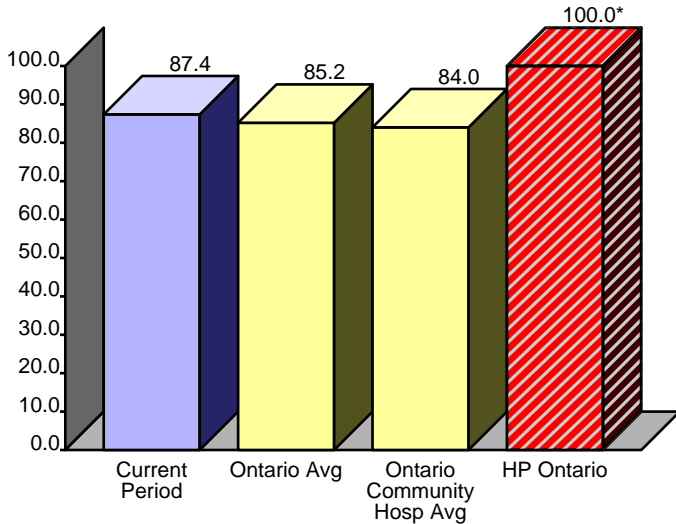


Emergency Department Patient Experience-All Dimensions and Overall Ratings

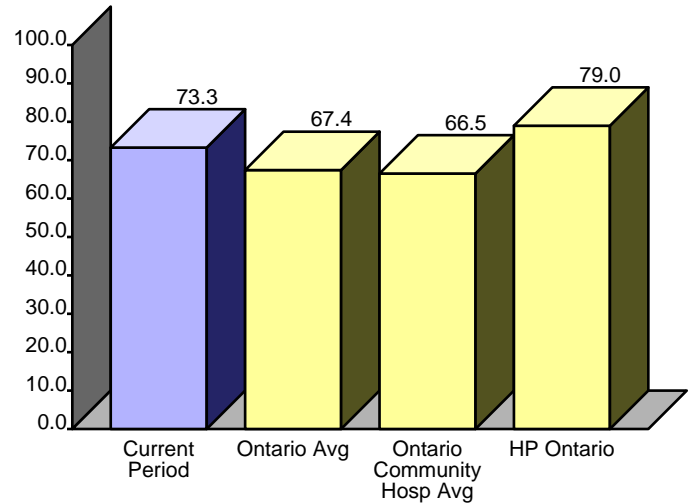


Muskoka Algonquin Healthcare - Corporate
Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)

Overall quality of ED care
% Positive Score



All Dimensions Combined (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail



Highest correlation with "Overall quality of ED care"

	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
Emotional Support (ED Can)	63.6%	62.9%	75.2%
Information and Education (ED Can)	63.6%	62.8%▲	83.3%▼
Physical Comfort (ED Can)	63.4%	62.1%	90.0%▼
Access and Coordination (ED Can)	67.3%	66.1%▲	85.9%▼
Respect for Patient Preferences (ED Can)	77.9%	77.1%	93.4%▼
Continuity and Transition (ED Can)	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 ▼.

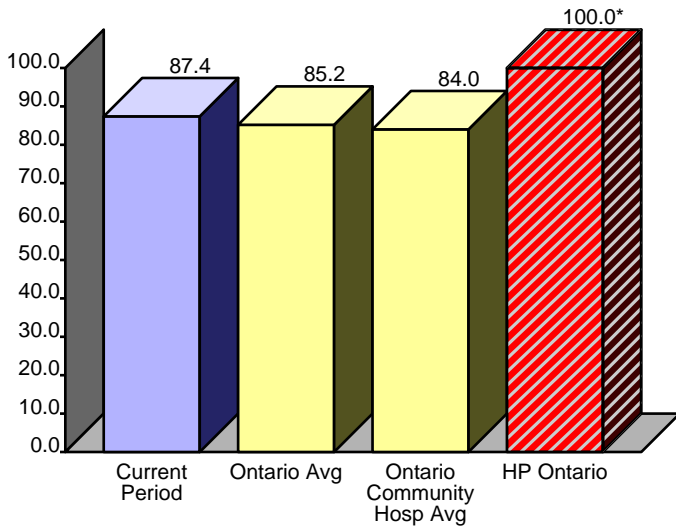


Emergency Department Patient Experience-Access and Coordination

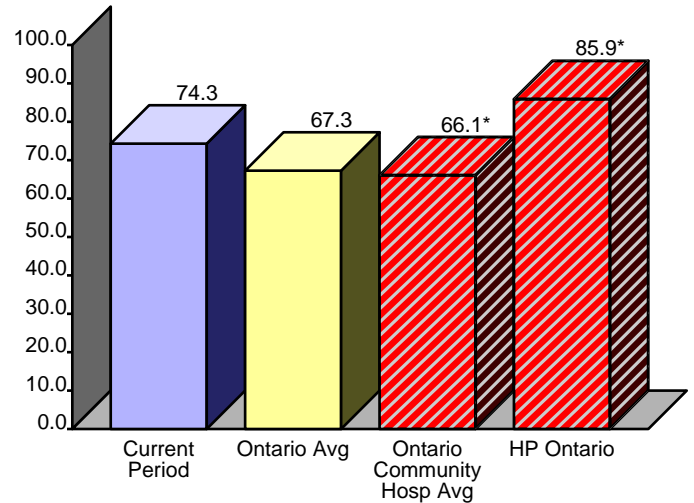
Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)

Overall quality of ED care
% Positive Score



Access and Coordination (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail



Highest correlation with "Overall quality of ED care"

	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
Received all ED services needed	63.1%	61.7%▲	85.2%▼
Received needed help in ED	71.5%	70.3%	97.1%▼
Waited too long to see ED Dr	49.0%	46.7%▲	86.9%▼
Rate availability of ED nurses	80.4%	78.9%	99.0%▼
Waited too long to get ED test(s) completed	64.2%▲	62.8%▲	96.8%▼
Did not wait too long for other ED Dr/specialist	59.6%	60.4%	90.3%▼
Length of time waited to see ED Dr	72.2%	70.7%	100.0%▼
Time waited to talk to ED Nurse	68.1%▲	66.9%▲	93.2%▼
One Dr in charge of ED care	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 ▼.

