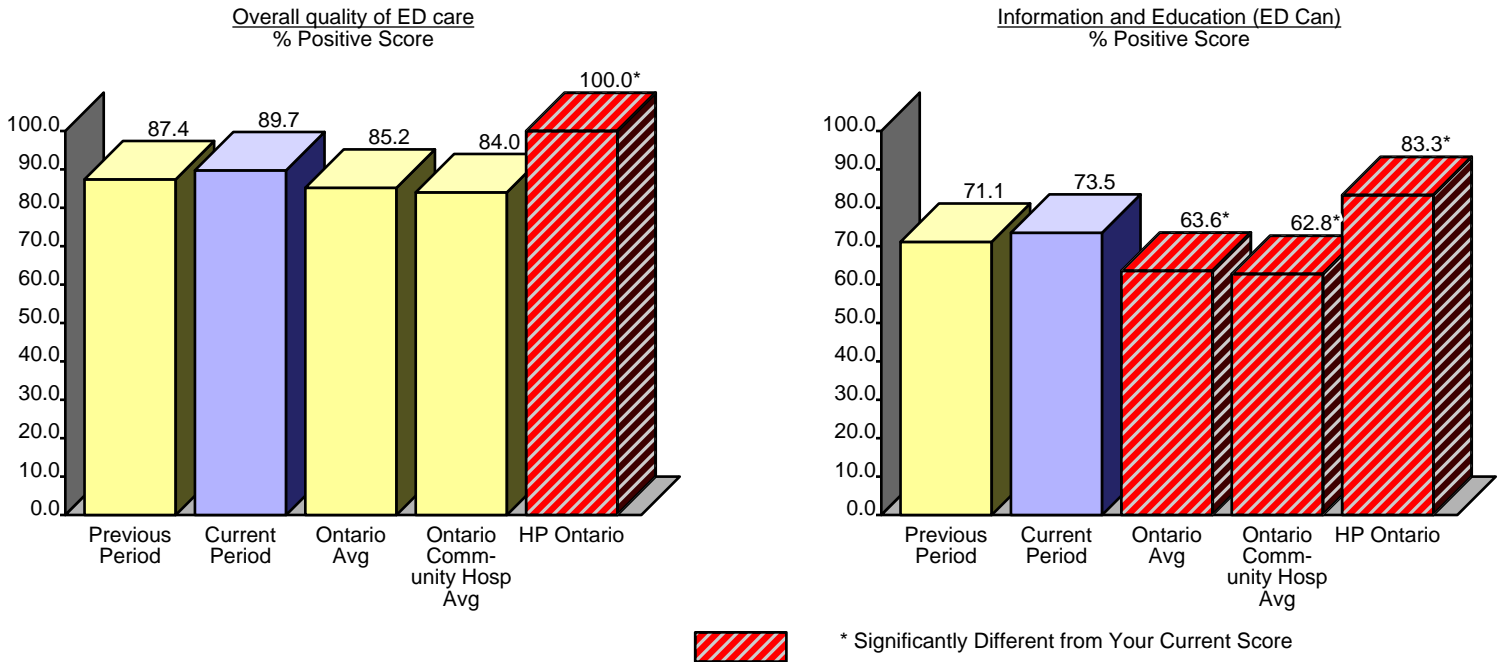
Detail



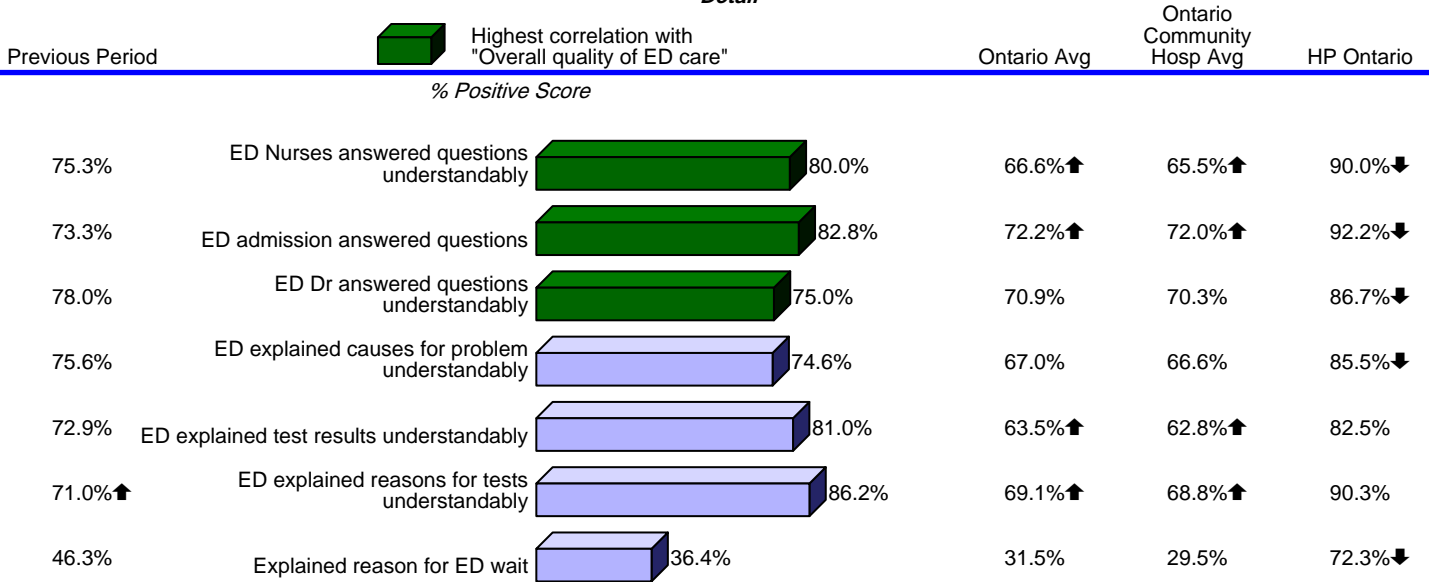
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



Emergency Department Patient Experience-Information and Education Muskoka Algonquin Healthcare - Corporate Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)



Detail



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

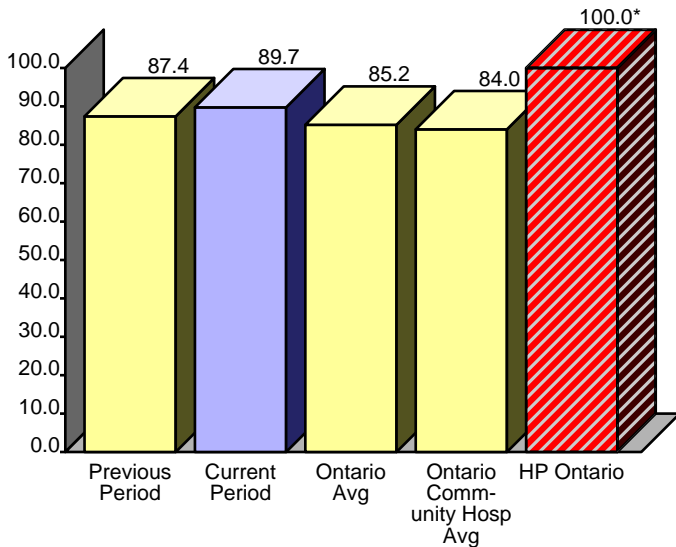


Emergency Department Patient Experience-Physical Comfort

