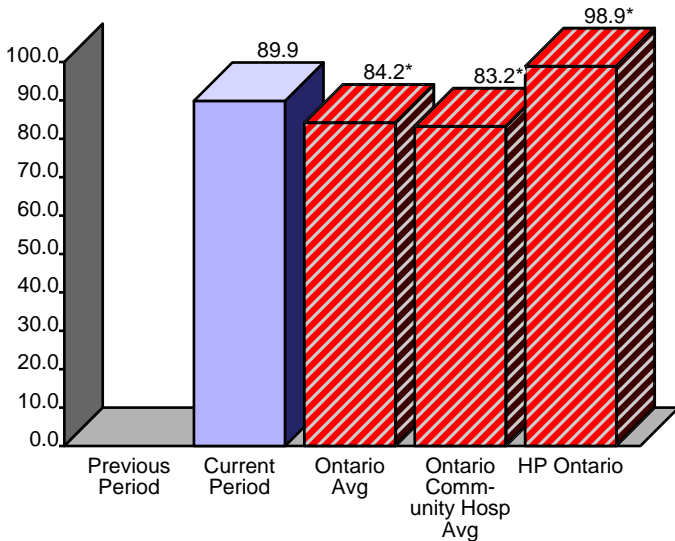


# Emergency Department Patient Experience-All Dimensions and Overall Ratings

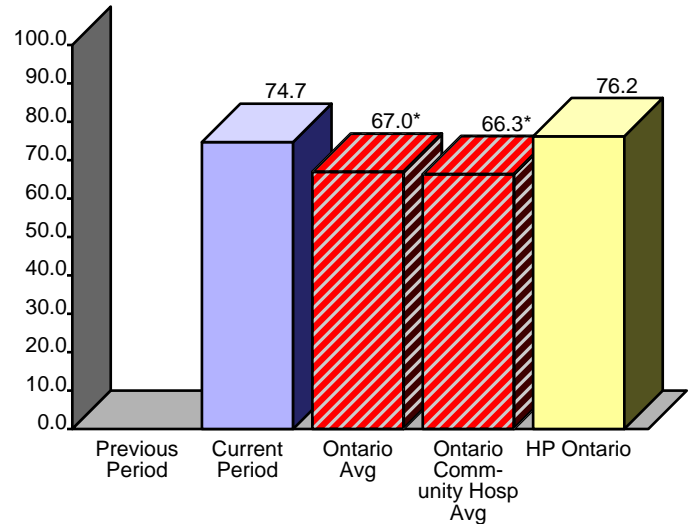


Muskoka Algonquin Healthcare - Corporate  
 Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

Overall quality of ED care  
 % Positive Score



All Dimensions Combined (ED Can)  
 % Positive Score



\* Significantly Different from Your Current Score

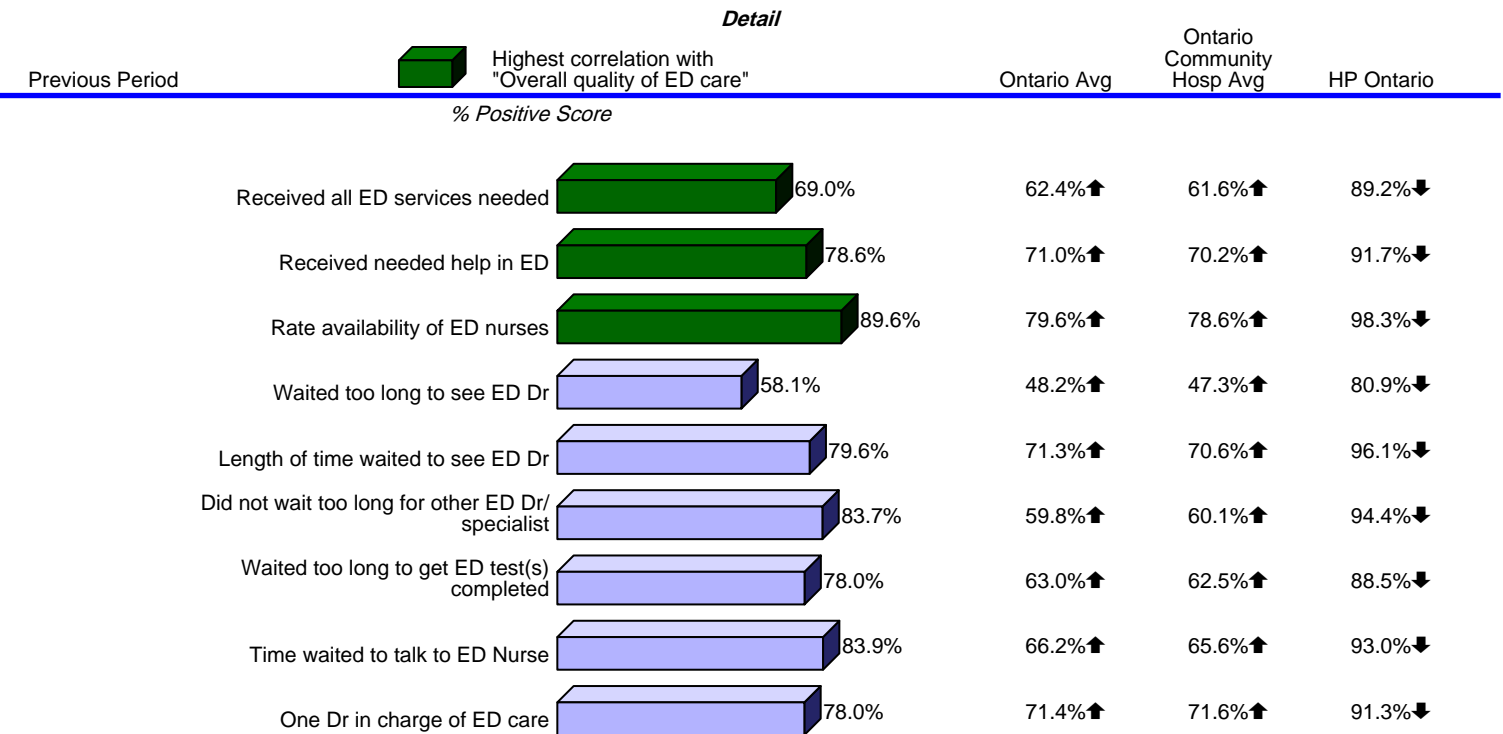
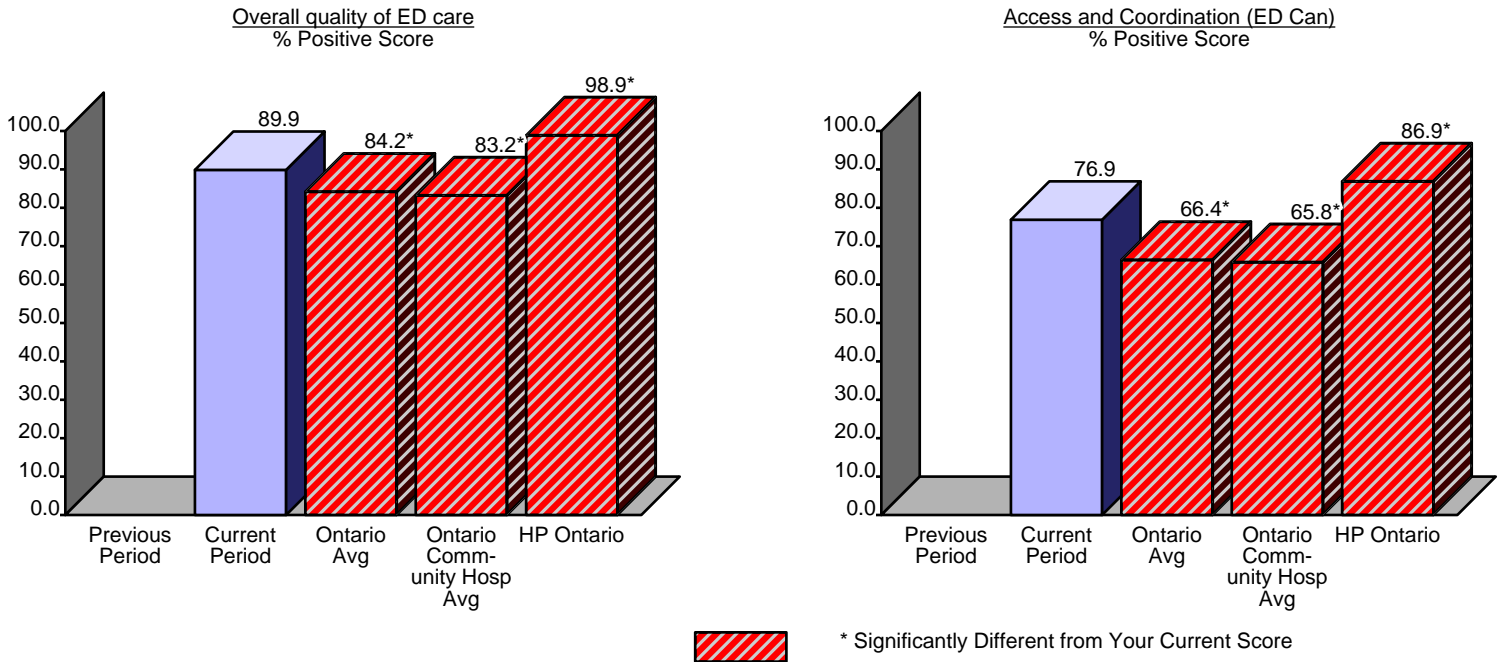
### Detail

Previous Period	Highest correlation with "Overall quality of ED care"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
	<b>Emotional Support (ED Can)</b>	63.5%↑	62.7%↑	74.0%
	<b>Information and Education (ED Can)</b>	63.3%↑	62.6%↑	82.0%↓
	<b>Physical Comfort (ED Can)</b>	62.4%	61.7%	85.5%↓
	<b>Respect for Patient Preferences (ED Can)</b>	77.5%↑	77.0%↑	93.1%↓
	<b>Access and Coordination (ED Can)</b>	66.4%↑	65.8%↑	86.9%↓
	<b>Continuity and Transition (ED Can)</b>	64.0%	63.3%↑	76.6%↓

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, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)



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

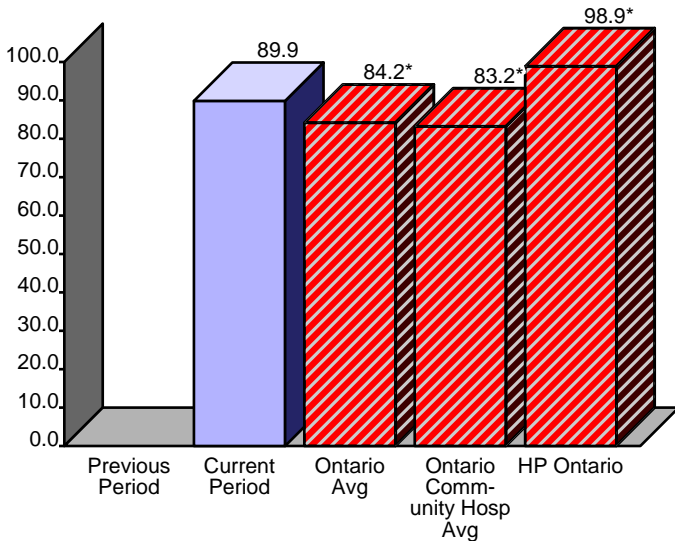


## Emergency Department Patient Experience-Continuity and Transition

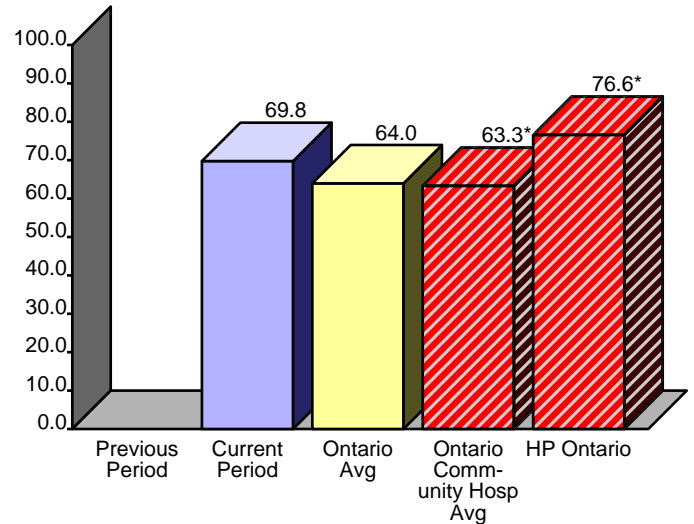
### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