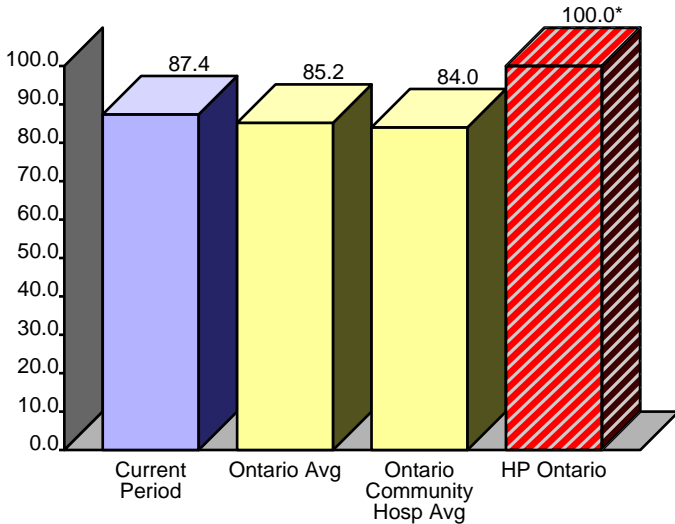


Emergency Department Patient Experience-Continuity and Transition

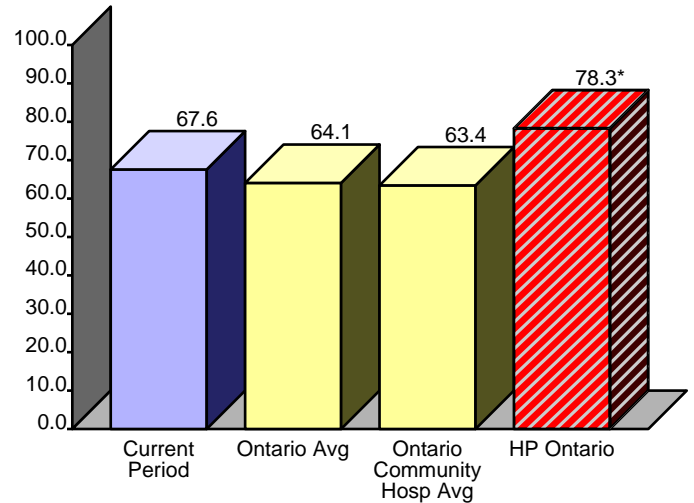
Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)

Overall quality of ED care
% Positive Score



Continuity and Transition (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail



Highest correlation with "Overall quality of ED care"

	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
Knew who to call w/ questions when left ED	61.8%	61.1%	89.8%↓
ED explained danger signals to watch for	51.0%	50.0%	69.4%↓
Appt for treatment made before left ED	45.7%	45.5%	65.5%↓
ED explained how to take new medications	82.0%	81.7%	92.3%↓
ED explained medication side effects	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 ↓.

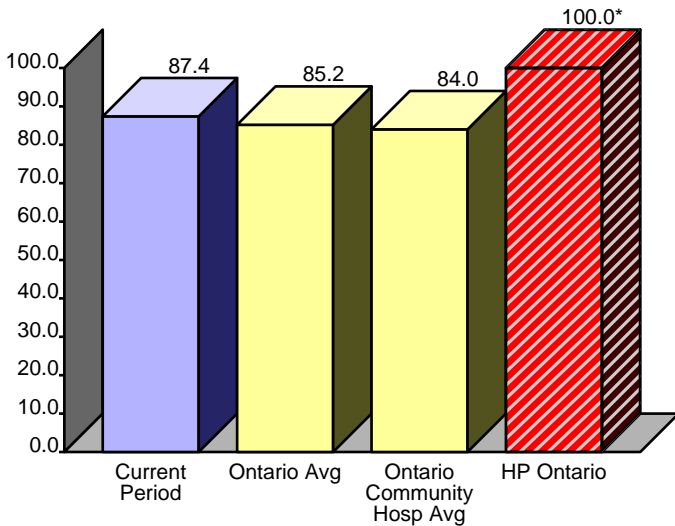


Emergency Department Patient Experience-Emotional Support

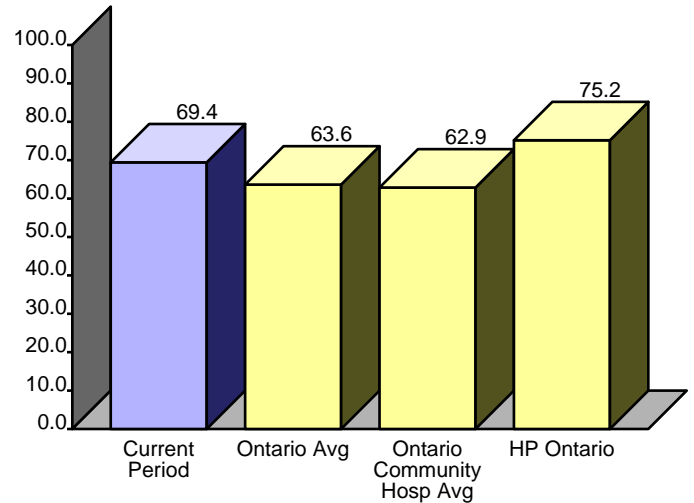
Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)

