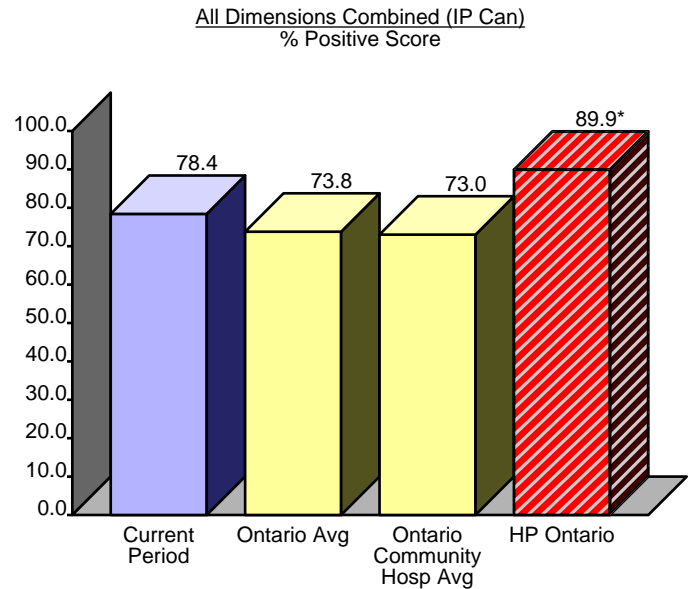
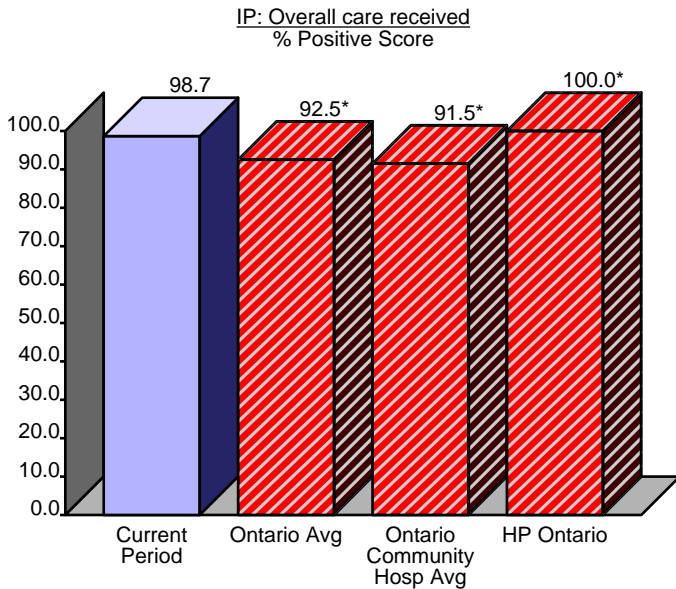




# Acute Care Patient Experience-All Dimensions and Overall Ratings

## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



\* Significantly Different from Your Current Score

**Detail**



Highest correlation with "IP: Overall care received"

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

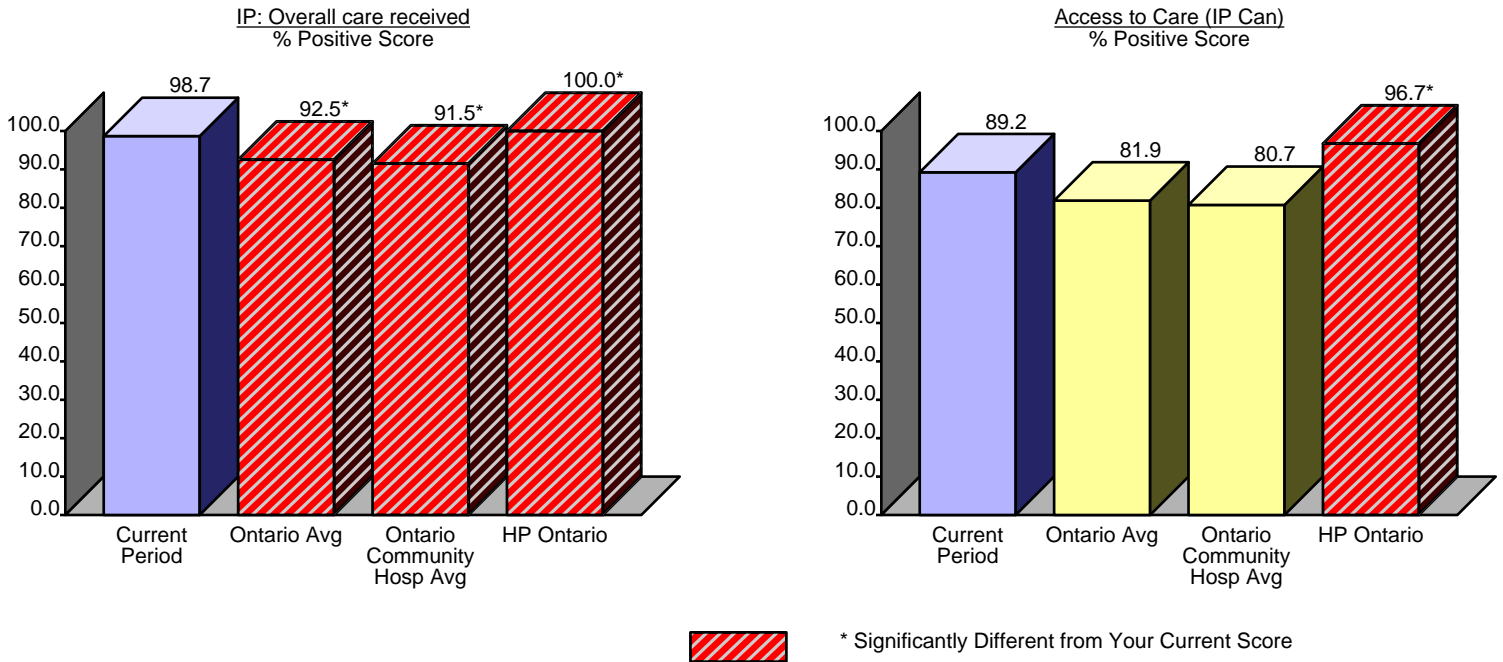
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# Acute Care Patient Experience-Access

## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



**Detail**



Highest correlation with "IP: Overall care received"

	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
IP: Received all services needed	72.7%↑	71.1%↑	92.6%↓
IP: Availability of Dr	85.3%	84.4%	97.7%↓
IP: Availability of Nurses	87.6%	86.7%	100.0%↓