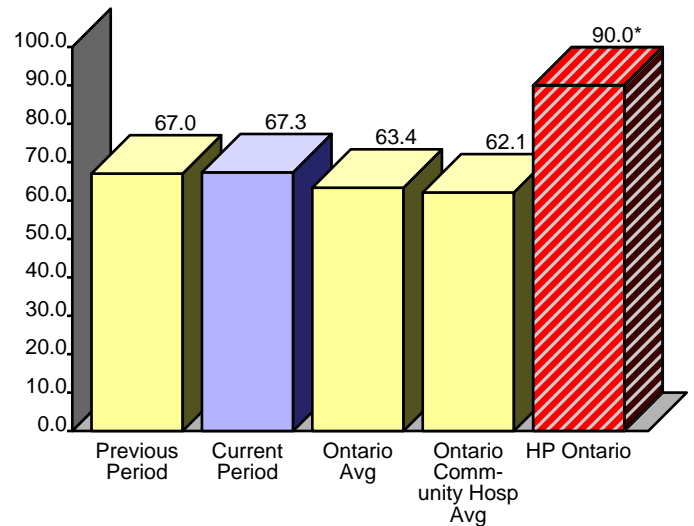
Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)

Overall quality of ED care
% Positive Score



Physical Comfort (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

			Ontario Avg	Ontario Community Hosp Avg	HP Ontario
Previous Period	Highest correlation with "Overall quality of ED care"	% Positive Score			
56.3%	ED did all it could to control pain	56.7%	52.5%	51.1%	86.4%↓
92.6%	Amount of pain medicine received in ED	90.3%	86.2%	85.5%	100.0%↓