Overall quality of ED care
% Positive Score



Emotional Support (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail



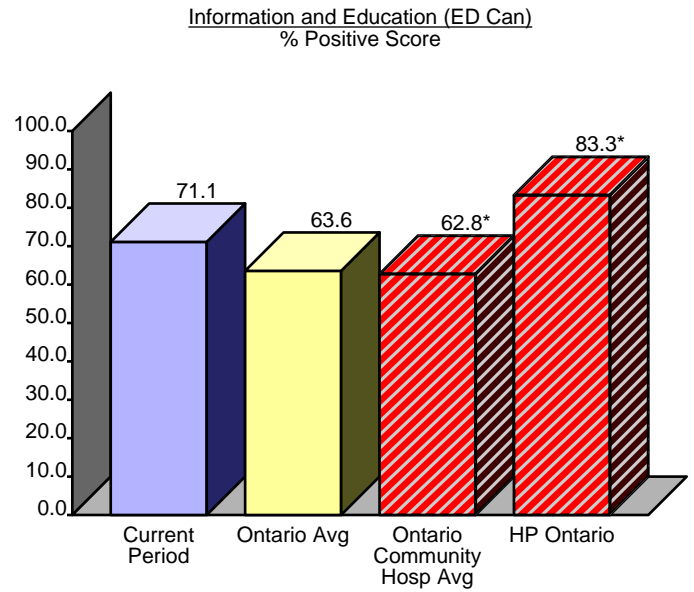
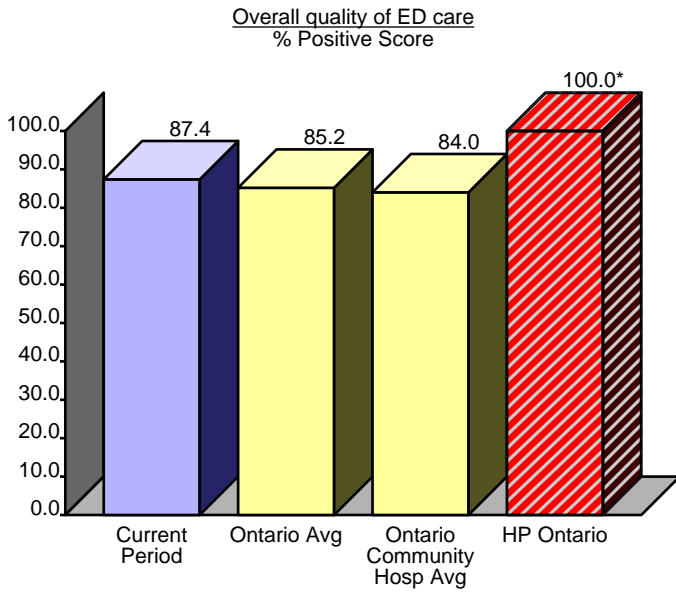
Highest correlation with "Overall quality of ED care"

	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
Confidence/trust in ED Nurses (Green box)	71.6%	70.7%	92.4%↓
ED Dr discussed fears/anxieties (Green box)	57.0%	56.8%	78.0%↓
Confidence/trust in ED Drs (Green box)	71.8%	71.0%	85.4%↓
ED Nurse discussed fears/anxieties (Blue box)	44.7%	43.7%	70.7%↓
ED got messages to family/friends (Blue box)	55.7%↑	54.8%↑	77.4%

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 Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)



* Significantly Different from Your Current Score

Detail



Highest correlation with "Overall quality of ED care"

	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
ED Nurses answered questions understandably	66.6%	65.5%▲	90.0%▼
ED explained reasons for tests understandably	69.1%	68.8%	90.3%▼
ED explained test results understandably	63.5%	62.8%	82.5%▼
ED admission answered questions	72.2%	72.0%	92.2%▼
Explained reason for ED wait	31.5%▲	29.5%▲	72.3%▼
ED Dr answered questions understandably	70.9%	70.3%	86.7%▼
ED explained causes for problem understandably	67.0%▲	66.6%▲	85.5%▼