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"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
% Positive Score				

ED explained danger signals to watch for	56.1%	50.1%	49.0% <span style="color: green;">▲</span>	70.5% <span style="color: red;">▼</span>
Knew who to call w/ questions when left ED	68.8%	61.8% <span style="color: green;">▲</span>	61.2% <span style="color: green;">▲</span>	84.6% <span style="color: red;">▼</span>
ED explained how to take new medications	89.6%	82.7% <span style="color: green;">▲</span>	82.2% <span style="color: green;">▲</span>	93.8% <span style="color: red;">▼</span>
Appt for treatment made before left ED	40.9%	44.8%	44.8%	64.9% <span style="color: red;">▼</span>
ED explained medication side effects	77.8%	69.6% <span style="color: green;">▲</span>	68.9% <span style="color: green;">▲</span>	85.6% <span style="color: red;">▼</span>

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

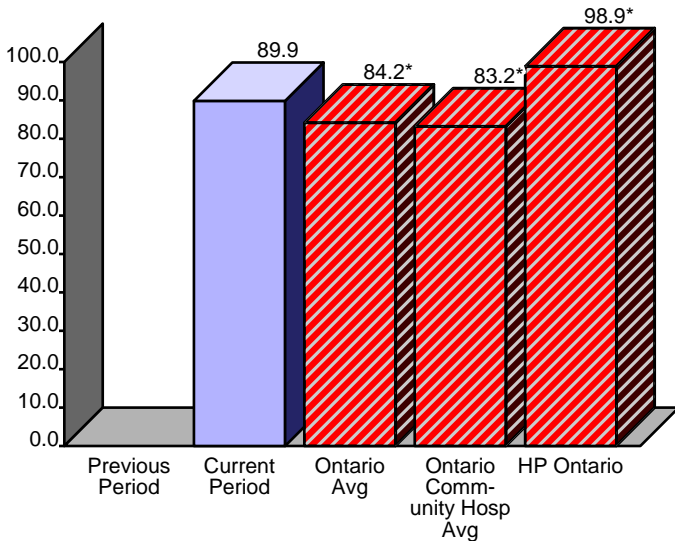


## Emergency Department Patient Experience-Emotional Support

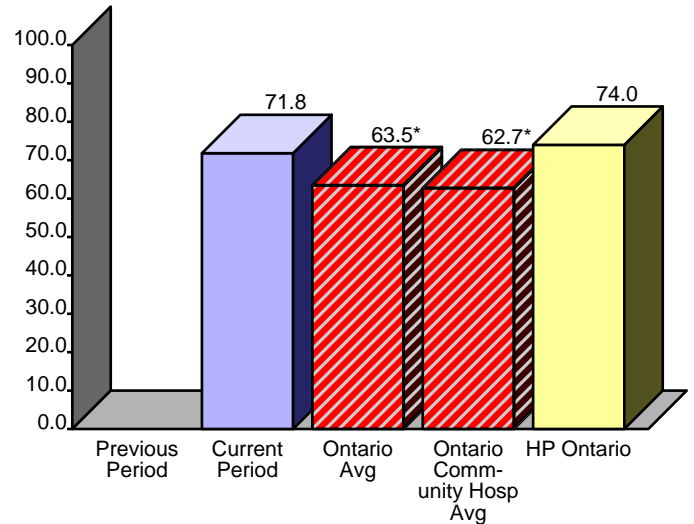
### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

**Overall quality of ED care**  
% Positive Score

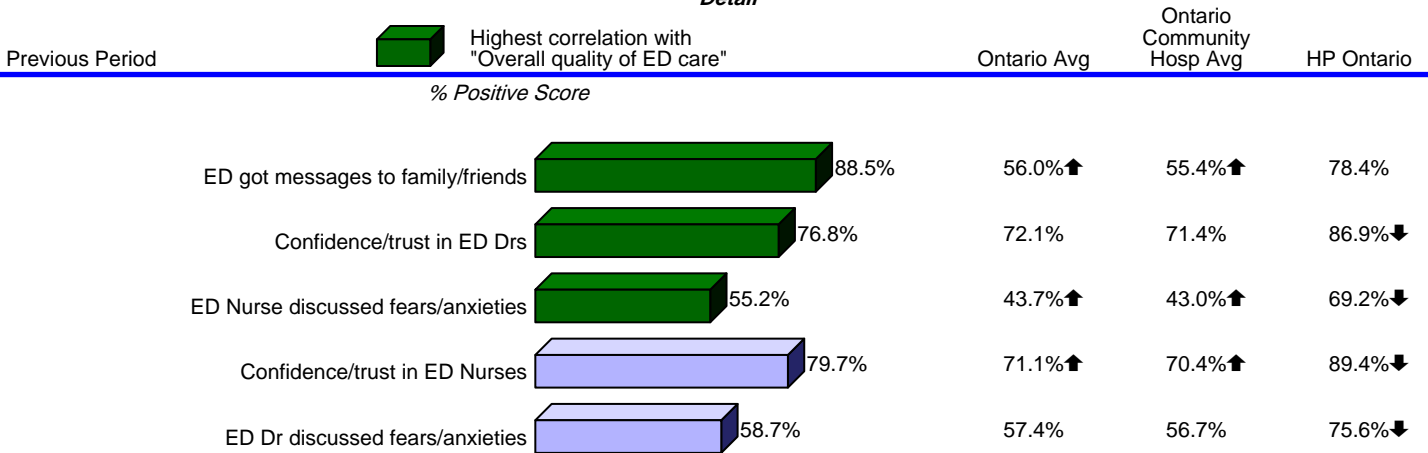


**Emotional Support (ED Can)**  
% Positive Score



\* Significantly Different from Your Current Score

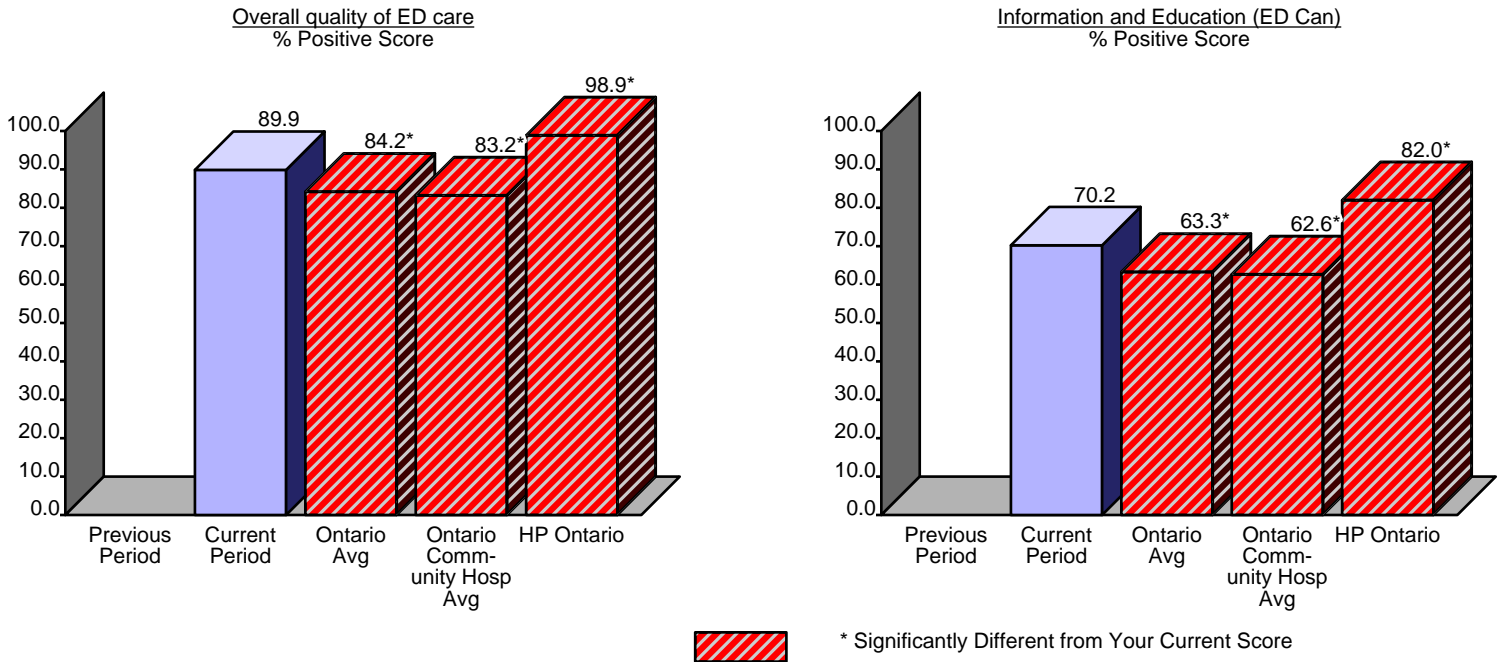
**Detail**



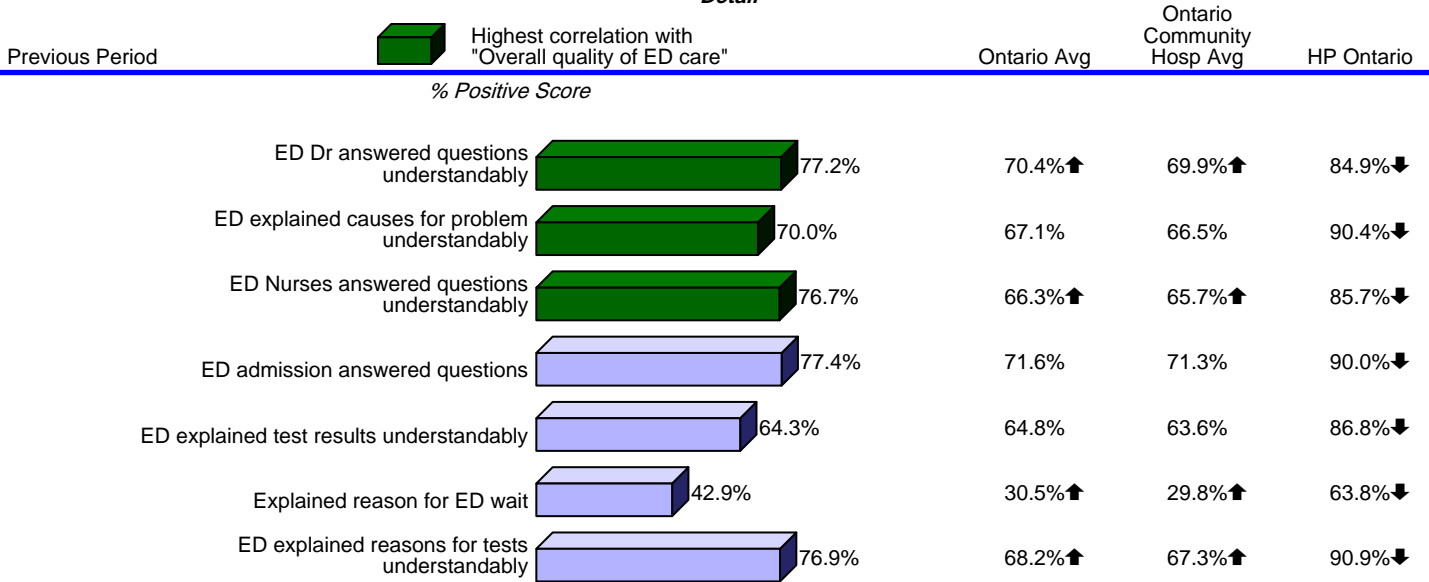
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