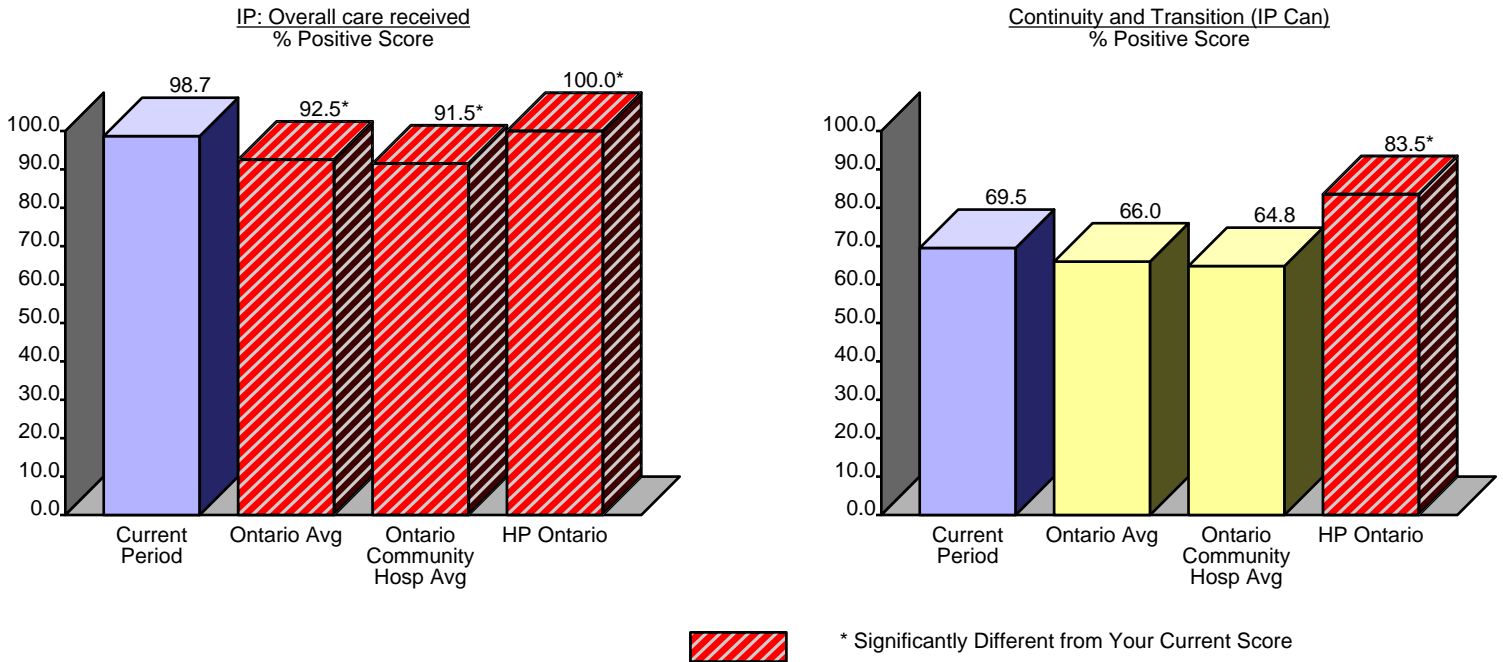
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.



## Acute Care Patient Experience-Continuity and Transition

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



**Detail**



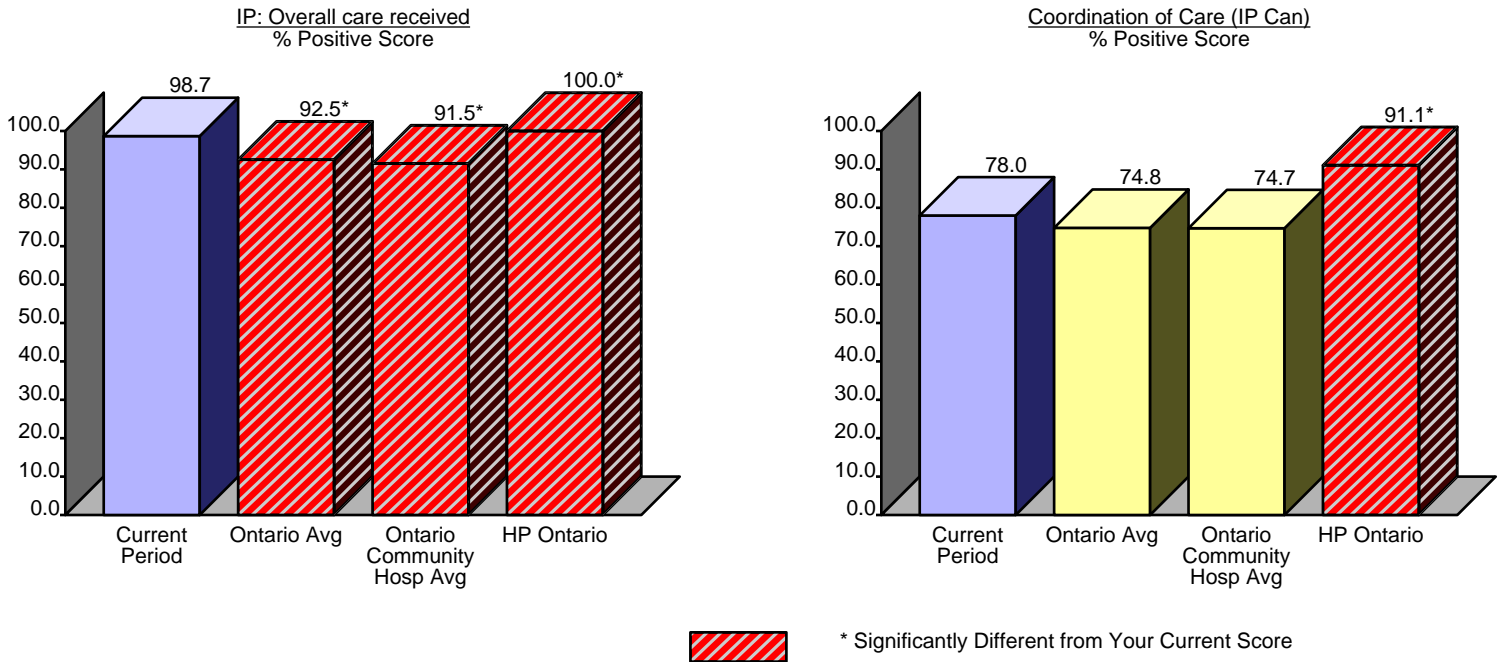
Highest correlation with "IP: Overall care received"

% Positive Score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
IP: Discussed danger signals to watch for  66.2%	57.6%	55.3%	81.3%↓
IP: Discussed purpose of home meds  77.6%	79.1%	78.2%	94.8%↓
IP: Discussed when to resume normal activities  50.0%	51.1%	49.3%	70.5%↓
IP: Discussed medication side effects  63.5%	63.5%	63.6%	90.0%↓
IP: Knew who to call w/ questions  91.2%	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**  
**Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)**