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

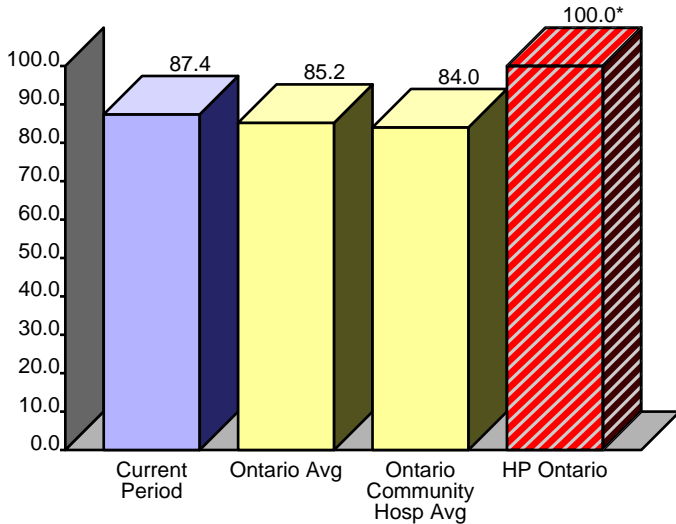


Emergency Department Patient Experience-Physical Comfort

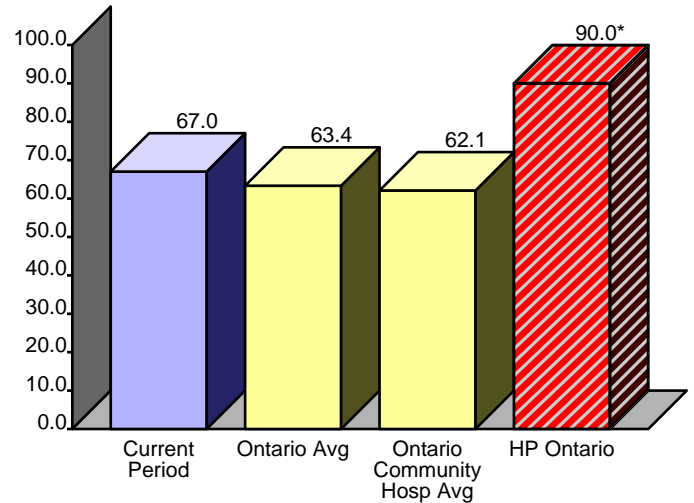
Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)

Overall quality of ED care
% Positive Score



Physical Comfort (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail



Highest correlation with "Overall quality of ED care"

	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
ED did all it could to control pain	52.5%	51.1%	86.4%↓
Amount of pain medicine received in ED	86.2%	85.5%	100.0%↓

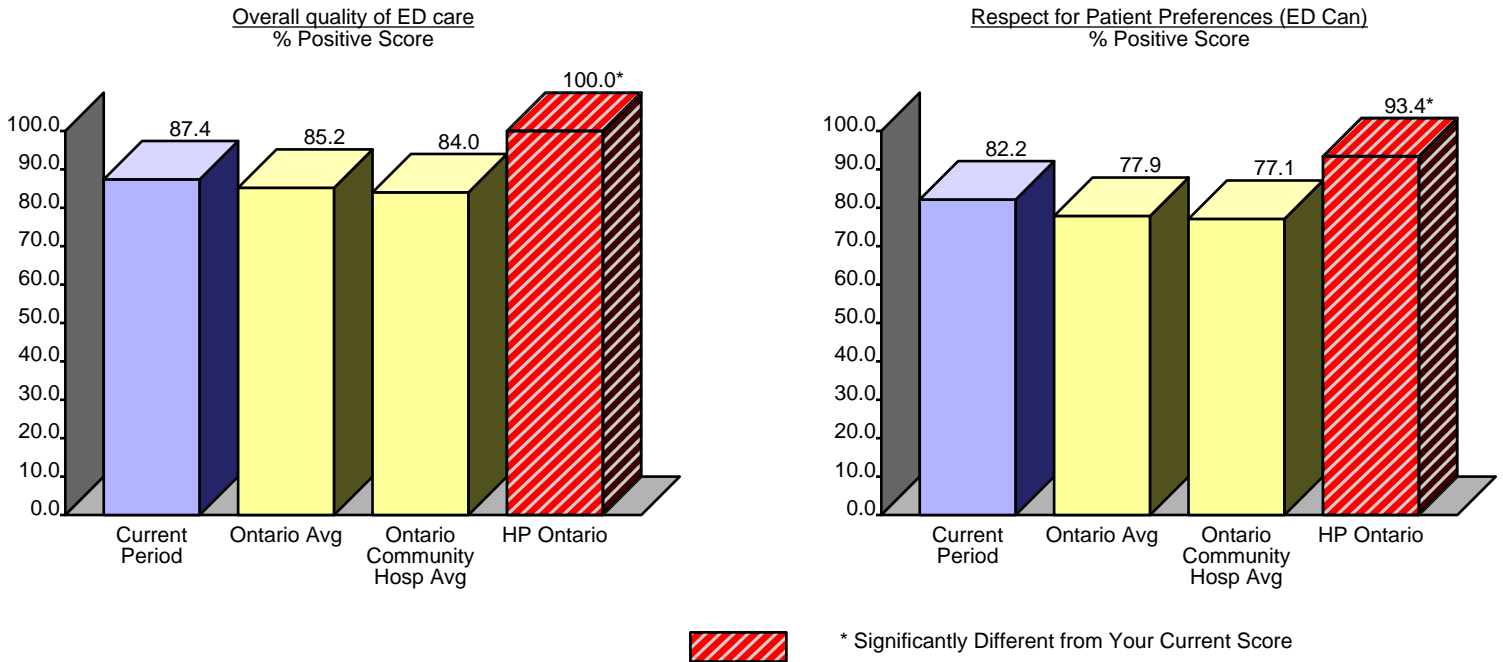
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Emergency Department Patient Experience-Respect for Patient Preferences

Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)



Detail



Highest correlation with "Overall quality of ED care"

% Positive Score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
Dignity/respect by ED staff 81.3%	77.4%	76.6%	94.3%↓
Had enough say about ED care 69.4%	63.9%	62.8%	85.2%↓
ED Nurses talked as if patient wasn't there 90.6%	86.4%	85.7%	99.0%↓
Enough privacy during ED visit 76.7%	72.8%	71.7%	94.1%↓
ED Dr talked as if patient wasn't there 92.1%	88.3%	88.2%	99.0%↓