## Emergency Department Patient Experience-Information and Education Muskoka Algonquin Healthcare - Corporate Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)



**Detail**



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

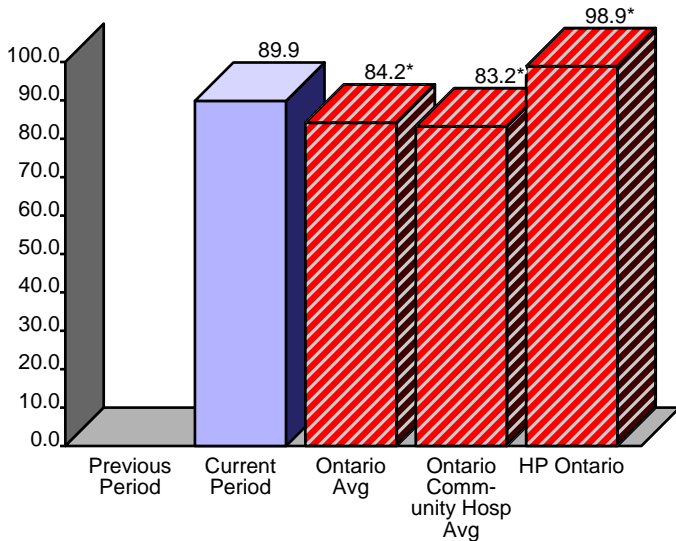


## Emergency Department Patient Experience-Physical Comfort

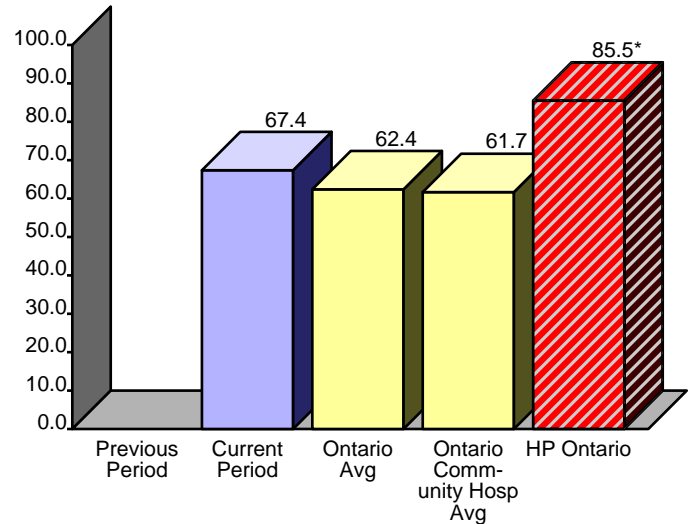
### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

Overall quality of ED care  
% Positive Score



Physical Comfort (ED Can)  
% Positive Score



\* Significantly Different from Your Current Score

**Detail**

	Previous Period	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
<div style="display: flex; align-items: center; justify-content: center;"> <div style="width: 20px; height: 20px; background-color: green; margin-right: 5px;"></div> <div style="font-size: small;">Highest correlation with "Overall quality of ED care"</div> </div> % Positive Score				
ED did all it could to control pain	59.8%	51.2%↑	50.1%↑	80.0%↓
Amount of pain medicine received in ED	85.5%	86.0%	86.2%	97.3%↓

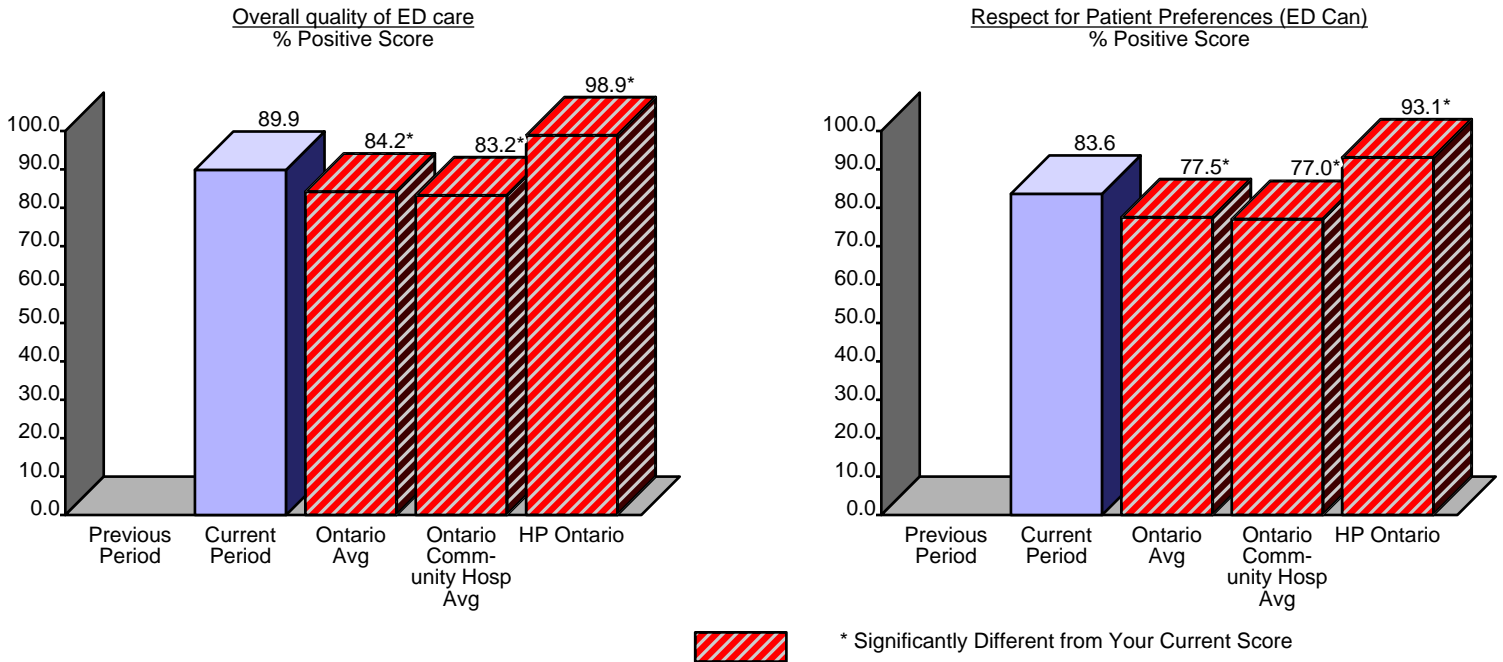
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



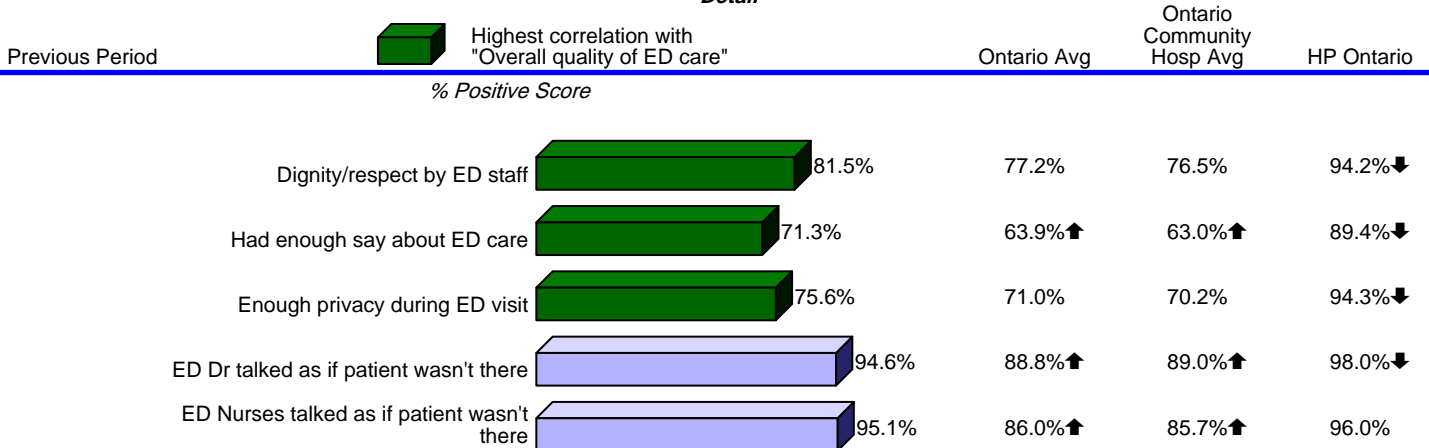
## Emergency Department Patient Experience-Respect for Patient Preferences

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)