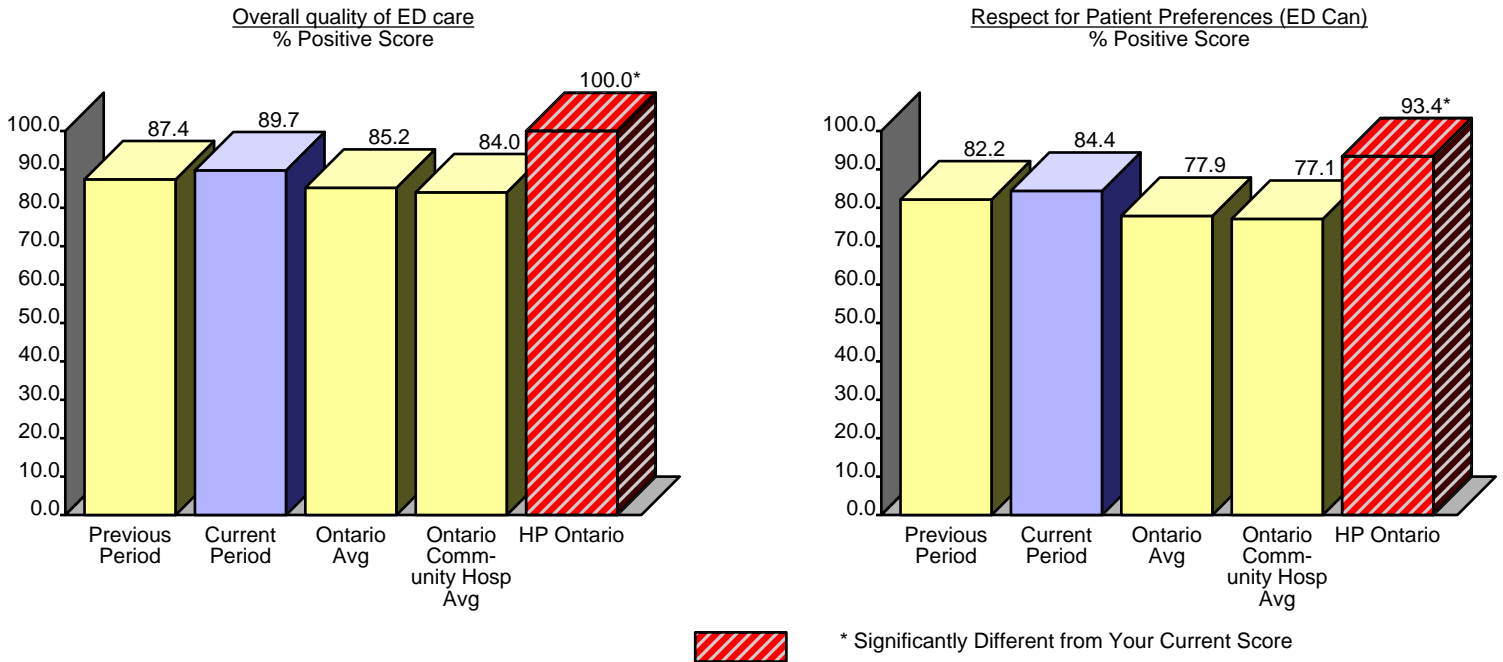
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Emergency Department Patient Experience-Respect for Patient Preferences

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)



Detail

	Highest correlation with "Overall quality of ED care" % Positive Score				
Previous Period		Ontario Avg	Ontario Community Hosp Avg	HP Ontario	
81.3%	Dignity/respect by ED staff	85.6%	77.4% ↑	76.6% ↑	94.3% ↓
69.4%	Had enough say about ED care	73.5%	63.9% ↑	62.8% ↑	85.2% ↓
90.6%	ED Nurses talked as if patient wasn't there	91.4%	86.4%	85.7%	99.0% ↓
76.7%	Enough privacy during ED visit	76.4%	72.8%	71.7%	94.1% ↓
92.1%	ED Dr talked as if patient wasn't there	94.2%	88.3% ↑	88.2% ↑	99.0% ↓