**Detail**



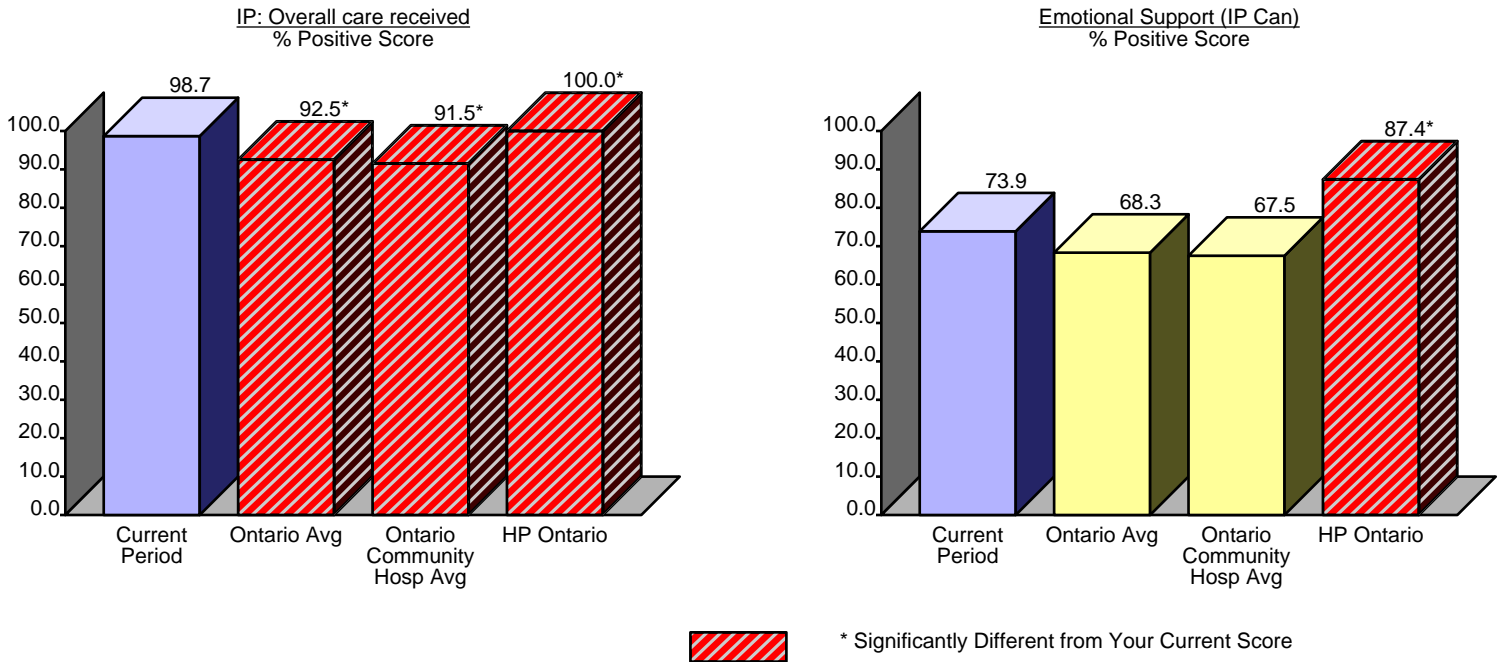
Highest correlation with "IP: Overall care received"

	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
IP: Organization of admission process	78.6%	76.7%	96.1%↓
IP: Scheduled tests/procedures were on time	69.8%	70.1%	93.5%↓
IP: Dr/Nurse explained things differently	79.9%	81.2%	93.2%↓
IP: Waited too long to go to room	72.7%	70.7%	96.4%↓
IP: One Dr in charge of care	72.3%	74.0%	92.2%↓

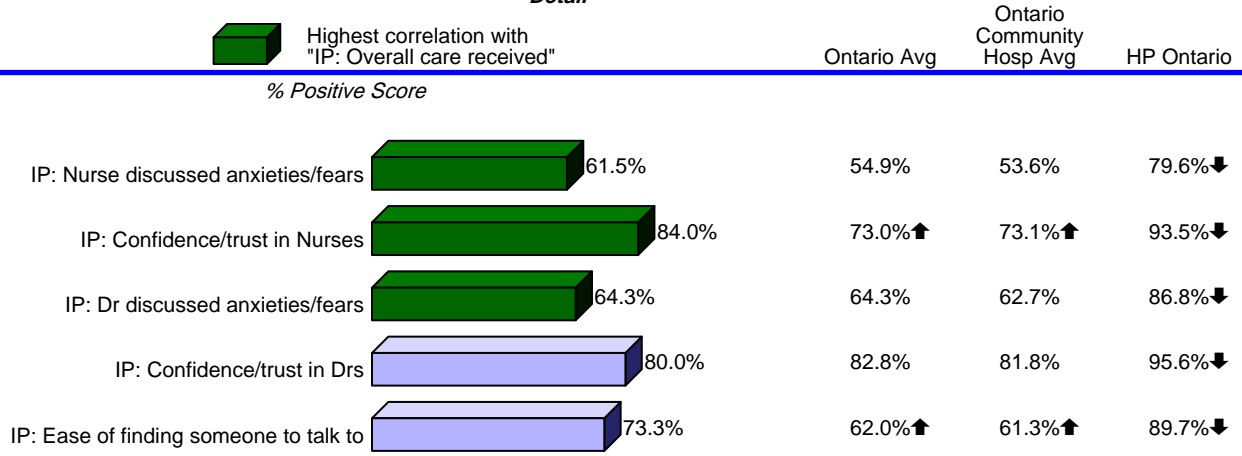
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.



## Acute Care Patient Experience-Emotional Support Muskoka Algonquin Healthcare - Corporate Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



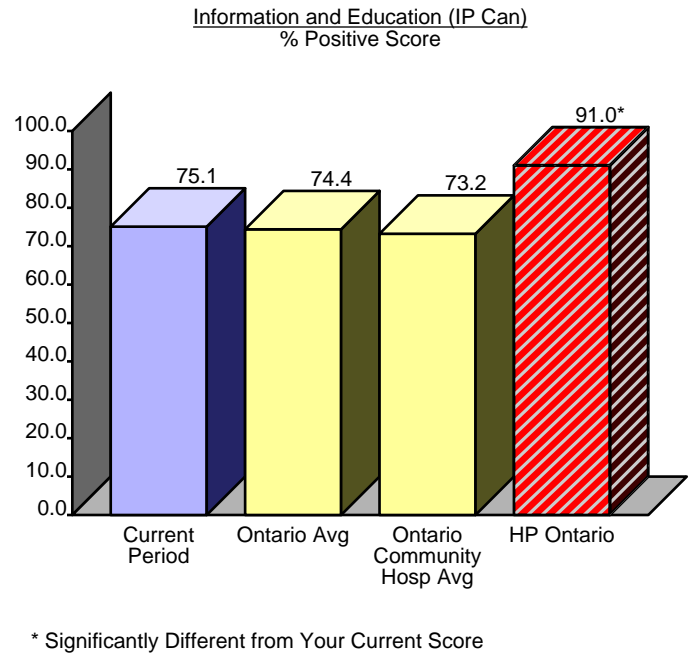
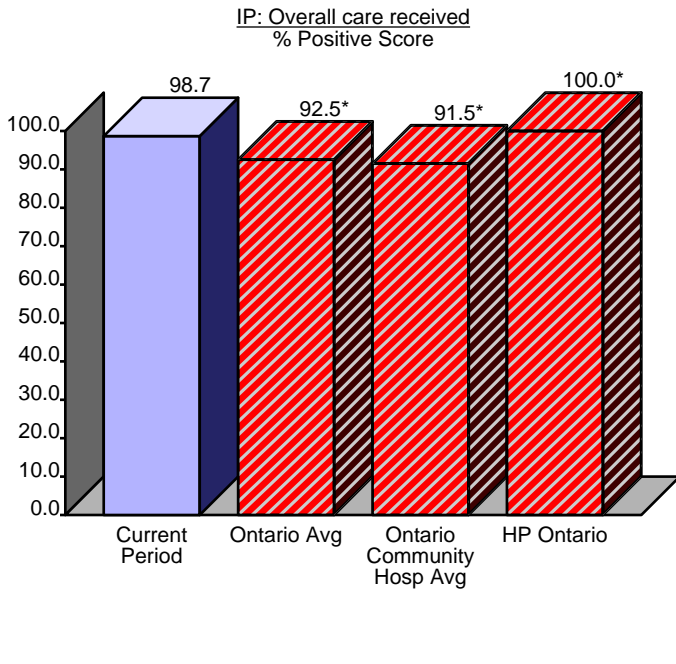
**Detail**



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  
 Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



**Detail**



Highest correlation with "IP: Overall care received"