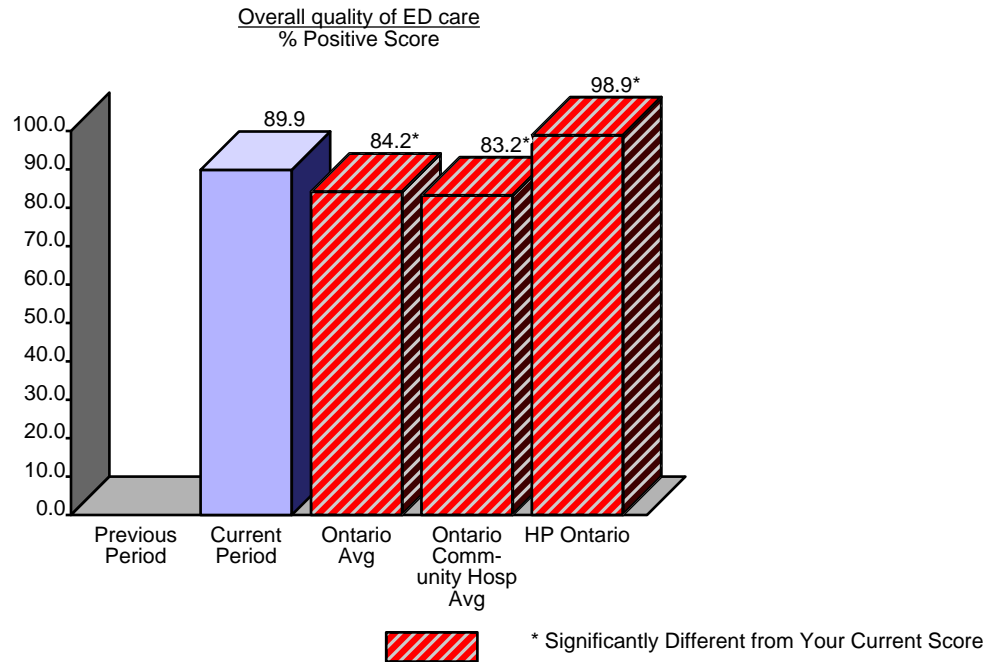
**Detail**



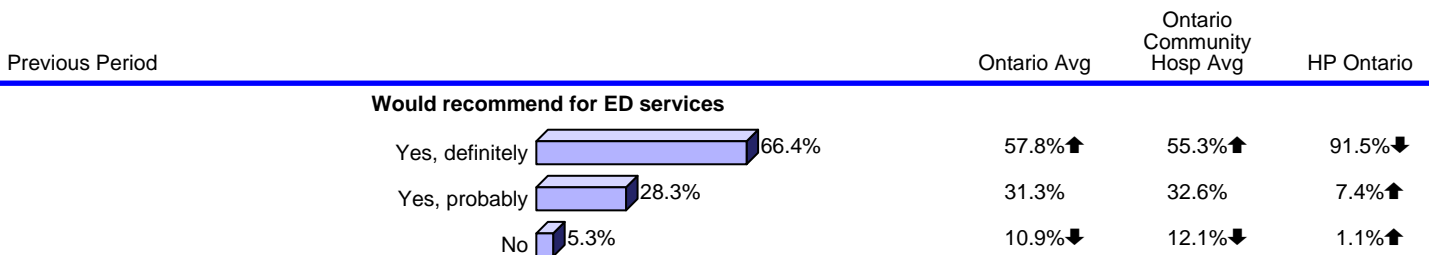
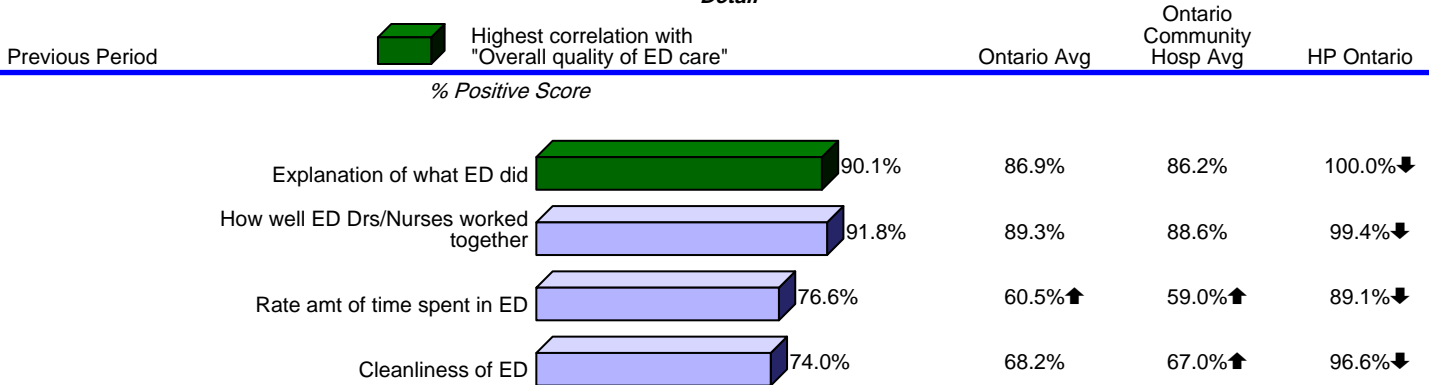
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



## Emergency Department Patient Experience-Overall Impressions Muskoka Algonquin Healthcare - Corporate Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)



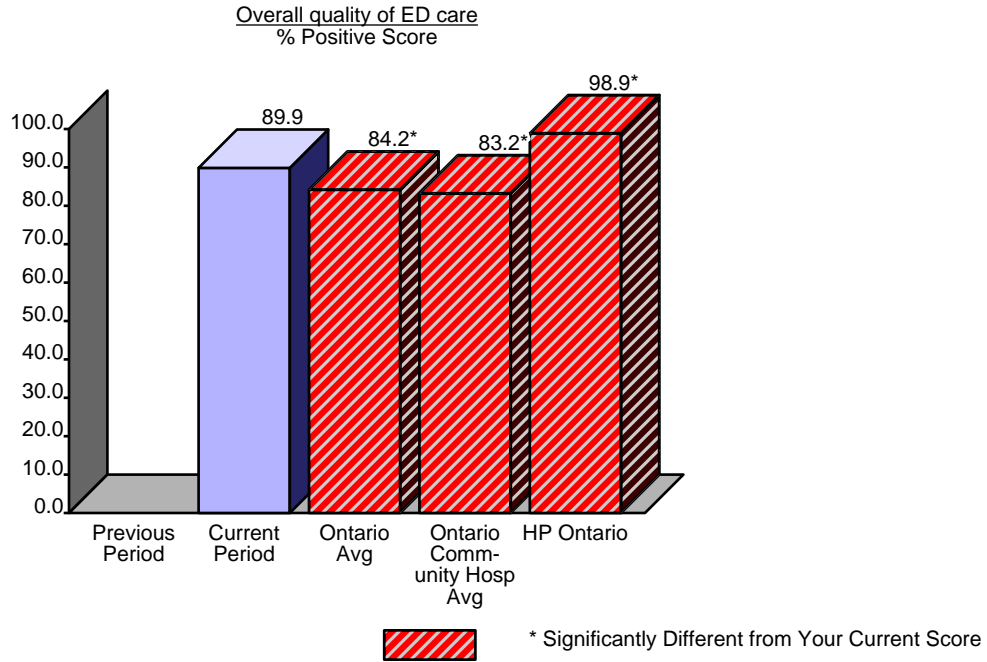
**Detail**



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-Courtesy**  
**Muskoka Algonquin Healthcare - Corporate**  
**Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)**



**Detail**

Previous Period	Highest correlation with "Overall quality of ED care"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario	
	<i>% Positive Score</i>				
	Courtesy of ED staff	92.9%	88.4%↑	87.7%↑	100.0%↓
	Courtesy of ED Drs	93.8%	90.2%	89.6%↑	99.0%↓
	Courtesy of ED Nurses	95.9%	89.6%↑	89.2%↑	99.0%↓
	Courtesy of the ED admit person	94.2%	89.0%↑	88.8%↑	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-Highest Percent Positive (Strengths)



Muskoka Algonquin Healthcare - Corporate  
Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

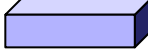
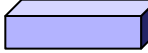
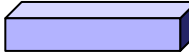




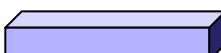
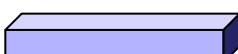

<i>Detail</i>					
Previous Period	Items ranked in descending order by current score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario	
<i>% Positive Score</i>					
	Courtesy of ED Nurses	95.9%	89.6% <span style="color: green;">▲</span>	89.2% <span style="color: green;">▲</span>	99.0% <span style="color: red;">▼</span>
	ED Nurses talked as if patient wasn't there	95.1%	86.0% <span style="color: green;">▲</span>	85.7% <span style="color: green;">▲</span>	96.0%
	ED Dr talked as if patient wasn't there	94.6%	88.8% <span style="color: green;">▲</span>	89.0% <span style="color: green;">▲</span>	98.0% <span style="color: red;">▼</span>
	Courtesy of the ED admit person	94.2%	89.0% <span style="color: green;">▲</span>	88.8% <span style="color: green;">▲</span>	100.0% <span style="color: red;">▼</span>
	Courtesy of ED Drs	93.8%	90.2%	89.6% <span style="color: green;">▲</span>	99.0% <span style="color: red;">▼</span>
	Courtesy of ED staff	92.9%	88.4% <span style="color: green;">▲</span>	87.7% <span style="color: green;">▲</span>	100.0% <span style="color: red;">▼</span>
	How well ED Drs/Nurses worked together	91.8%	89.3%	88.6%	99.4% <span style="color: red;">▼</span>
	Explanation of what ED did	90.1%	86.9%	86.2%	100.0% <span style="color: red;">▼</span>
	ED explained how to take new medications	89.6%	82.7% <span style="color: green;">▲</span>	82.2% <span style="color: green;">▲</span>	93.8% <span style="color: red;">▼</span>
	Rate availability of ED nurses	89.6%	79.6% <span style="color: green;">▲</span>	78.6% <span style="color: green;">▲</span>	98.3% <span style="color: red;">▼</span>

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, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

<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>				
	Appt for treatment made before left ED 	44.8%	44.8%	64.9%↓
	Explained reason for ED wait 	30.5%↑	29.8%↑	63.8%↓
	ED Nurse discussed fears/anxieties 	43.7%↑	43.0%↑	69.2%↓
	ED explained danger signals to watch for 	50.1%	49.0%↑	70.5%↓
	Waited too long to see ED Dr 	48.2%↑	47.3%↑	80.9%↓
	ED Dr discussed fears/anxieties 	57.4%	56.7%	75.6%↓
	ED did all it could to control pain 	51.2%↑	50.1%↑	80.0%↓
	ED explained test results understandably 	64.8%	63.6%	86.8%↓
	Knew who to call w/ questions when left ED 	61.8%↑	61.2%↑	84.6%↓
	Received all ED services needed 	62.4%↑	61.6%↑	89.2%↓

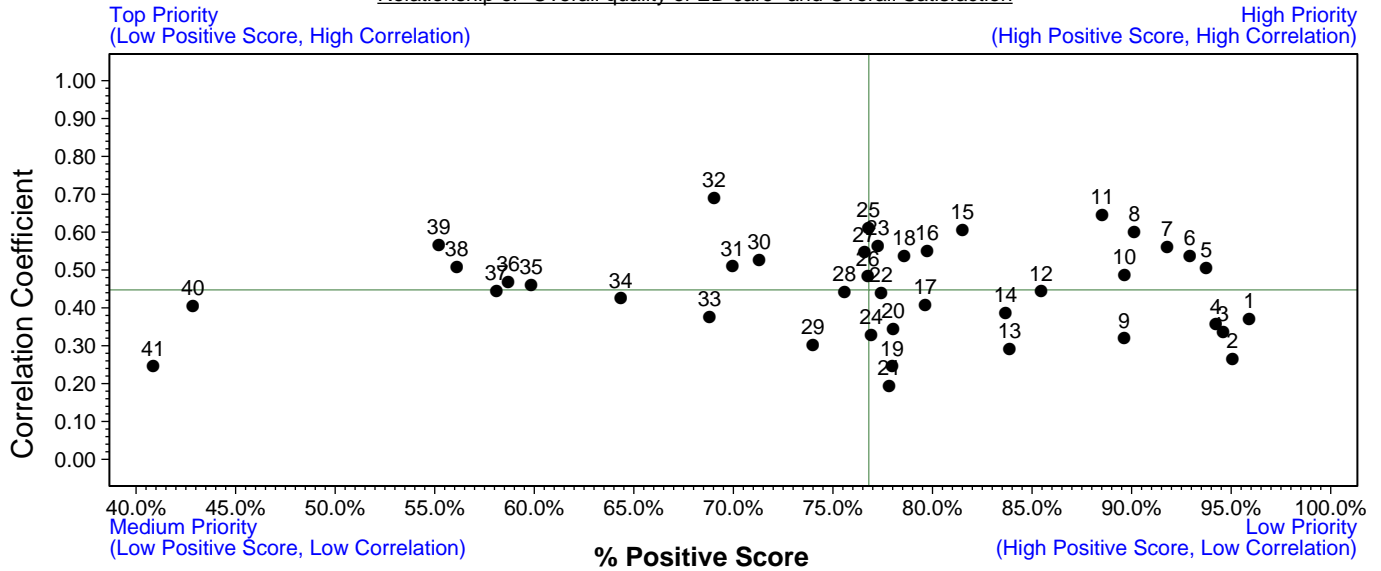
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# Emergency Department Patient Experience-Priority Matrix

Muskoka Algonquin Healthcare - Corporate  
Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

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



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

**Detail**

Previous Period	Highest correlation with "Overall quality of ED care"	Correlation Coefficient	n size
	<b>% Positive Score</b>		
	Received all ED services needed 69.0%	0.691	226
	ED got messages to family/friends 88.5%	0.646	61
	Confidence/trust in ED Drs 76.8%	0.612	224
	Dignity/respect by ED staff 81.5%	0.606	227

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, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

Previous Period	<i>Detail</i>	Correlation Coefficient	n size
	<i>% Positive Score</i>		
	Explanation of what ED did	0.601	223
	ED Nurse discussed fears/anxieties	0.566	125
	ED Dr answered questions understandably	0.564	189
	How well ED Drs/Nurses worked together	0.562	219
	Confidence/trust in ED Nurses	0.550	222
	Rate amt of time spent in ED	0.546	222
	Received needed help in ED	0.538	154
	Courtesy of ED staff	0.537	226
	Had enough say about ED care	0.527	223
	ED explained causes for problem understandably	0.510	223
	ED explained danger signals to watch for	0.508	221
	Courtesy of ED Drs	0.506	224
	Rate availability of ED nurses	0.487	222
	ED Nurses answered questions understandably	0.483	172
	ED Dr discussed fears/anxieties	0.469	138
	ED did all it could to control pain	0.461	132
	Waited too long to see ED Dr	0.445	222
	Amount of pain medicine received in ED	0.444	55
	Enough privacy during ED visit	0.443	217
	ED admission answered questions	0.440	186
	ED explained test results understandably	0.425	129
	Length of time waited to see ED Dr	0.408	221
	Explained reason for ED wait	0.406	140

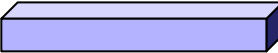
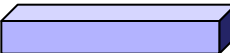


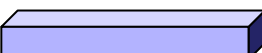
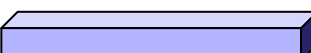
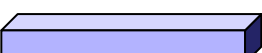

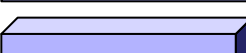

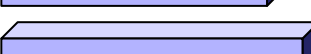



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher  $\uparrow$  or lower  $\downarrow$ .