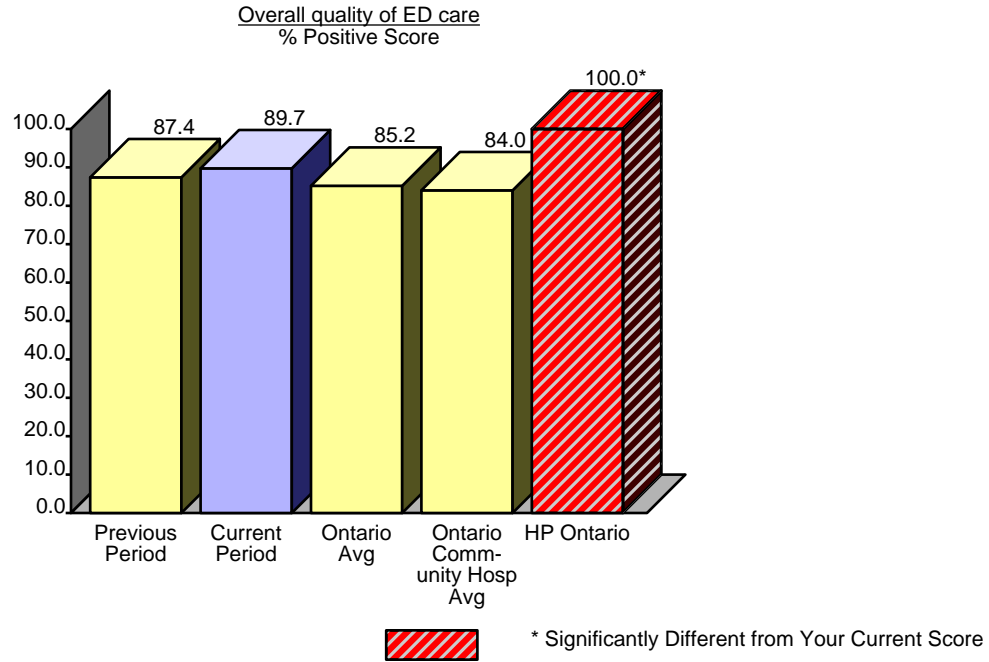
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Emergency Department Patient Experience-Overall Impressions

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)



Detail

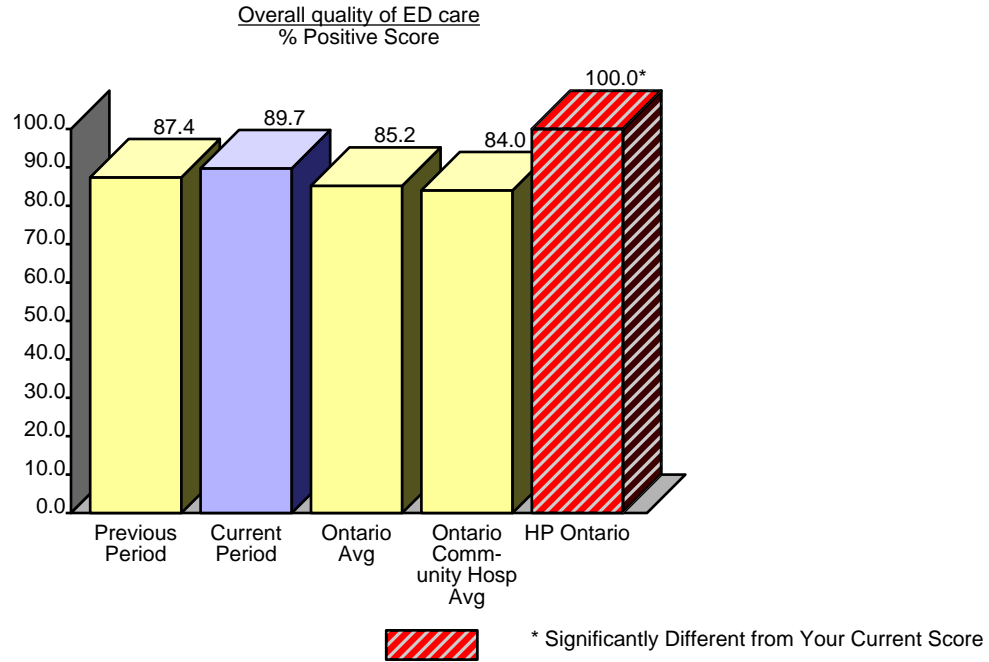
Previous Period	Highest correlation with "Overall quality of ED care"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
92.8%	Explanation of what ED did	87.4%	86.6%	100.0%↓
91.1%	How well ED Drs/Nurses worked together	89.7%	89.0%	99.0%↓
79.7%	Rate amt of time spent in ED	61.4%↑	59.3%↑	97.0%↓
84.4%	Cleanliness of ED	70.1%↑	68.5%↑	96.3%↓