	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
IP: Nurse answered questions understandably	69.4%	68.9%	89.0%↓
IP: Explained test results understandably	68.6%	67.0%	91.2%↓
IP: Dr answered questions understandably	73.1%	71.9%	95.5%↓
IP: Explained reason for wait in going to room	86.4%	84.9%	100.0%↓

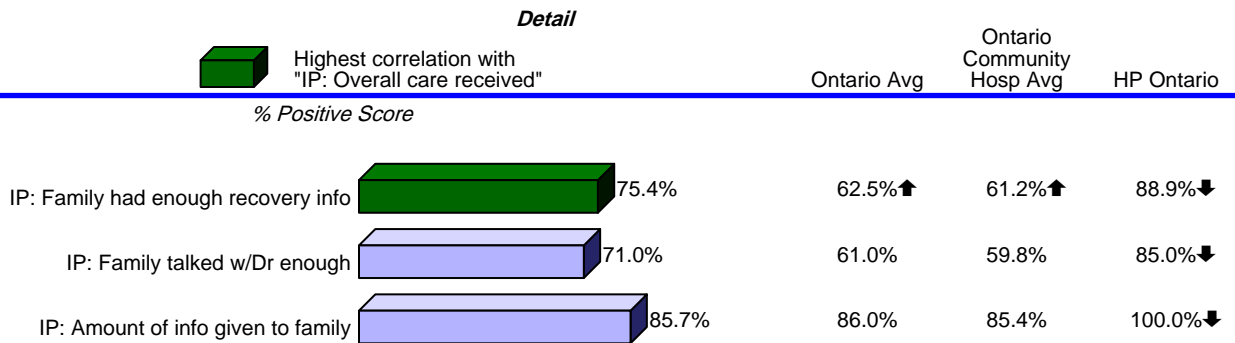
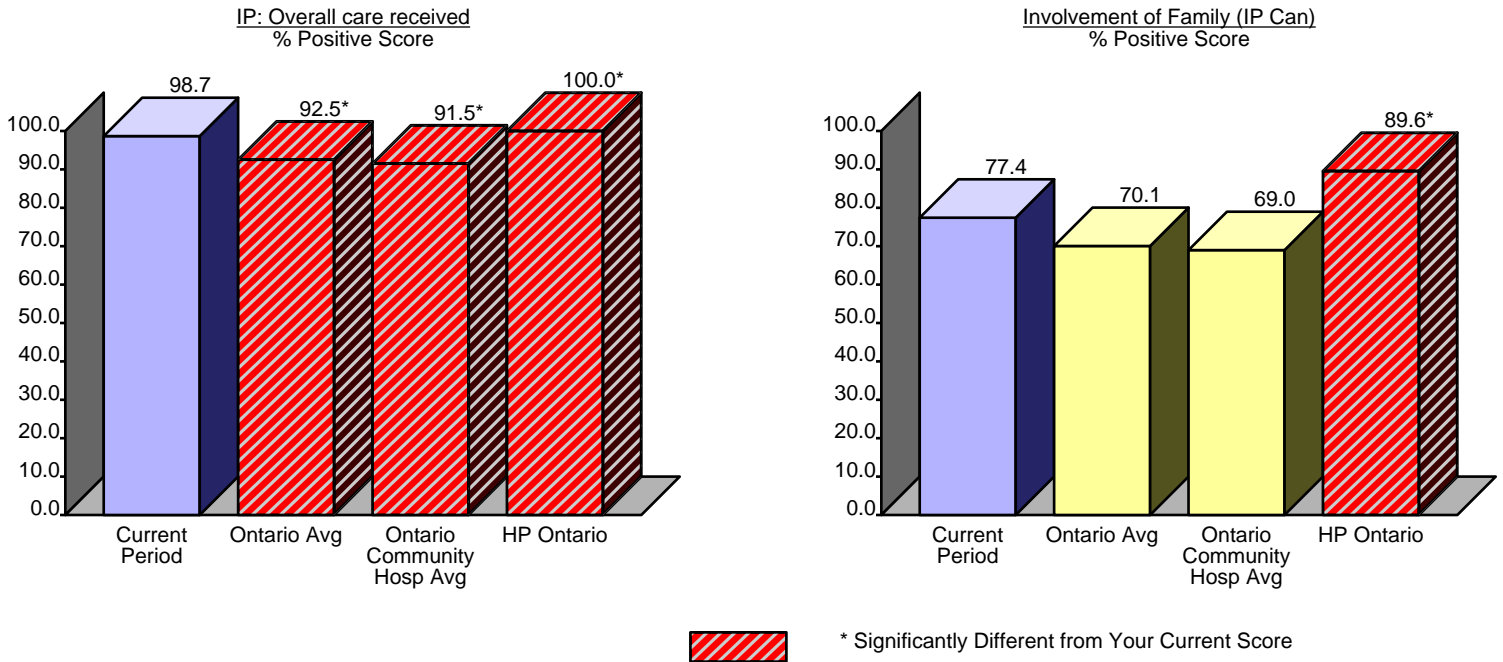
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.



# Acute Care Patient Experience-Involvement of Family

## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



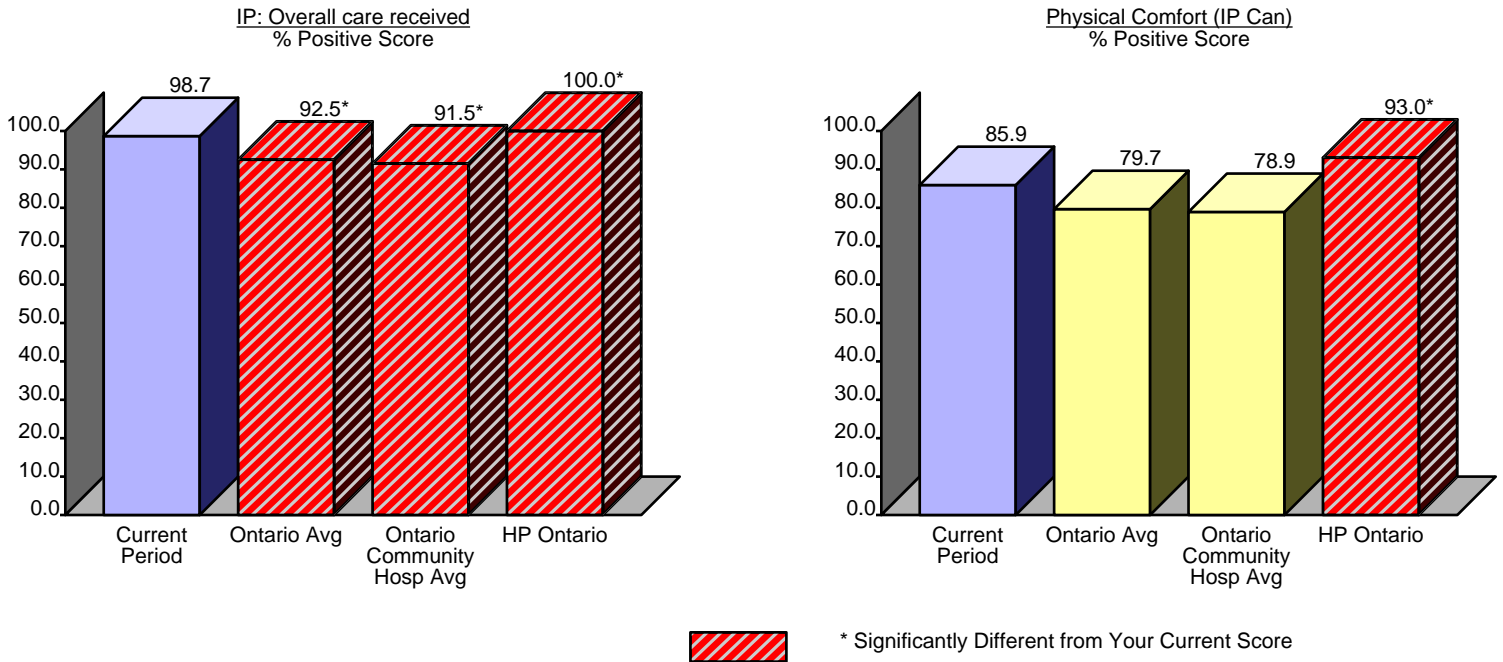
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.