## Emergency Department Patient Experience-Priority Matrix (continued)

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

Previous Period	<i>Detail</i>	Correlation Coefficient	n size
	<i>% Positive Score</i>		
	Did not wait too long for other ED Dr/ specialist 	0.387	49
	Knew who to call w/ questions when left ED 	0.377	218
	Courtesy of ED Nurses 	0.371	220
	Courtesy of the ED admit person 	0.357	225
	Waited too long to get ED test(s) completed 	0.345	132
	ED Dr talked as if patient wasn't there 	0.337	222
	ED explained reasons for tests understandably 	0.329	130
	ED explained how to take new medications 	0.319	212
	Cleanliness of ED 	0.302	223
	Time waited to talk to ED Nurse 	0.292	217
	ED Nurses talked as if patient wasn't there 	0.265	223
	One Dr in charge of ED care 	0.246	227
	Appt for treatment made before left ED 	0.246	93
	ED explained medication side effects 	0.194	212

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

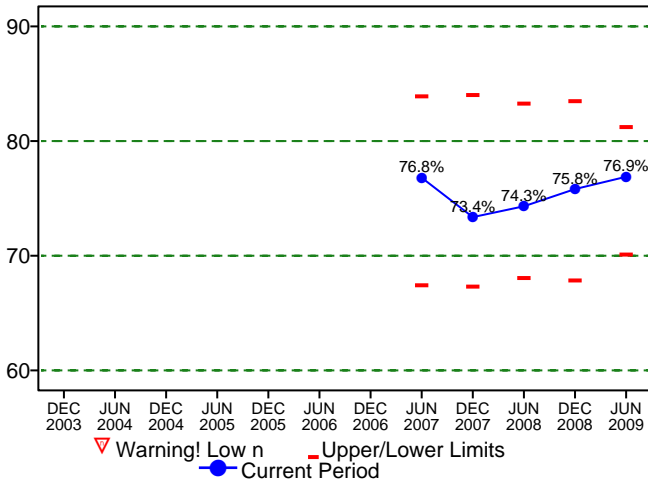


# Emergency Department Patient Experience-Performance Across Time

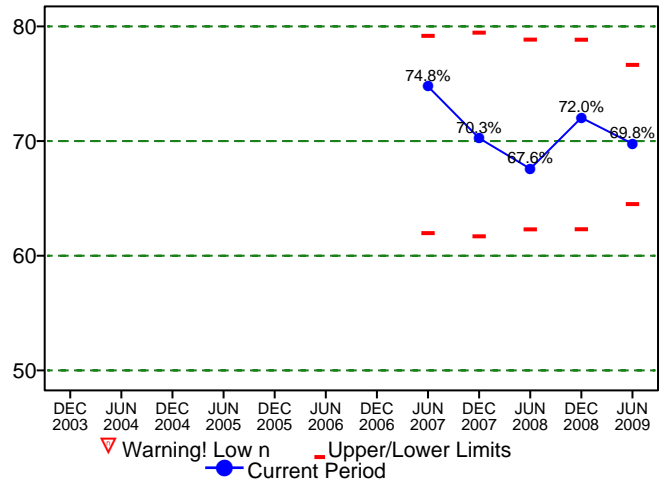
## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

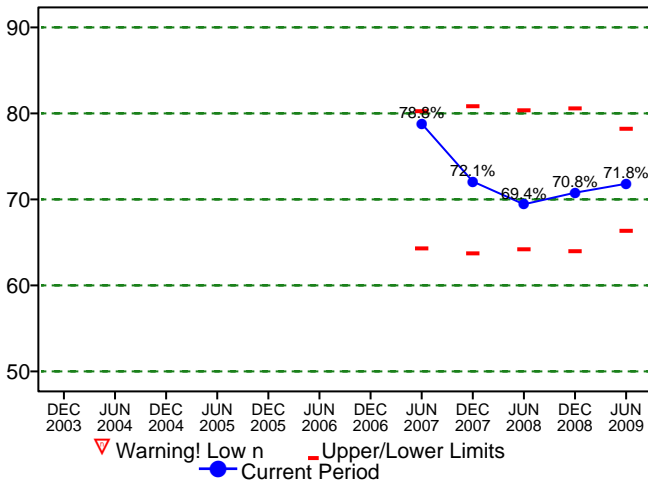
**Access and Coordination (ED Can)**  
% Positive Score



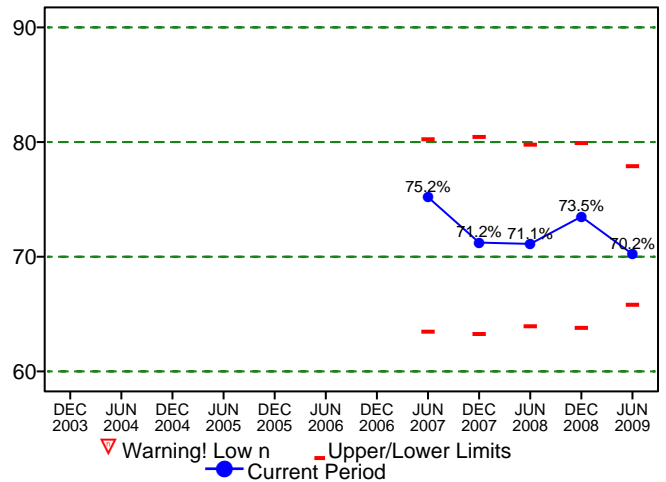
**Continuity and Transition (ED Can)**  
% Positive Score



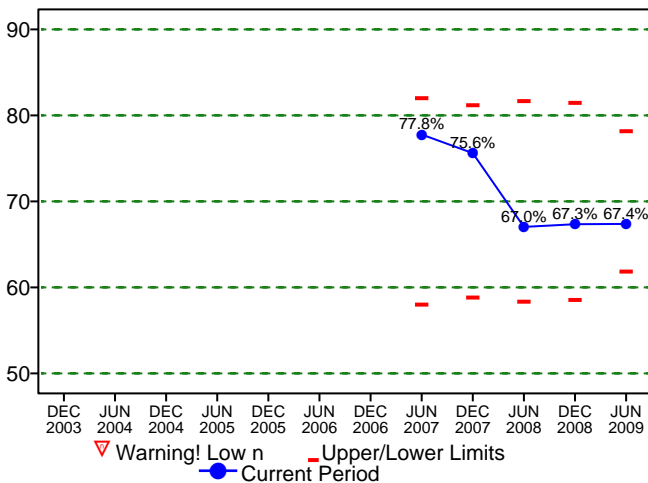
**Emotional Support (ED Can)**  
% Positive Score



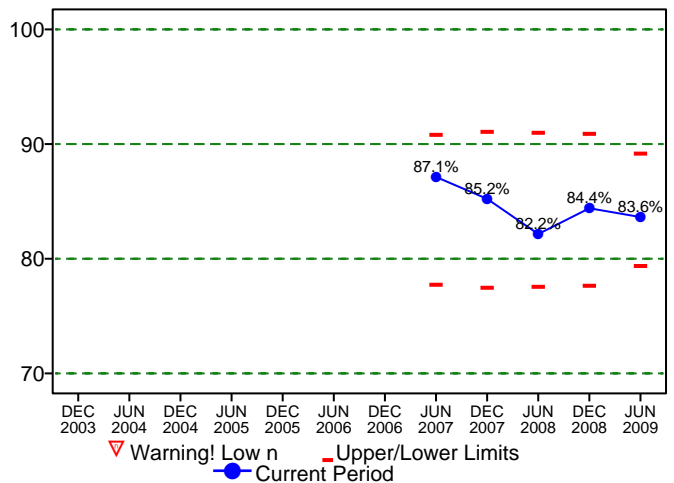
**Information and Education (ED Can)**  
% Positive Score



**Physical Comfort (ED Can)**  
% Positive Score



**Respect for Patient Preferences (ED Can)**  
% Positive Score



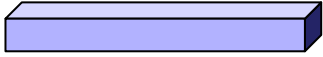
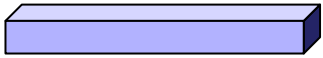
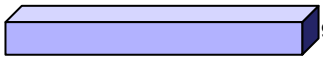
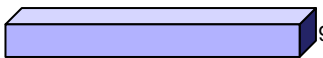

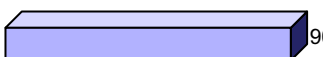
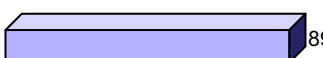



## Emergency Department Patient Experience-Highest Percent Positive (Strengths)



Muskoka Algonquin Healthcare - Corporate  
Apr 1, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

**Detail**

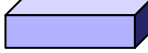

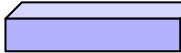
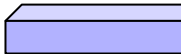


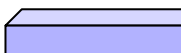
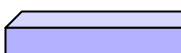
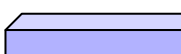

Previous Period	Items ranked in descending order by current score <i>% Positive Score</i>	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
	Courtesy of ED Nurses 	89.6% <b>↑</b>	89.2% <b>↑</b>	99.0% <b>↓</b>
	ED Nurses talked as if patient wasn't there 	86.0% <b>↑</b>	85.7% <b>↑</b>	96.0%
	ED Dr talked as if patient wasn't there 	88.8% <b>↑</b>	89.0% <b>↑</b>	98.0% <b>↓</b>
	Courtesy of the ED admit person 	89.0% <b>↑</b>	88.8% <b>↑</b>	100.0% <b>↓</b>
	Courtesy of ED Drs 	90.2%	89.6% <b>↑</b>	99.0% <b>↓</b>
	Courtesy of ED staff 	88.4% <b>↑</b>	87.7% <b>↑</b>	100.0% <b>↓</b>
	How well ED Drs/Nurses worked together 	89.3%	88.6%	99.4% <b>↓</b>
	Explanation of what ED did 	86.9%	86.2%	100.0% <b>↓</b>
	ED explained how to take new medications 	82.7% <b>↑</b>	82.2% <b>↑</b>	93.8% <b>↓</b>
	Rate availability of ED nurses 	79.6% <b>↑</b>	78.6% <b>↑</b>	98.3% <b>↓</b>

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, 2009 - Jun 30, 2009 (n=233, Response Rate= 40.9%)

<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>				
	Appt for treatment made before left ED 	44.8%	44.8%	64.9%↓
	Explained reason for ED wait 	30.5%↑	29.8%↑	63.8%↓
	ED Nurse discussed fears/anxieties 	43.7%↑	43.0%↑	69.2%↓
	ED explained danger signals to watch for 	50.1%	49.0%↑	70.5%↓
	Waited too long to see ED Dr 	48.2%↑	47.3%↑	80.9%↓
	ED Dr discussed fears/anxieties 	57.4%	56.7%	75.6%↓
	ED did all it could to control pain 	51.2%↑	50.1%↑	80.0%↓
	ED explained test results understandably 	64.8%	63.6%	86.8%↓
	Knew who to call w/ questions when left ED 	61.8%↑	61.2%↑	84.6%↓
	Received all ED services needed 	62.4%↑	61.6%↑	89.2%↓