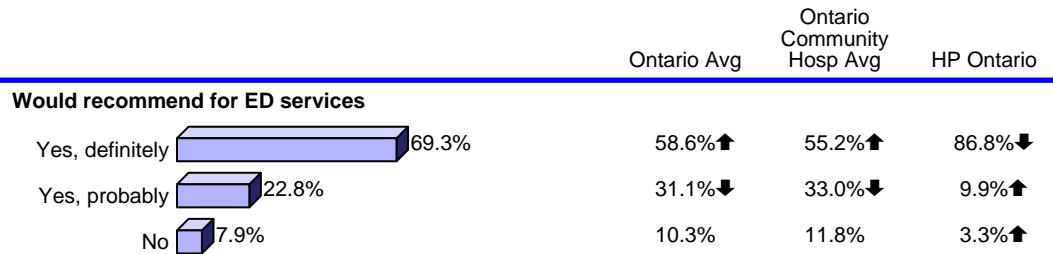
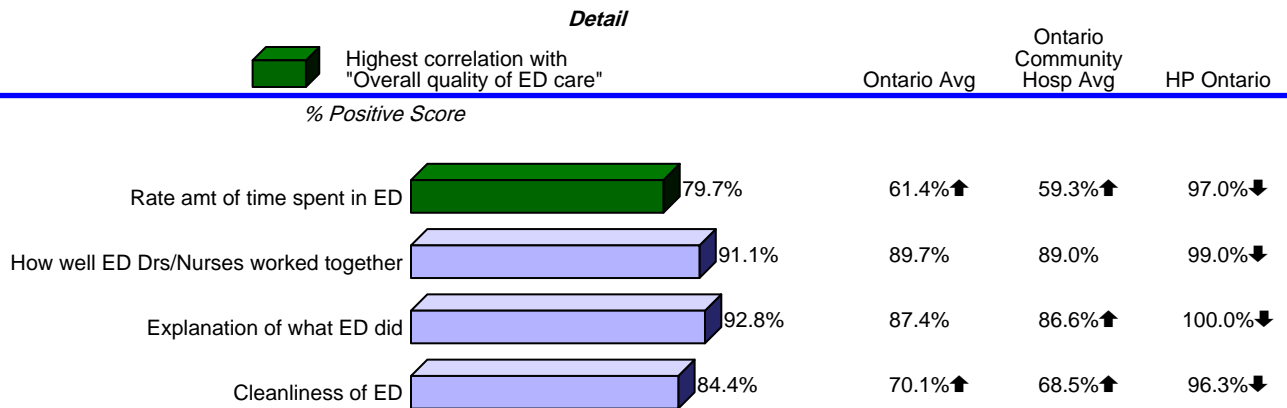
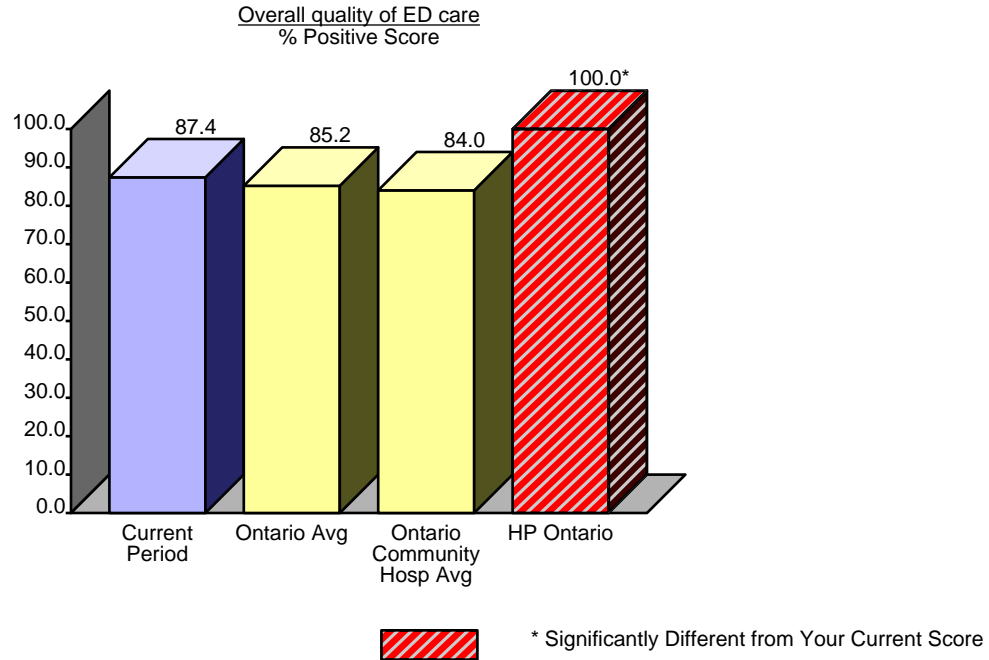
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Emergency Department Patient Experience-Overall Impressions

Muskoka Algonquin Healthcare - Corporate

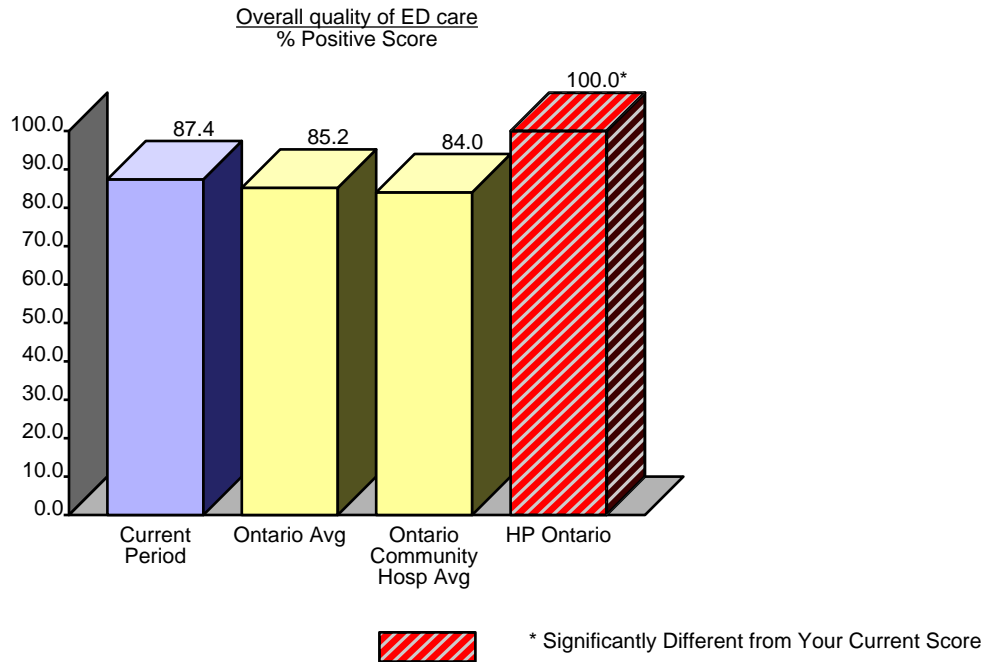
Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)