## Acute Care Patient Experience-Physical Comfort

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



**Detail**



Highest correlation with "IP: Overall care received"

% Positive Score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
IP: Wait time after call button reasonable  75.0%	62.0% <span style="font-size: small;">▲</span>	61.4% <span style="font-size: small;">▲</span>	89.3% <span style="font-size: small;">▼</span>
IP: Did everything to control pain  81.0%	77.7%	76.5%	92.5% <span style="font-size: small;">▼</span>
IP: Got bathroom help in time  83.0%	68.0% <span style="font-size: small;">▲</span>	67.5% <span style="font-size: small;">▲</span>	94.0% <span style="font-size: small;">▼</span>
IP: Minutes taken to get pain medicine  84.8%	87.6%	86.1%	97.8% <span style="font-size: small;">▼</span>
IP: Minutes for help after call button  96.2%	94.2%	93.9%	100.0% <span style="font-size: small;">▼</span>
IP: Amount of pain medicine received  97.5%	91.8%	91.3%	98.4%

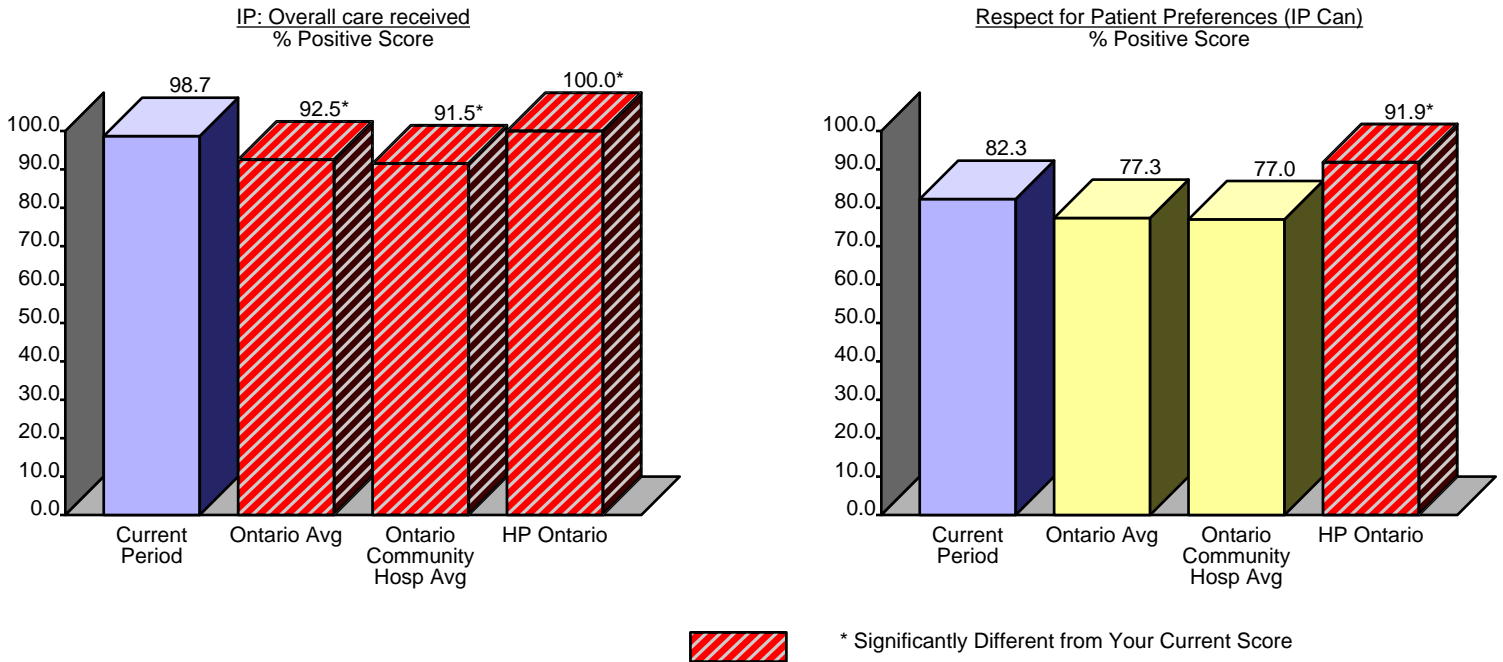
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ▲ or lower ▼.



## Acute Care Patient Experience-Respect for Patient Preferences

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



**Detail**



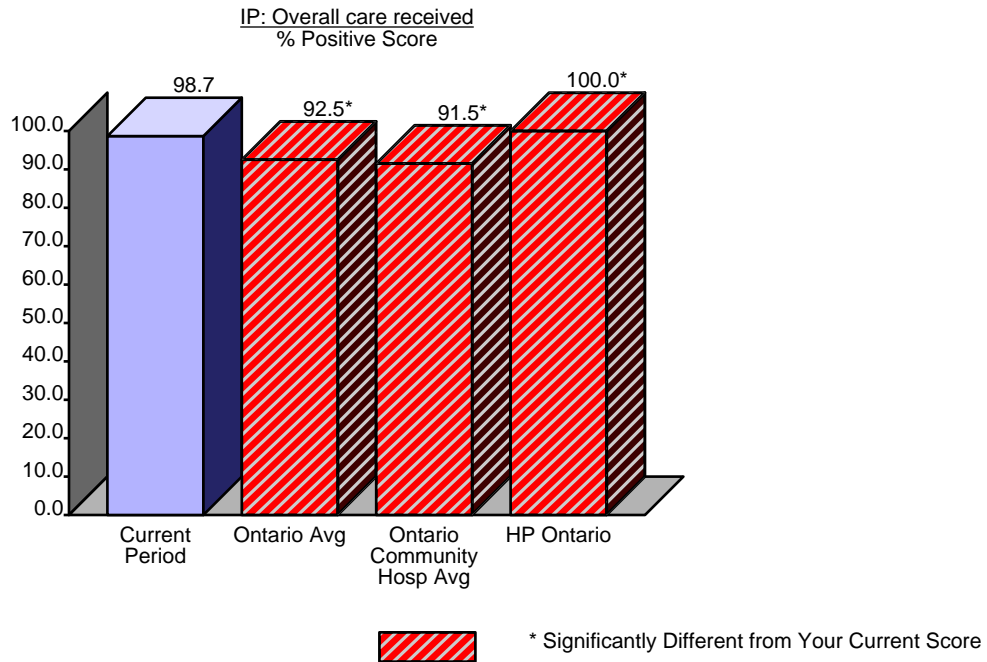
Highest correlation with "IP: Overall care received"