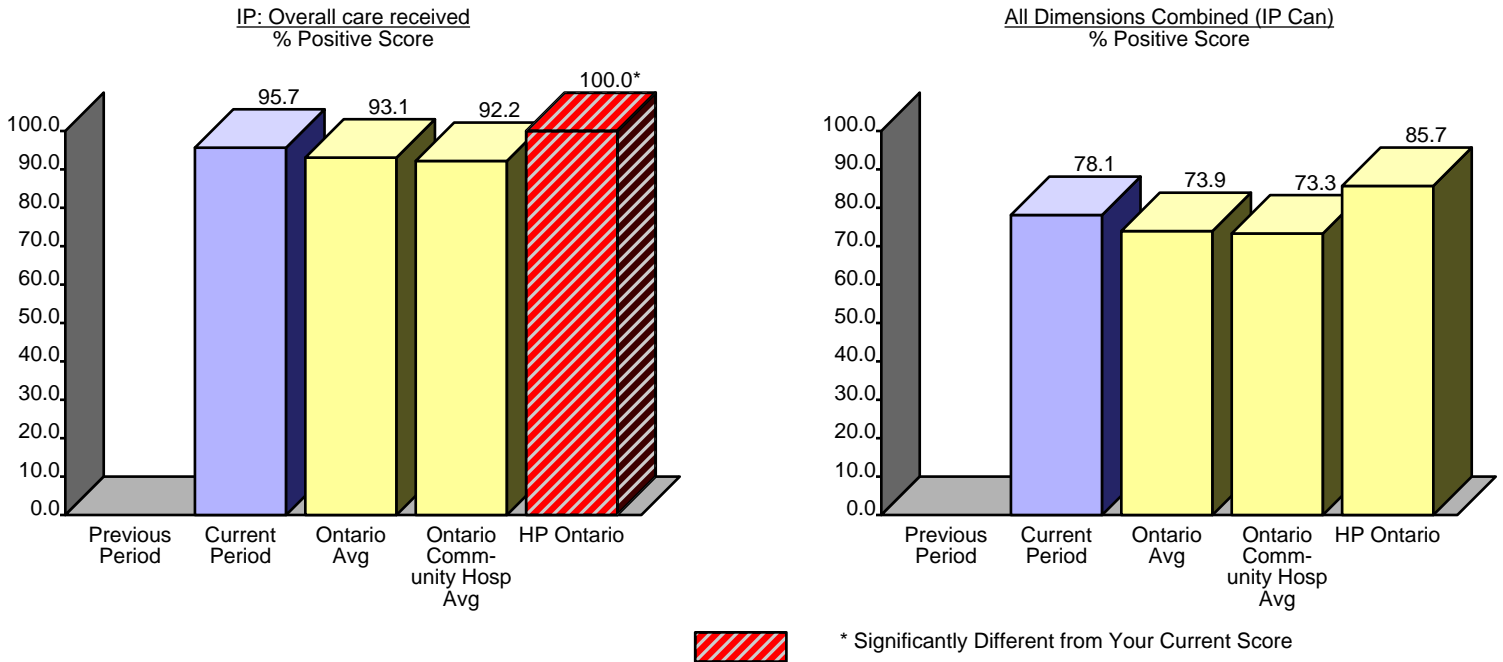
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



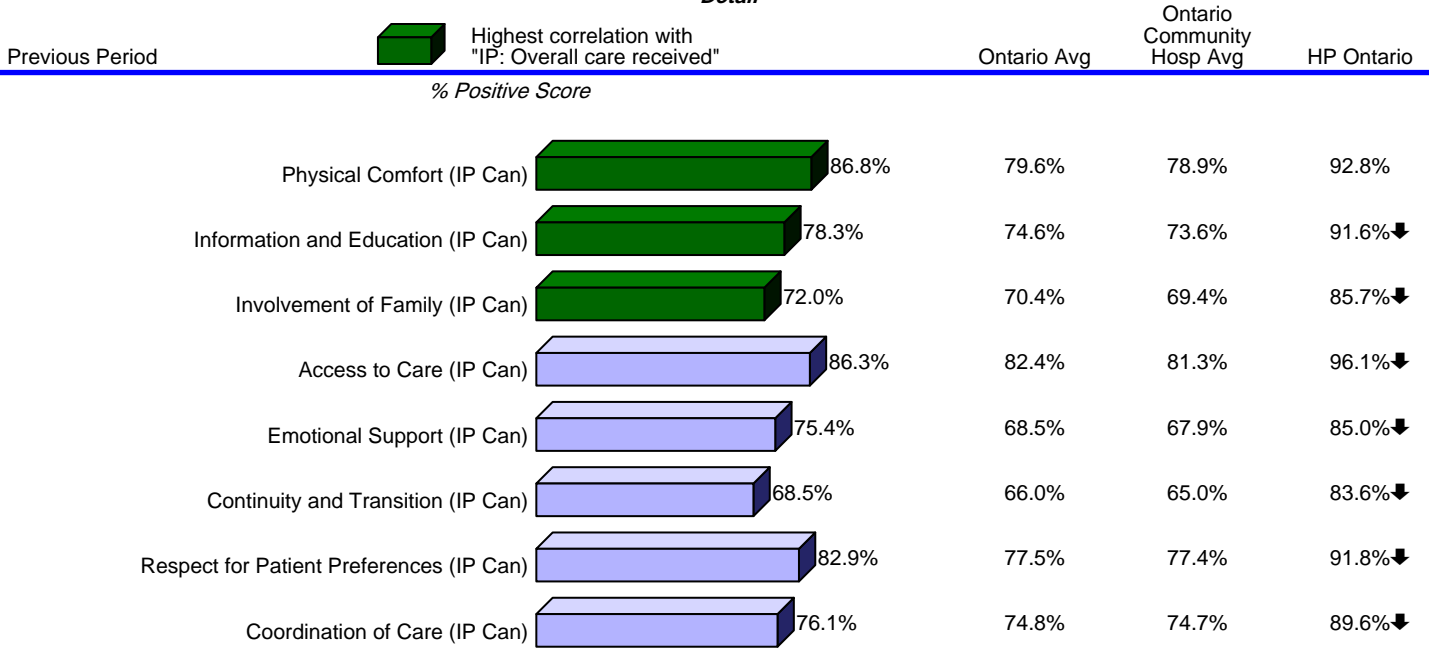
# Acute Care Patient Experience-All Dimensions and Overall Ratings

## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)



**Detail**



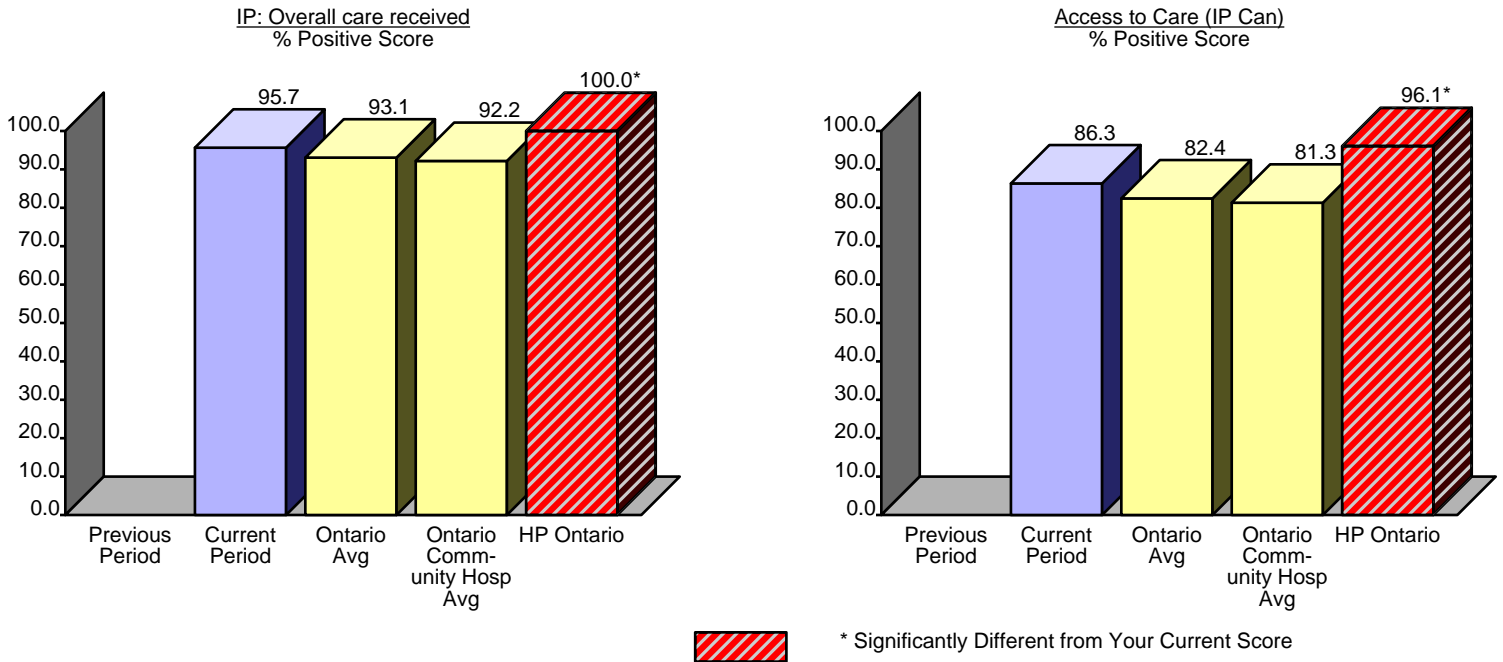
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 Your current score is: higher ↑ or lower ↓.



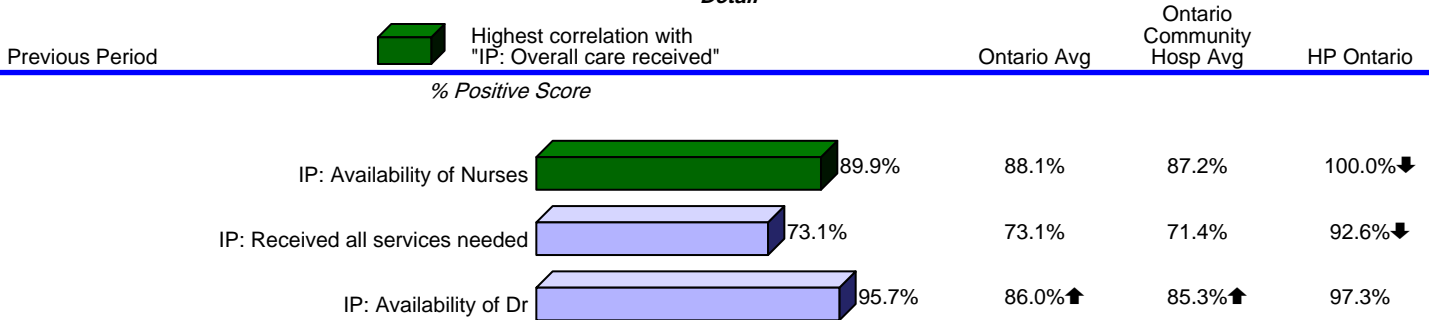
## Acute Care Patient Experience-Access

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)