Previous Period	Would recommend for ED services		Ontario Avg	Ontario Community Hosp Avg	HP Ontario
69.3%	Yes, definitely	76.3%	58.6%↑	55.2%↑	86.8%↓
22.8%	Yes, probably	17.8%	31.1%↓	33.0%↓	9.9%↑
7.9%	No	5.9%	10.3%	11.8%↓	3.3%

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



Emergency Department Patient Experience-Courtesy
Muskoka Algonquin Healthcare - Corporate
Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)



Detail

Previous Period	Highest correlation with "Overall quality of ED care"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
91.4%	Courtesy of ED staff	89.1%	88.3%	100.0%↓
95.3%	Courtesy of ED Nurses	90.5%	90.0%	100.0%↓
97.7%	Courtesy of the ED admit person	89.7%↑	89.4%↑	99.1%↓
93.7%	Courtesy of ED Drs	90.6%	90.1%	100.0%↓

% Positive Score

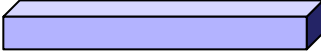
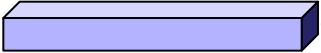


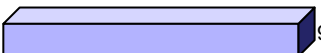
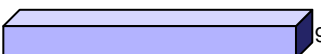


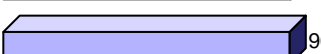

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

Emergency Department Patient Experience-Highest Percent Positive (Strengths)



Muskoka Algonquin Healthcare - Corporate
Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)

Detail

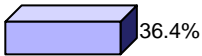
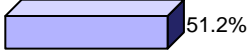


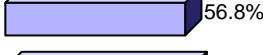


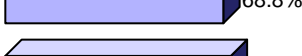


Previous Period	Items ranked in descending order by current score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
<i>% Positive Score</i>				
97.7%	Courtesy of the ED admit person 	89.7% ▲	89.4% ▲	99.1% ▼
93.7%	Courtesy of ED Drs 	90.6%	90.1%	100.0% ▼
92.1%	ED Dr talked as if patient wasn't there 	88.3% ▲	88.2% ▲	99.0% ▼
95.3%	Courtesy of ED Nurses 	90.5%	90.0%	100.0% ▼
91.1%	How well ED Drs/Nurses worked together 	89.7%	89.0%	99.0% ▼
91.4%	Courtesy of ED staff 	89.1%	88.3%	100.0% ▼
90.6%	ED Nurses talked as if patient wasn't there 	86.4%	85.7%	99.0% ▼
92.8%	Explanation of what ED did 	87.4%	86.6%	100.0% ▼
92.6%	Amount of pain medicine received in ED 	86.2%	85.5%	100.0% ▼
84.8%	ED explained how to take new medications 	82.0% ▲	81.7% ▲	92.3%

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

Emergency Department Patient Experience-Lowest Percent Positive (Areas for Improvement)



Muskoka Algonquin Healthcare - Corporate
 Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)

<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>				
46.3%	Explained reason for ED wait 	31.5%	29.5%	72.3%↓
39.5%	Appt for treatment made before left ED 	45.7%	45.5%	65.5%
47.9%	ED Nurse discussed fears/anxieties 	44.7%	43.7%	70.7%↓
56.3%	ED did all it could to control pain 	52.5%	51.1%	86.4%↓
51.2%	ED explained danger signals to watch for 	51.0%	50.0%	69.4%↓
61.6%	ED Dr discussed fears/anxieties 	57.0%	56.8%	78.0%↓
57.1%	Waited too long to see ED Dr 	49.0%↑	46.7%↑	86.9%↓
67.5%	Knew who to call w/ questions when left ED 	61.8%	61.1%	89.8%↓
76.4%	Time waited to talk to ED Nurse 	68.1%	66.9%	93.2%↓
79.7%	Rate amt of time spent in ED 	61.4%↑	59.3%↑	97.0%↓