% Positive Score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
IP: Treated you w/respect/dignity  93.4%	81.7% <span style="font-size: small;">▲</span>	80.6% <span style="font-size: small;">▲</span>	97.7% <span style="font-size: small;">▼</span>
IP: Nurses talked in front of you  89.0%	85.1%	84.9%	100.0% <span style="font-size: small;">▼</span>
IP: Enough say about treatment  52.7%	55.9%	54.4%	78.4% <span style="font-size: small;">▼</span>
IP: Drs talked in front of you  93.4%	86.1%	87.5%	100.0% <span style="font-size: small;">▼</span>

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  
 Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



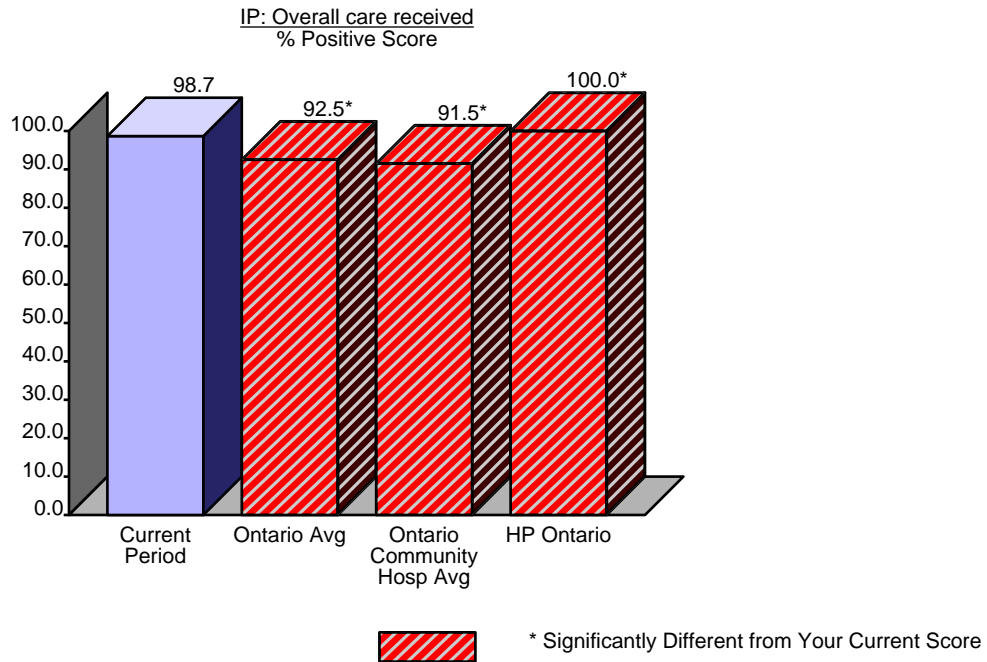
Detail

	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
	% Positive Score			
IP: Would recommend for stay	81.3%	72.4%	68.1%▲	95.3%▼
IP: Rate how Dr/Nurses worked together	97.3%	93.0%	92.4%	100.0%▼
IP: Overall Dr care	97.4%	94.2%	93.4%	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  
 Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



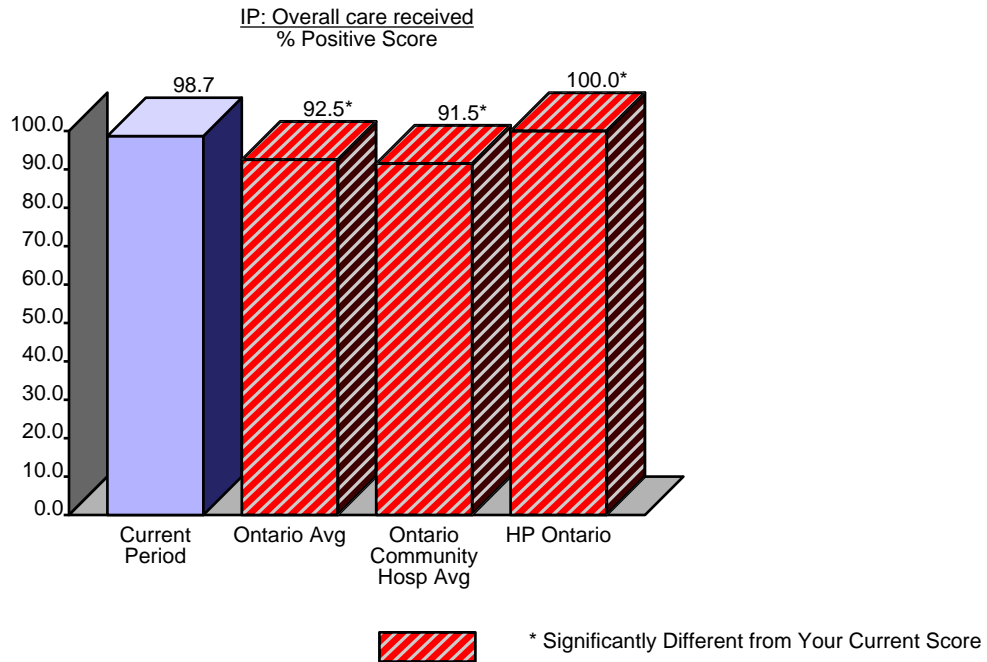
**Detail**

	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
	% Positive Score			
IP: Courtesy of Dr	97.3%	95.4%	94.7%	100.0%↓
IP: Courtesy of Nurses	97.3%	93.2%	92.7%	100.0%↓
IP: Courtesy of admission	100.0%	95.1%	94.5%↑	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-Additional Items**  
**Muskoka Algonquin Healthcare - Corporate**  
**Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)**



**Detail**

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

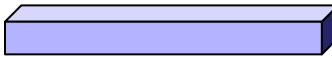
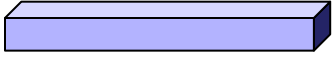


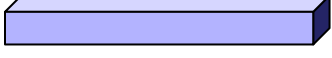
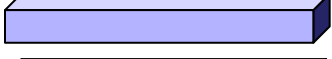




Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.



## Acute Care Patient Experience-Highest Percent Positive (Strengths)

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)

<i>Detail</i>		Ontario Avg	Ontario Community Hosp Avg	HP Ontario
Items ranked in descending order by current score				
<i>% Positive Score</i>				
IP: Courtesy of admission	 100.0%	95.1%	94.5%▲	100.0%
IP: Amount of pain medicine received	 97.5%	91.8%	91.3%	98.4%
IP: Overall Dr care	 97.4%	94.2%	93.4%	100.0%▼
IP: Courtesy of Dr	 97.3%	95.4%	94.7%	100.0%▼
IP: Courtesy of Nurses	 97.3%	93.2%	92.7%	100.0%▼
IP: Rate how Dr/Nurses worked together	 97.3%	93.0%	92.4%	100.0%▼
IP: Minutes for help after call button	 96.2%	94.2%	93.9%	100.0%▼
IP: Drs talked in front of you	 93.4%	86.1%	87.5%	100.0%▼
IP: Treated you w/respect/dignity	 93.4%	81.7%▲	80.6%▲	97.7%▼
IP: Availability of Dr	 92.1%	85.3%	84.4%	97.7%▼

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-Lowest Percent Positive (Areas for Improvement)



Muskoka Algonquin Healthcare - Corporate  
Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)