**Detail**



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

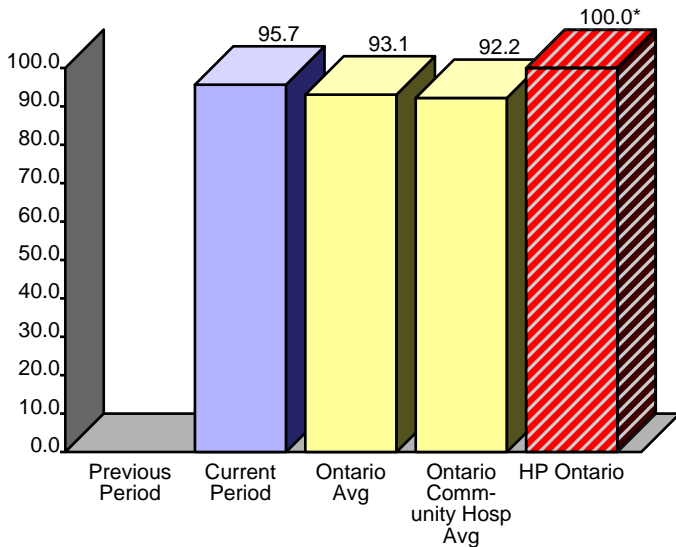


## Acute Care Patient Experience-Continuity and Transition

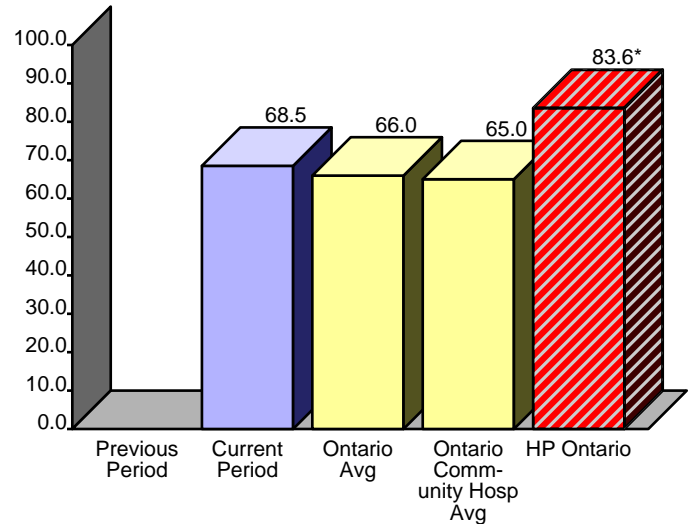
### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)

**IP: Overall care received**  
% Positive Score



**Continuity and Transition (IP Can)**  
% Positive Score



\* Significantly Different from Your Current Score

#### Detail

Previous Period	Highest correlation with "IP: Overall care received" % Positive Score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
-----------------	--	-------------	----------------------------	------------

IP: Knew who to call w/ questions	86.6%	79.7%	79.1%	96.9%↓
IP: Discussed when to resume normal activities	44.1%	51.2%	49.7%	78.0%↓
IP: Discussed purpose of home meds	83.0%	78.8%	78.6%	97.4%↓
IP: Discussed medication side effects	69.8%	63.5%	63.6%	83.8%↓
IP: Discussed danger signals to watch for	60.0%	58.0%	55.9%	78.6%↓

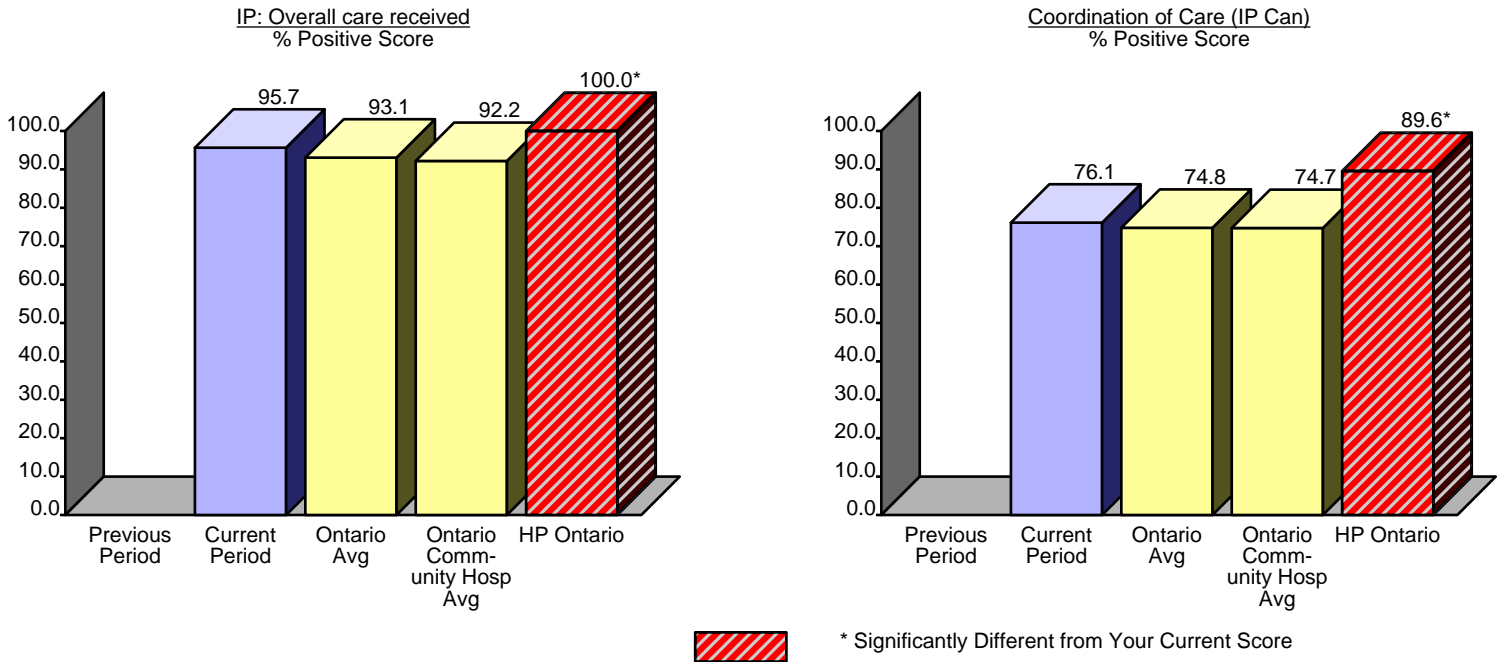
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



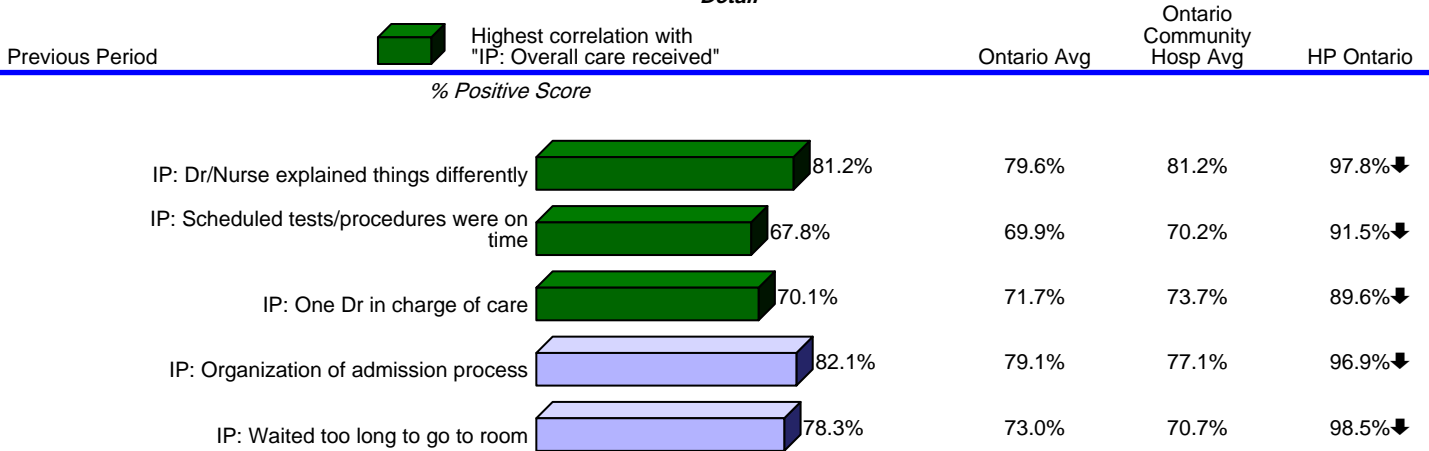
## Acute Care Patient Experience-Coordination of Care

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)



**Detail**



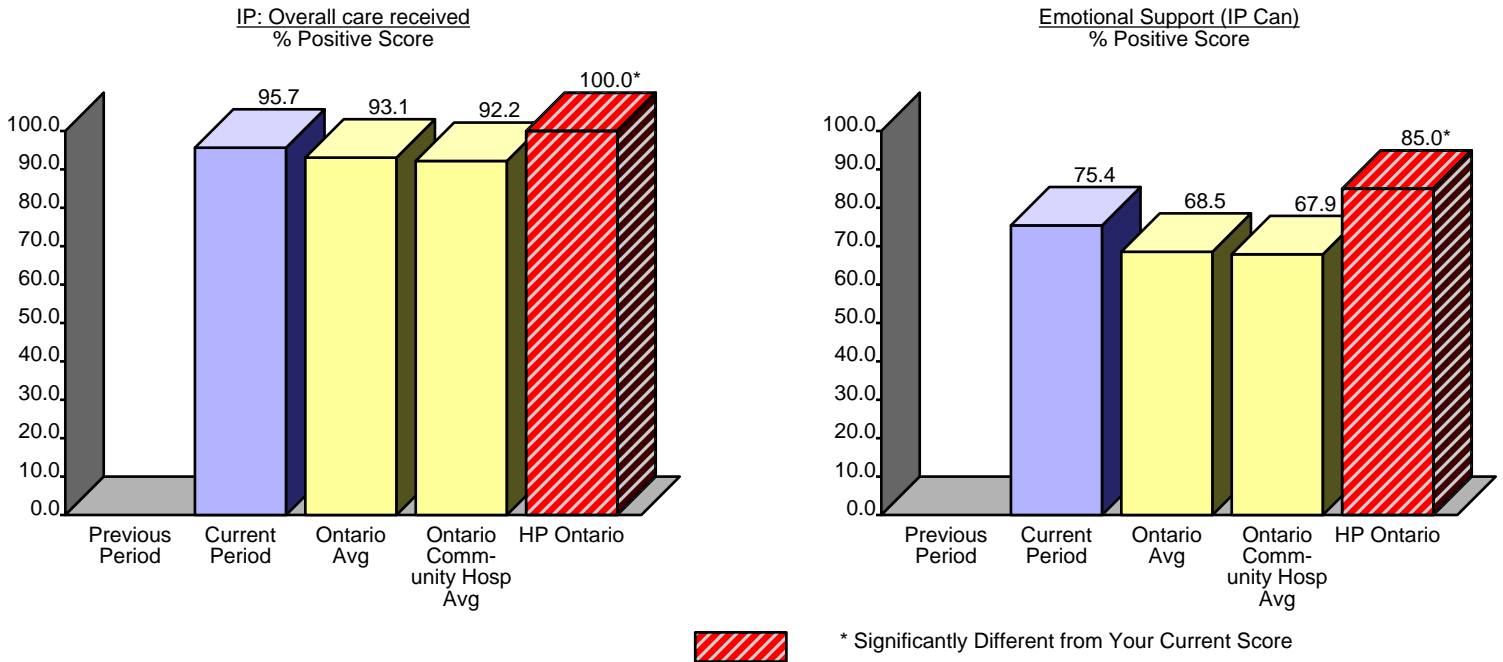
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



## Acute Care Patient Experience-Emotional Support

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)