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

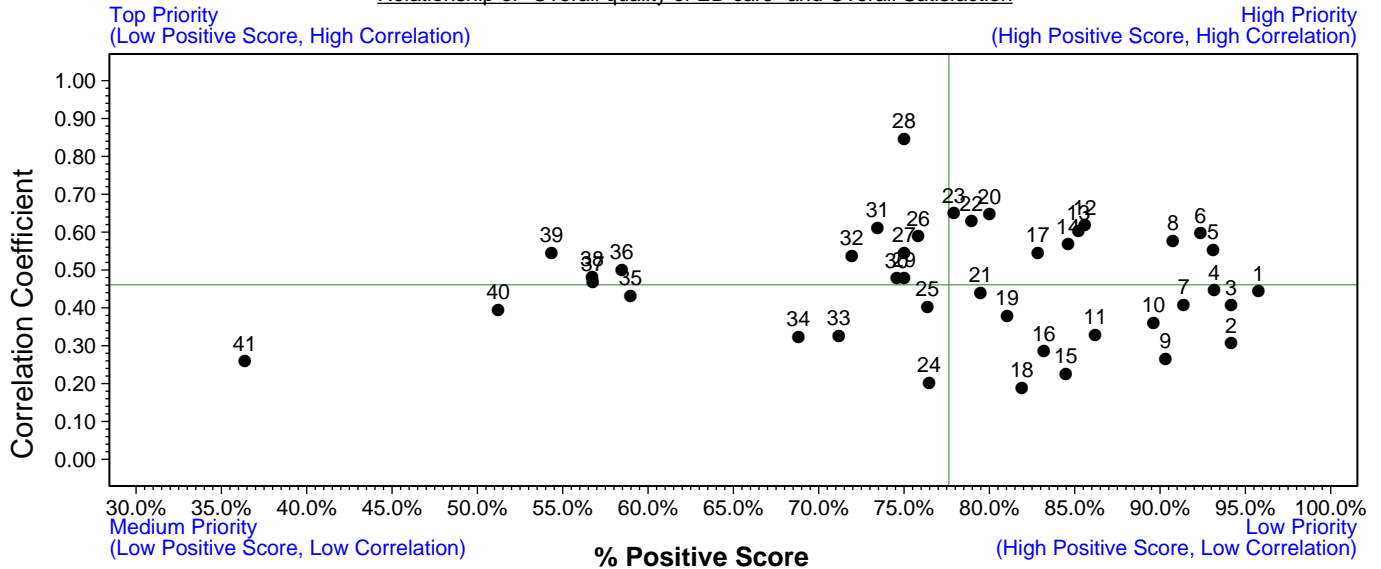


Emergency Department Patient Experience-Priority Matrix

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)

Relationship of "Overall quality of ED care" and Overall Satisfaction



- | | |
|--|--|
| <ul style="list-style-type: none"> 1 Courtesy of the ED admit person 2 ED Dr talked as if patient wasn't there 3 Courtesy of ED Drs 4 Courtesy of ED Nurses 5 How well ED Drs/Nurses worked together 6 Courtesy of ED staff 7 ED Nurses talked as if patient wasn't there 8 Explanation of what ED did 9 Amount of pain medicine received in ED 10 ED explained how to take new medications 11 ED explained reasons for tests understandably 12 Dignity/respect by ED staff 13 Rate availability of ED nurses 14 Did not wait too long for other ED Dr/specialist 15 Waited too long to get ED test(s) completed 16 Cleanliness of ED 17 ED admission answered questions 18 ED explained medication side effects 19 ED explained test results understandably 20 ED Nurses answered questions understandably 21 Length of time waited to see ED Dr | <ul style="list-style-type: none"> 22 Confidence/trust in ED Nurses 23 Received needed help in ED 24 One Dr in charge of ED care 25 Enough privacy during ED visit 26 Received all ED services needed 27 Confidence/trust in ED Drs 28 ED got messages to family/friends 29 ED Dr answered questions understandably 30 ED explained causes for problem understandably 31 Had enough say about ED care 32 Rate amt of time spent in ED 33 Time waited to talk to ED Nurse 34 Knew who to call w/ questions when left ED 35 Waited too long to see ED Dr 36 ED Dr discussed fears/anxieties 37 ED explained danger signals to watch for 38 ED did all it could to control pain 39 ED Nurse discussed fears/anxieties 40 Appt for treatment made before left ED 41 Explained reason for ED wait |
|--|--|





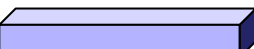
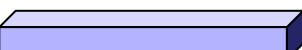
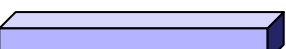

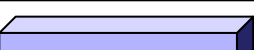
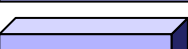
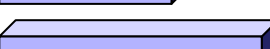

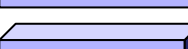


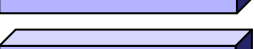







Detail



Previous Period	Highest correlation with "Overall quality of ED care"	Correlation Coefficient	n size	
81.5%	ED got messages to family/friends	75.0%	0.847	28
71.9%	Received needed help in ED	77.9%	0.650	77
75.3%	ED Nurses answered questions understandably	80.0%	0.647	75
76.8%	Confidence/trust in ED Nurses	78.9%	0.629	114