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
Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)



Detail

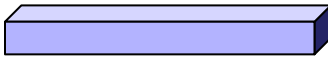
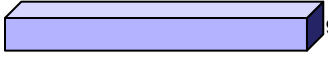


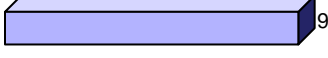
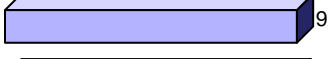




	Highest correlation with "Overall quality of ED care"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
	<i>% Positive Score</i>			
Courtesy of ED staff	91.4%	89.1%	88.3%	100.0%↓
Courtesy of ED Drs	93.7%	90.6%	90.1%	100.0%↓
Courtesy of ED Nurses	95.3%	90.5%	90.0%↑	100.0%↓
Courtesy of the ED admit person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

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
Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)


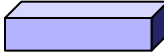


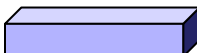
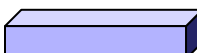


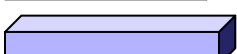

		<i>Detail</i>		
Items ranked in descending order by current score		Ontario Avg	Ontario Community Hosp Avg	HP Ontario
<i>% Positive Score</i>				
Courtesy of the ED admit person		97.7%	89.7% [▲]	89.4% [▲] 99.1%
Courtesy of ED Nurses		95.3%	90.5%	90.0% [▲] 100.0% [▼]
Courtesy of ED Drs		93.7%	90.6%	90.1% 100.0% [▼]
Explanation of what ED did		92.8%	87.4%	86.6% [▲] 100.0% [▼]
Amount of pain medicine received in ED		92.6%	86.2%	85.5% 100.0% [▼]
ED Dr talked as if patient wasn't there		92.1%	88.3%	88.2% 99.0% [▼]
Courtesy of ED staff		91.4%	89.1%	88.3% 100.0% [▼]
How well ED Drs/Nurses worked together		91.1%	89.7%	89.0% 99.0% [▼]
ED Nurses talked as if patient wasn't there		90.6%	86.4%	85.7% 99.0% [▼]
Rate availability of ED nurses		85.0%	80.4%	78.9% 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-Lowest Percent Positive (Areas for Improvement)



Muskoka Algonquin Healthcare - Corporate
Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)

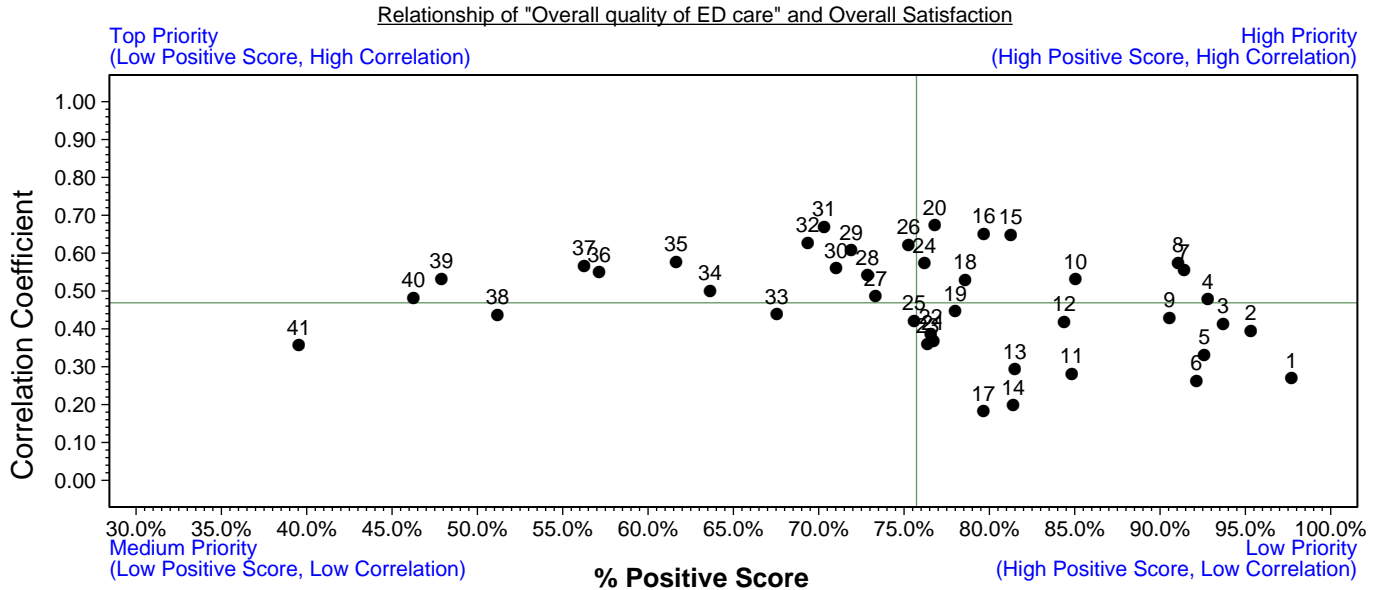
<i>Detail</i>		Ontario Avg	Ontario Community Hosp Avg	HP Ontario
Items ranked in ascending order by current score				
<i>% Positive Score</i>				
Appt for treatment made before left ED	 39.5%	45.7%	45.5%	65.5%↓
Explained reason for ED wait	 46.3%	31.5%↑	29.5%↑	72.3%↓
ED Nurse discussed fears/anxieties	 47.9%	44.7%	43.7%	70.7%↓
ED explained danger signals to watch for	 51.2%	51.0%	50.0%	69.4%↓
ED did all it could to control pain	 56.3%	52.5%	51.1%	86.4%↓
Waited too long to see ED Dr	 57.1%	49.0%	46.7%↑	86.9%↓
ED Dr discussed fears/anxieties	 61.6%	57.0%	56.8%	78.0%↓
Did not wait too long for other ED Dr/specialist	 63.6%	59.6%	60.4%	90.3%↓
Knew who to call w/ questions when left ED	 67.5%	61.8%	61.1%	89.8%↓
Had enough say about ED care	 69.4%	63.9%	62.8%	85.2%↓