<i>Detail</i>				
Items ranked in ascending order by current score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario	
<i>% Positive Score</i>				
IP: Discussed when to resume normal activities	50.0%	51.1%	49.3%	70.5%↓
IP: Enough say about treatment	52.7%	55.9%	54.4%	78.4%↓
IP: Nurse discussed anxieties/fears	61.5%	54.9%	53.6%	79.6%↓
IP: Explained test results understandably	63.2%	68.6%	67.0%	91.2%↓
IP: Discussed medication side effects	63.5%	63.5%	63.6%	90.0%↓
IP: Dr discussed anxieties/fears	64.3%	64.3%	62.7%	86.8%↓
IP: Discussed danger signals to watch for	66.2%	57.6%	55.3%	81.3%↓
IP: One Dr in charge of care	69.7%	72.3%	74.0%	92.2%↓
IP: Family talked w/Dr enough	71.0%	61.0%	59.8%	85.0%↓
IP: Dr answered questions understandably	72.9%	73.1%	71.9%	95.5%↓

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

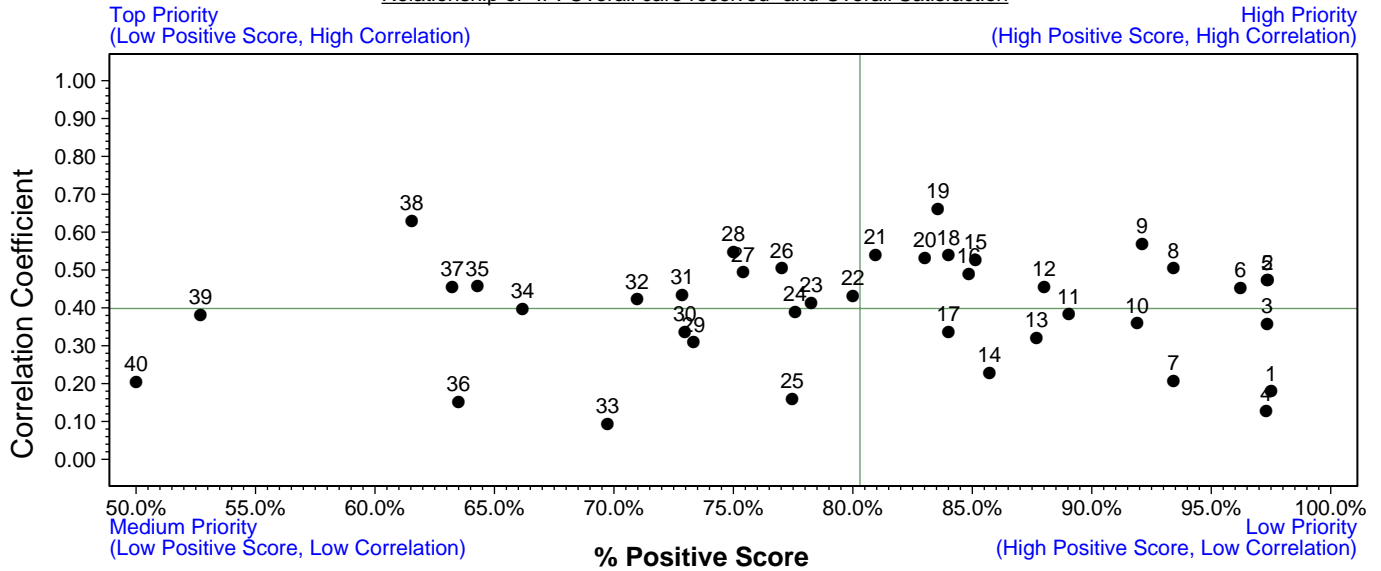


# Acute Care Patient Experience-Priority Matrix

## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)

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



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

**Detail**



Highest correlation with "IP: Overall care received"  
% Positive Score

Correlation Coefficient      n size

IP: Received all services needed	83.6%	0.661	73
IP: Nurse discussed anxieties/fears	61.5%	0.630	52
IP: Availability of Dr	92.1%	0.570	76
IP: Wait time after call button reasonable	75.0%	0.548	56
IP: Did everything to control pain	81.0%	0.541	42

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



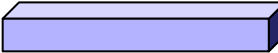
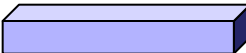


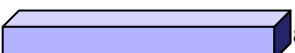
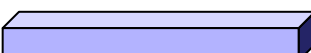
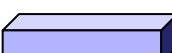
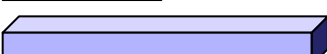
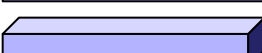

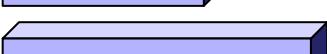



Acute Care Patient Experience-Priority Matrix (continued)  
 Muskoka Algonquin Healthcare - Corporate  
 Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)



	<i>Detail</i>	Correlation Coefficient	n size
<i>% Positive Score</i>			
	IP: Confidence/trust in Nurses	0.539	75
	IP: Got bathroom help in time	0.532	53
	IP: Organization of admission process	0.528	74
	IP: Nurse answered questions understandably	0.504	74
	IP: Treated you w/respect/dignity	0.504	76
	IP: Family had enough recovery info	0.494	61
	IP: Minutes taken to get pain medicine	0.490	33
	IP: Overall Dr care	0.473	76
	IP: Rate how Dr/Nurses worked together	0.473	75
	IP: Dr discussed anxieties/fears	0.457	56
	IP: Condition of room/hospital environment	0.456	75
	IP: Explained test results understandably	0.455	68
	IP: Minutes for help after call button	0.453	53
	IP: Dr answered questions understandably	0.435	70
	IP: Confidence/trust in Drs	0.432	75
	IP: Family talked w/Dr enough	0.423	62
	IP: Scheduled tests/procedures were on time	0.413	69
	IP: Discussed danger signals to watch for	0.397	68
	IP: Discussed purpose of home meds	0.390	58
	IP: Nurses talked in front of you	0.383	73
	IP: Enough say about treatment	0.382	74
	IP: Availability of Nurses	0.359	74
	IP: Courtesy of Dr	0.358	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  
 Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)

	<i>Detail</i>	Correlation Coefficient	n size
<i>% Positive Score</i>			
IP: Dr/Nurse explained things differently	 84.0%	0.337	75
IP: Waited too long to go to room	 73.0%	0.336	74
IP: Explained reason for wait in going to room	 87.7%	0.320	65
IP: Ease of finding someone to talk to	 73.3%	0.309	75
IP: Amount of info given to family	 85.7%	0.228	63
IP: Drs talked in front of you	 93.4%	0.208	76
IP: Discussed when to resume normal activities	 50.0%	0.205	68
IP: Amount of pain medicine received	 97.5%	0.180	40
IP: Overall quality of food	 77.5%	0.159	71
IP: Discussed medication side effects	 63.5%	0.153	63
IP: Courtesy of Nurses	 97.3%	0.127	74
IP: One Dr in charge of care	 69.7%	0.094	76
IP: Knew who to call w/ questions	 91.2%	-0.024	68
IP: Courtesy of admission	 100.0%		74