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



Emergency Department Patient Experience-Priority Matrix (continued)
Muskoka Algonquin Healthcare - Corporate
Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)

Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
81.3%	Dignity/respect by ED staff 	0.618	118
69.4%	Had enough say about ED care 	0.611	113
85.0%	Rate availability of ED nurses 	0.603	115
91.4%	Courtesy of ED staff 	0.597	118
70.3%	Received all ED services needed 	0.589	120
92.8%	Explanation of what ED did 	0.578	119
63.6%	Did not wait too long for other ED Dr/ specialist 	0.568	26
91.1%	How well ED Drs/Nurses worked together 	0.554	116
76.2%	Confidence/trust in ED Drs 	0.546	120
47.9%	ED Nurse discussed fears/anxieties 	0.545	46
73.3%	ED admission answered questions 	0.545	99
79.7%	Rate amt of time spent in ED 	0.538	114
61.6%	ED Dr discussed fears/anxieties 	0.500	65
56.3%	ED did all it could to control pain 	0.483	67
78.0%	ED Dr answered questions understandably 	0.480	96
75.6%	ED explained causes for problem understandably 	0.478	118
51.2%	ED explained danger signals to watch for 	0.469	111
95.3%	Courtesy of ED Nurses 	0.446	117
97.7%	Courtesy of the ED admit person 	0.444	118
76.6%	Length of time waited to see ED Dr 	0.440	117
57.1%	Waited too long to see ED Dr 	0.432	117
90.6%	ED Nurses talked as if patient wasn't there 	0.408	116
93.7%	Courtesy of ED Drs 	0.407	120


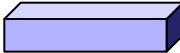
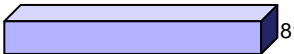


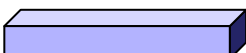

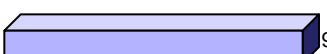
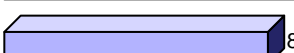
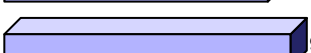




Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher  or lower .



Emergency Department Patient Experience-Priority Matrix (continued)

Muskoka Algonquin Healthcare - Corporate

Jul 1, 2008 - Sep 30, 2008 (n=121, Response Rate= 42.2%)

Previous Period	<i>Detail</i>	Correlation Coefficient	n size
	<i>% Positive Score</i>		
76.7%	Enough privacy during ED visit 	0.402	110
39.5%	Appt for treatment made before left ED 	0.395	41
72.9%	ED explained test results understandably 	0.379	58
84.8%	ED explained how to take new medications 	0.361	106
71.0% [▲]	ED explained reasons for tests understandably 	0.328	58
76.4%	Time waited to talk to ED Nurse 	0.326	111
67.5%	Knew who to call w/ questions when left ED 	0.324	109
92.1%	ED Dr talked as if patient wasn't there 	0.307	120
84.4%	Cleanliness of ED 	0.285	119
92.6%	Amount of pain medicine received in ED 	0.266	31
46.3%	Explained reason for ED wait 	0.259	77
78.6%	Waited too long to get ED test(s) completed 	0.225	58
81.4%	One Dr in charge of ED care 	0.202	119
79.6%	ED explained medication side effects 	0.190	105