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-Priority Matrix

Muskoka Algonquin Healthcare - Corporate
Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)



- | | |
|--|---|
| 1 Courtesy of the ED admit person | 22 Length of time waited to see ED Dr |
| 2 Courtesy of ED Nurses | 23 Time waited to talk to ED Nurse |
| 3 Courtesy of ED Drs | 24 Confidence/trust in ED Drs |
| 4 Explanation of what ED did | 25 ED explained causes for problem understandably |
| 5 Amount of pain medicine received in ED | 26 ED Nurses answered questions understandably |
| 6 ED Dr talked as if patient wasn't there | 27 ED admission answered questions |
| 7 Courtesy of ED staff | 28 ED explained test results understandably |
| 8 How well ED Drs/Nurses worked together | 29 Received needed help in ED |
| 9 ED Nurses talked as if patient wasn't there | 30 ED explained reasons for tests understandably |
| 10 Rate availability of ED nurses | 31 Received all ED services needed |
| 11 ED explained how to take new medications | 32 Had enough say about ED care |
| 12 Cleanliness of ED | 33 Knew who to call w/ questions when left ED |
| 13 ED got messages to family/friends | 34 Did not wait too long for other ED Dr/specialist |
| 14 One Dr in charge of ED care | 35 ED Dr discussed fears/anxieties |
| 15 Dignity/respect by ED staff | 36 Waited too long to see ED Dr |
| 16 Rate amt of time spent in ED | 37 ED did all it could to control pain |
| 17 ED explained medication side effects | 38 ED explained danger signals to watch for |
| 18 Waited too long to get ED test(s) completed | 39 ED Nurse discussed fears/anxieties |
| 19 ED Dr answered questions understandably | 40 Explained reason for ED wait |
| 20 Confidence/trust in ED Nurses | 41 Appt for treatment made before left ED |
| 21 Enough privacy during ED visit | |

Detail



Highest correlation with "Overall quality of ED care"

Correlation Coefficient

n size

% Positive Score

Confidence/trust in ED Nurses	76.8%	0.674	125
Received all ED services needed	70.3%	0.669	128
Rate amt of time spent in ED	79.7%	0.651	123
Dignity/respect by ED staff	81.3%	0.648	128

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
Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)

<i>Detail</i>	Correlation Coefficient	n size
<i>% Positive Score</i>		
Had enough say about ED care	0.627	124
ED Nurses answered questions understandably	0.622	93
Received needed help in ED	0.608	89
ED Dr discussed fears/anxieties	0.577	73
How well ED Drs/Nurses worked together	0.574	123
Confidence/trust in ED Drs	0.573	126
ED did all it could to control pain	0.567	64
ED explained reasons for tests understandably	0.560	69
Courtesy of ED staff	0.556	128
Waited too long to see ED Dr	0.549	126
ED explained test results understandably	0.542	70
ED Nurse discussed fears/anxieties	0.533	71
Rate availability of ED nurses	0.531	127
Waited too long to get ED test(s) completed	0.530	70
Did not wait too long for other ED Dr/specialist	0.500	22
ED admission answered questions	0.486	105
Explained reason for ED wait	0.482	80
Explanation of what ED did	0.478	125
ED Dr answered questions understandably	0.446	100
Knew who to call w/ questions when left ED	0.439	114
ED explained danger signals to watch for	0.438	127
ED Nurses talked as if patient wasn't there	0.429	127
ED explained causes for problem understandably	0.421	127

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
 Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)

<i>Detail</i>	Correlation Coefficient	n size
<i>% Positive Score</i>		
Cleanliness of ED	0.419	128
Courtesy of ED Drs	0.413	127
Courtesy of ED Nurses	0.394	128
Length of time waited to see ED Dr	0.386	128
Enough privacy during ED visit	0.368	116
Time waited to talk to ED Nurse	0.361	127
Appt for treatment made before left ED	0.357	43
Amount of pain medicine received in ED	0.331	27
ED got messages to family/friends	0.293	27
ED explained how to take new medications	0.281	112
Courtesy of the ED admit person	0.270	130
ED Dr talked as if patient wasn't there	0.262	127
One Dr in charge of ED care	0.198	129
ED explained medication side effects	0.182	113