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

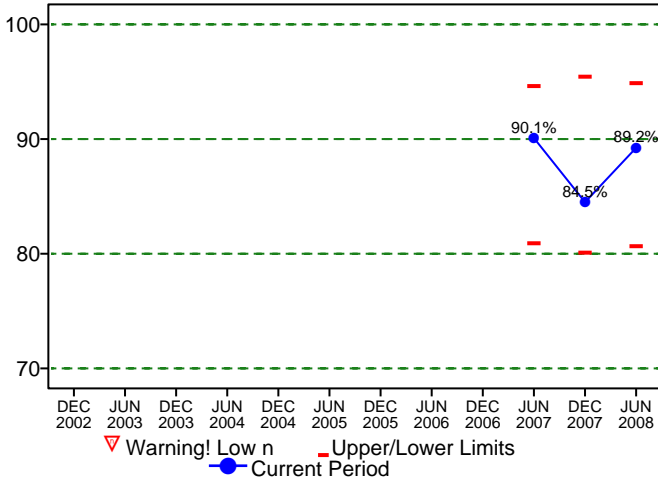


# Acute Care Patient Experience-Performance Across Time

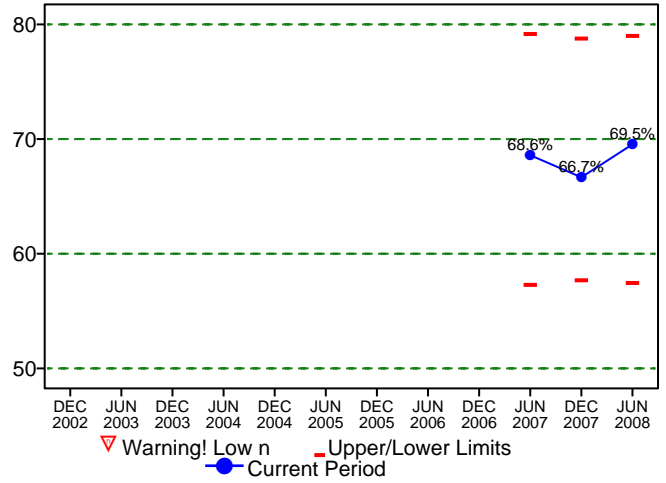
## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)

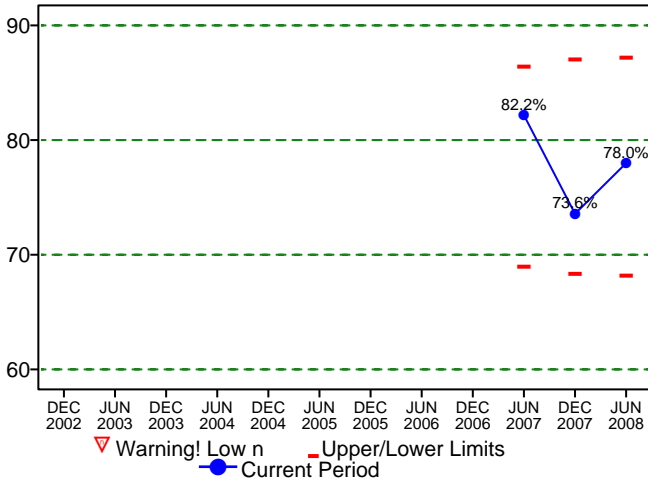
Access to Care (IP Can)  
% Positive Score



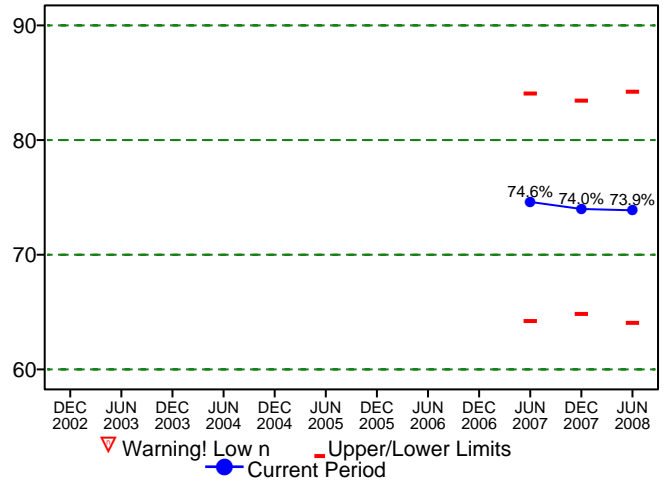
Continuity and Transition (IP Can)  
% Positive Score



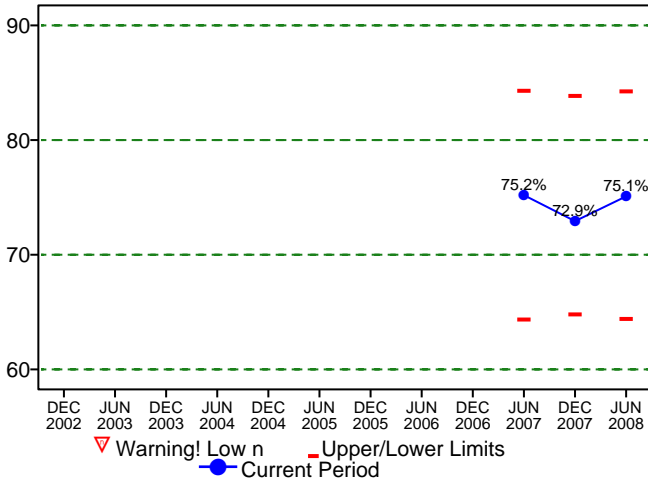
Coordination of Care (IP Can)  
% Positive Score



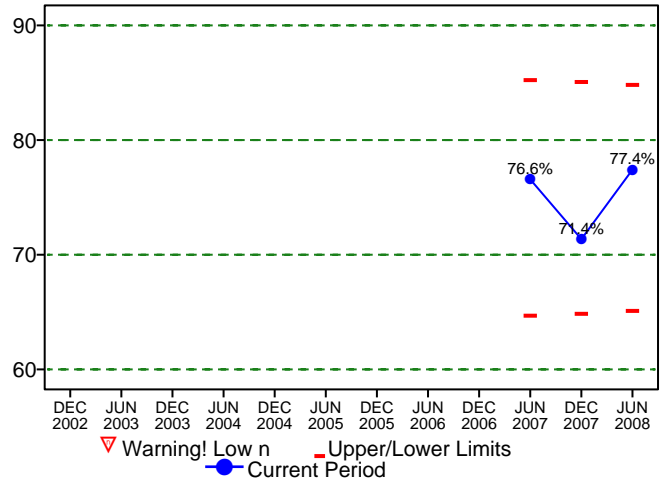
Emotional Support (IP Can)  
% Positive Score



Information and Education (IP Can)  
% Positive Score



Involvement of Family (IP Can)  
% Positive Score



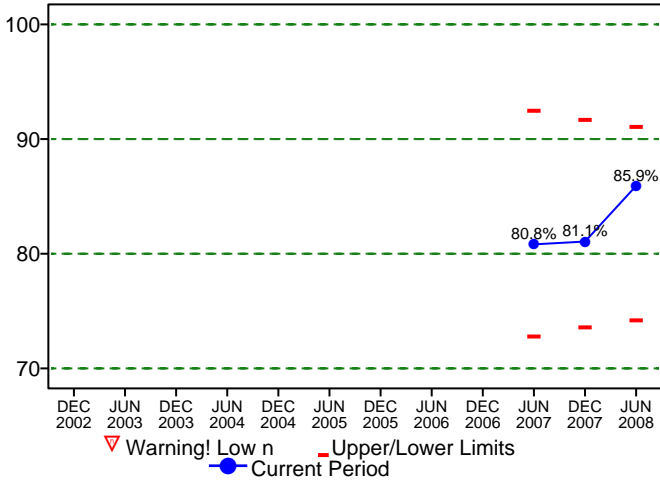


# Acute Care Patient Experience-Performance Across Time

## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=77, Response Rate= 53.1%)

Physical Comfort (IP Can)  
% Positive Score



Respect for Patient Preferences (IP Can)  
% Positive Score