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

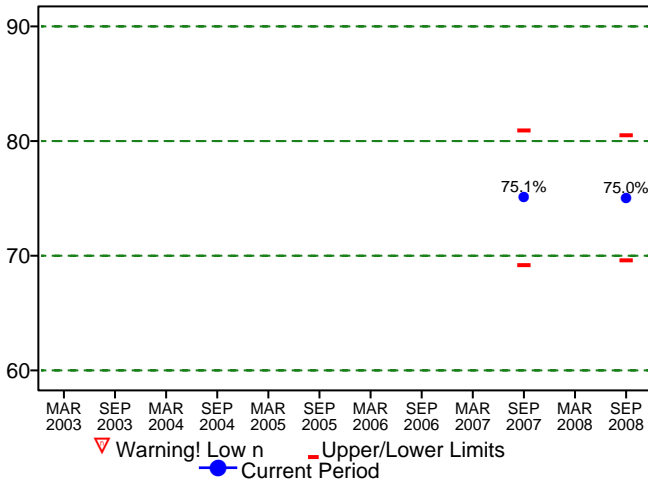


Emergency Department Patient Experience-Performance Across Time

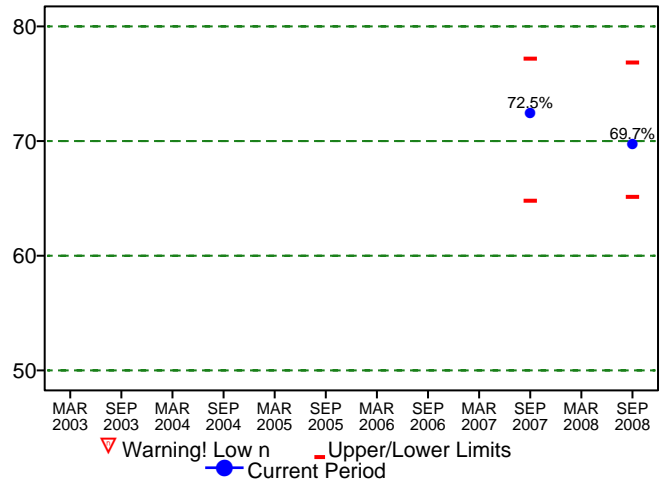
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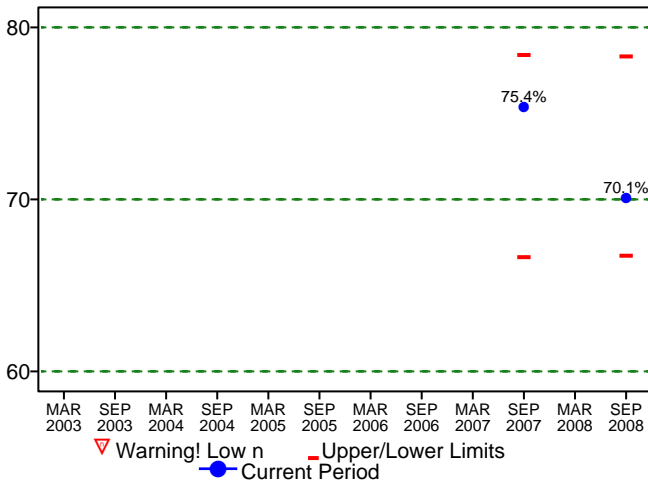
Access and Coordination (ED Can)
% Positive Score



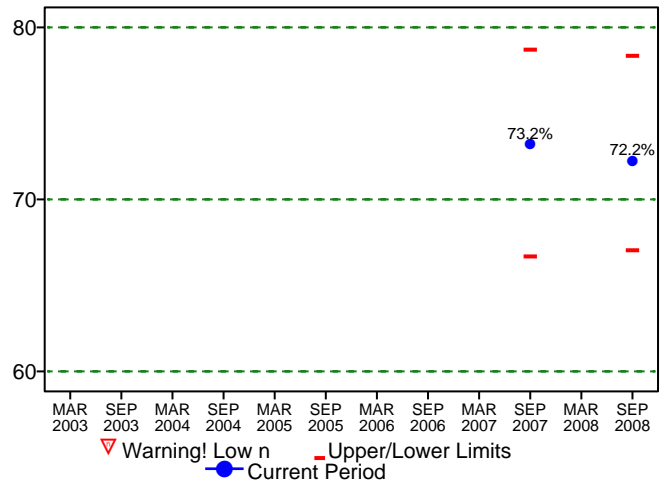
Continuity and Transition (ED Can)
% Positive Score



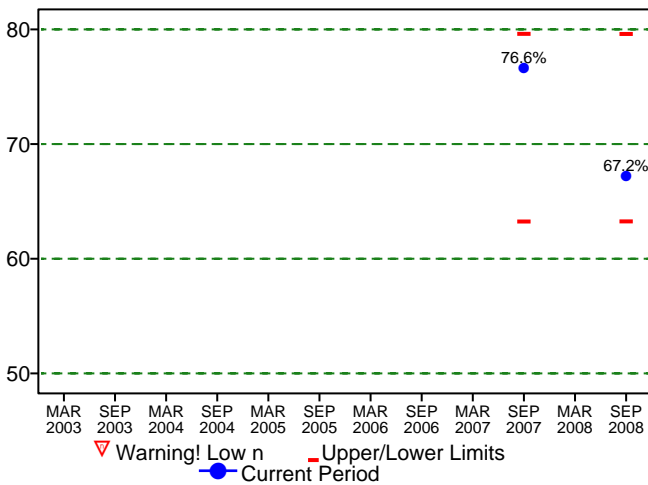
Emotional Support (ED Can)
% Positive Score



Information and Education (ED Can)
% Positive Score



Physical Comfort (ED Can)
% Positive Score



Respect for Patient Preferences (ED Can)
% Positive Score