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

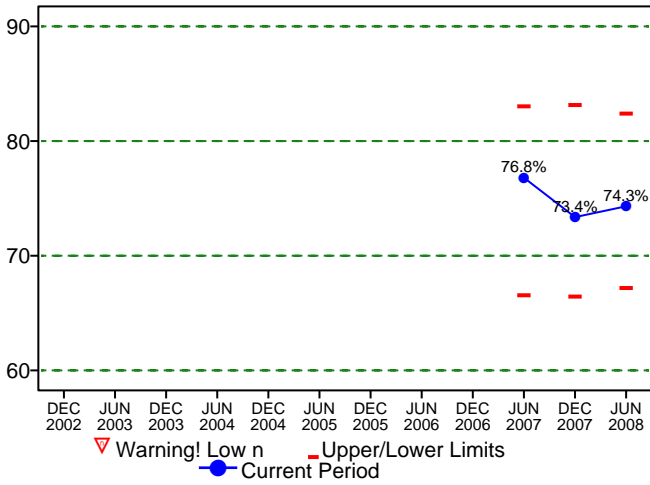


Emergency Department Patient Experience-Performance Across Time

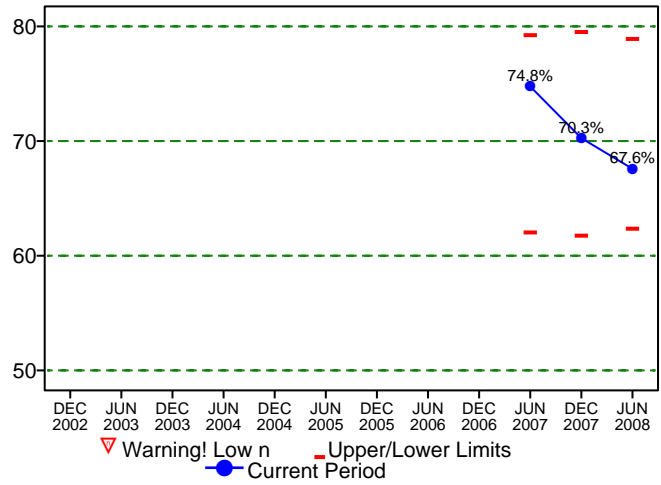
Muskoka Algonquin Healthcare - Corporate

Apr 1, 2008 - Jun 30, 2008 (n=132, Response Rate= 45.4%)

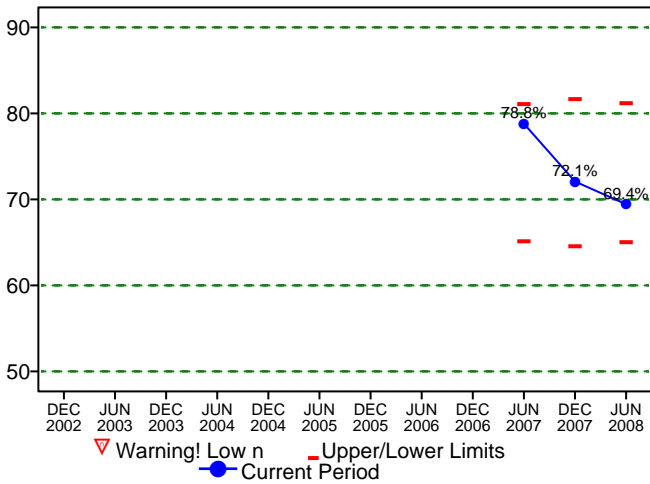
Access and Coordination (ED Can)
% Positive Score



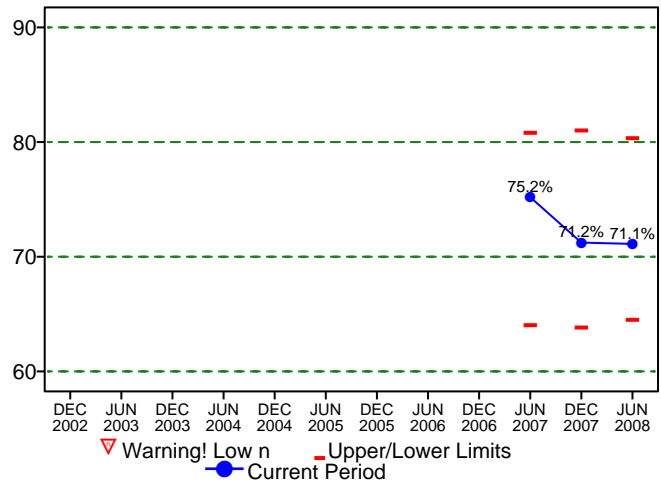
Continuity and Transition (ED Can)
% Positive Score



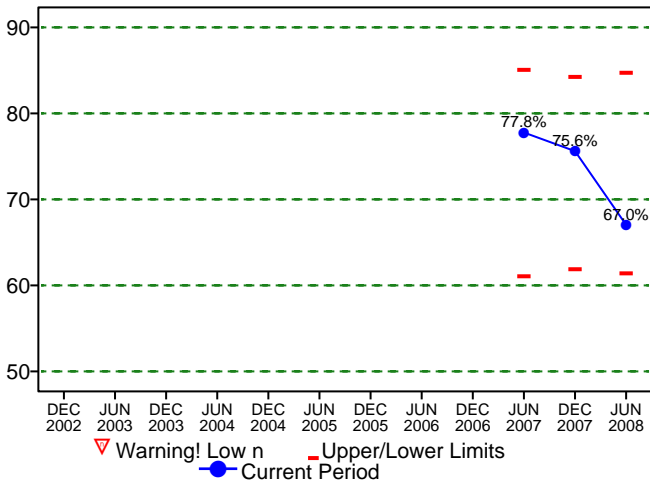
Emotional Support (ED Can)
% Positive Score



Information and Education (ED Can)
% Positive Score



Physical Comfort (ED Can)
% Positive Score



Respect for Patient Preferences (ED Can)
% Positive Score