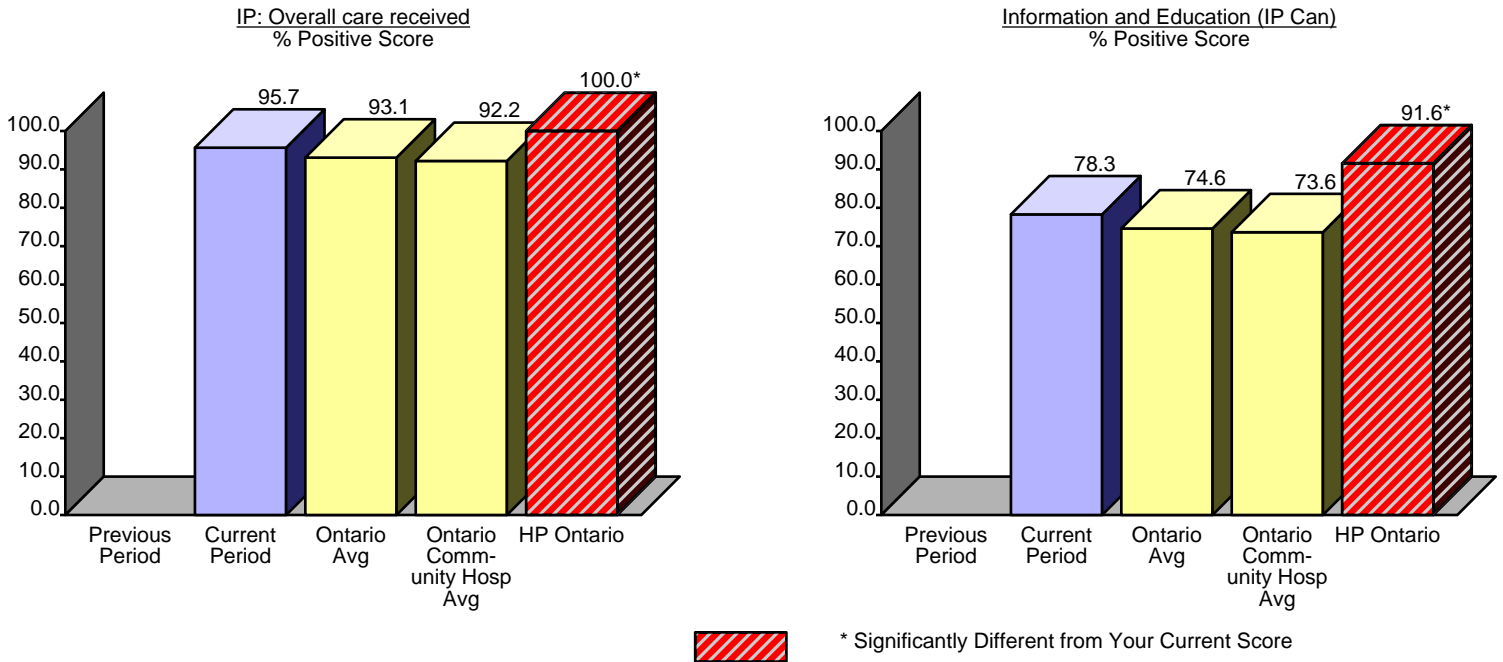
**Detail**

	Highest correlation with "IP: Overall care received" % Positive Score			
Previous Period		Ontario Avg	Ontario Community Hosp Avg	HP Ontario
IP: Ease of finding someone to talk to	66.2%	62.3%	62.1%	90.0%↓
IP: Confidence/trust in Nurses	80.6%	73.3%	73.5%	92.6%↓
IP: Nurse discussed anxieties/fears	63.3%	55.1%	54.7%	77.8%↓
IP: Dr discussed anxieties/fears	75.0%	64.4%	62.9%	81.8%
IP: Confidence/trust in Drs	88.4%	82.8%	81.3%	94.1%↓

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-Information and Education  
 Muskoka Algonquin Healthcare - Corporate  
 Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)



Detail

Item	Current Score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
IP: Nurse answered questions understandably	77.4%	69.7%	69.4%	92.1%↓
IP: Explained test results understandably	68.3%	68.4%	67.1%	87.2%↓
IP: Dr answered questions understandably	78.7%	73.1%	72.1%	90.0%↓
IP: Explained reason for wait in going to room	89.7%	87.2%	85.7%	100.0%↓

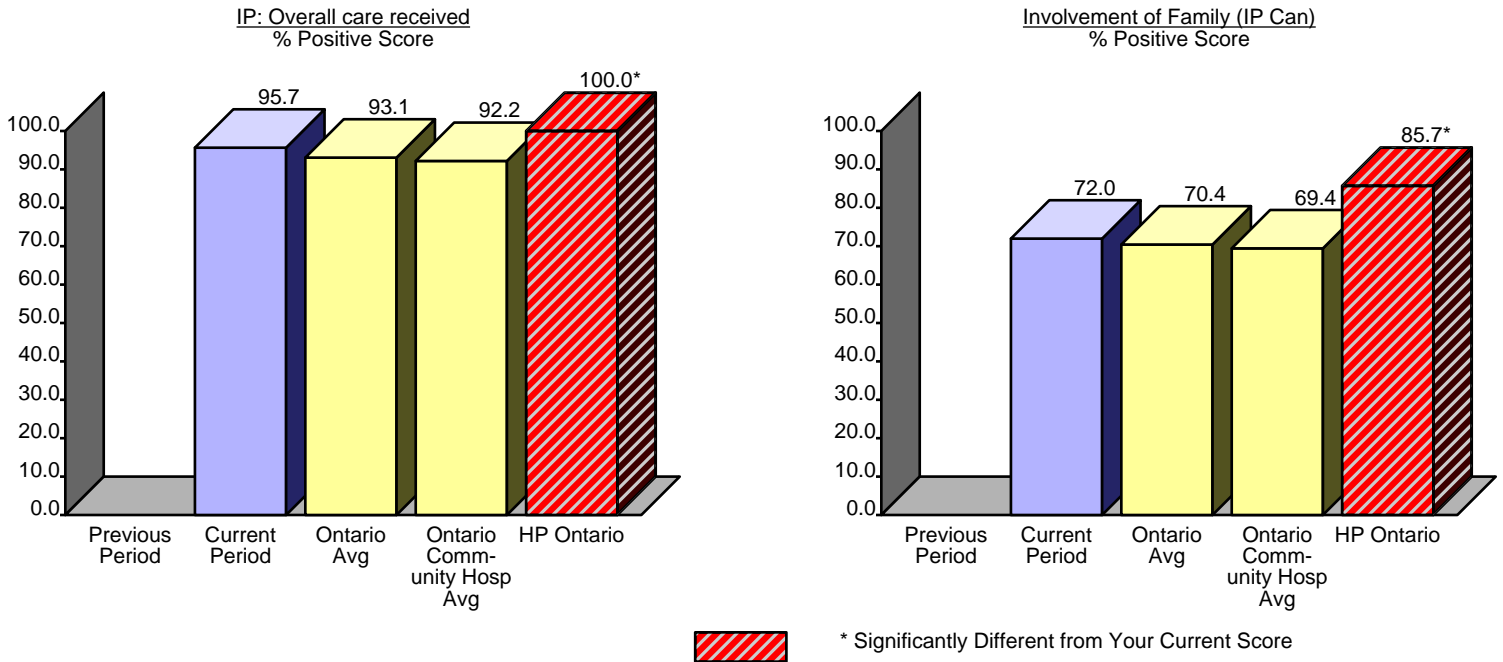
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 Your current score is: higher ↑ or lower ↓.



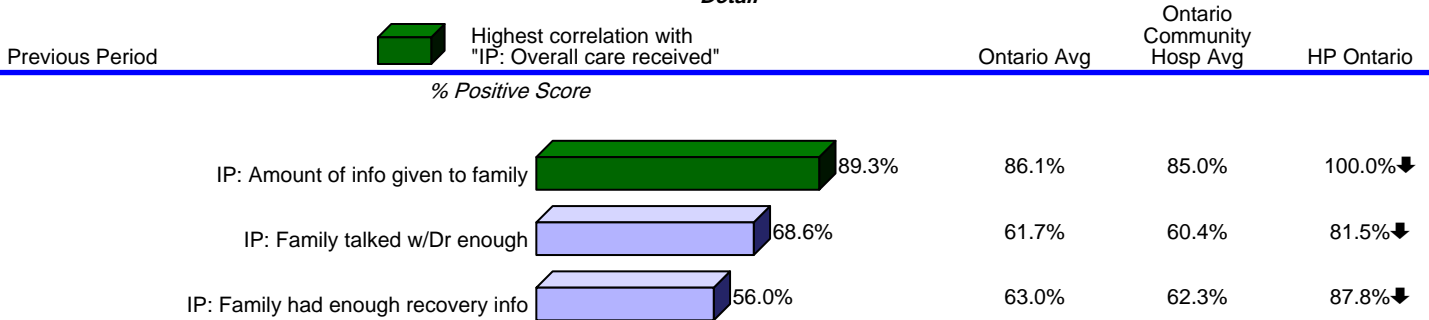
## Acute Care Patient Experience-Involvement of Family

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)



**Detail**



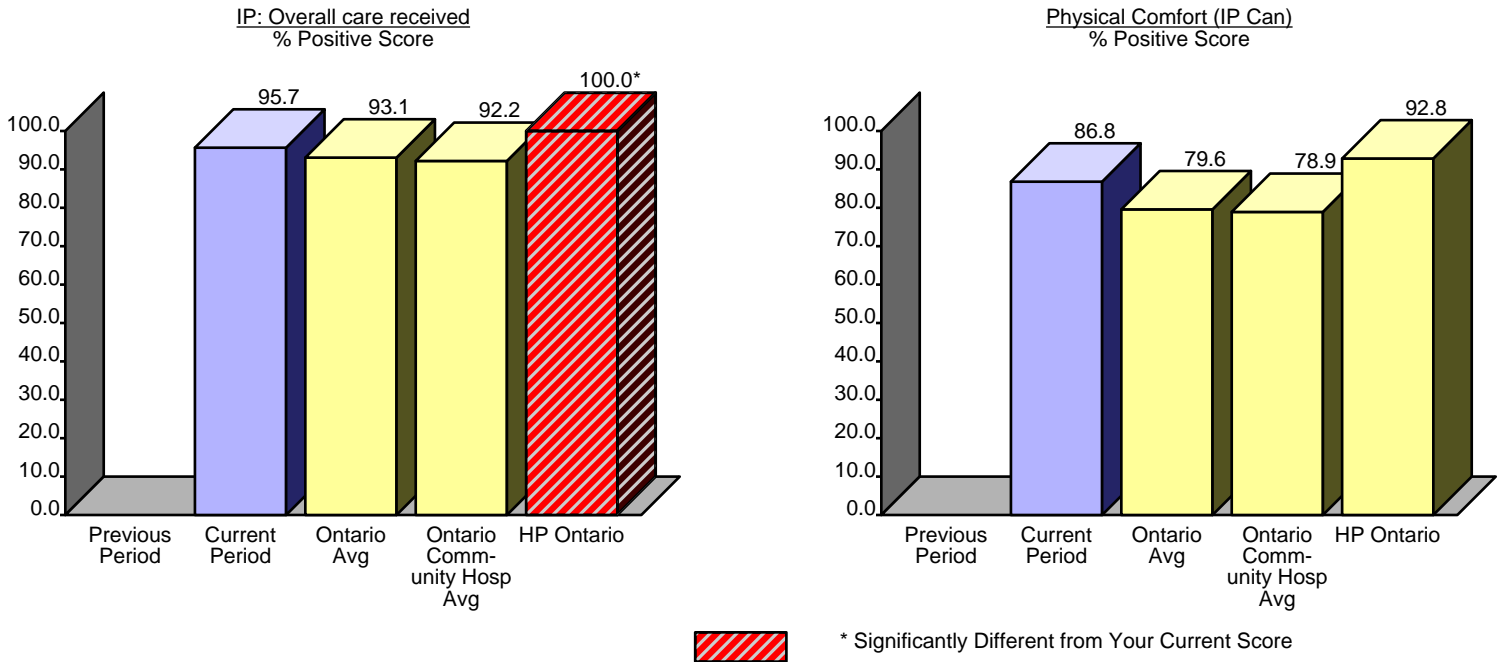
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



## Acute Care Patient Experience-Physical Comfort

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)



**Detail**

	Highest correlation with "IP: Overall care received" % Positive Score			
Previous Period		Ontario Avg	Ontario Community Hosp Avg	HP Ontario
IP: Minutes taken to get pain medicine	90.9%	88.1%	86.9%	100.0%↓
IP: Did everything to control pain	80.5%	77.8%	76.2%	92.9%↓
IP: Wait time after call button reasonable	81.3%	61.5%↑	61.5%↑	89.4%
IP: Minutes for help after call button	97.9%	94.5%	94.1%	100.0%↓
IP: Got bathroom help in time	75.6%	67.8%	67.1%	87.5%↓
IP: Amount of pain medicine received	94.9%	91.5%	91.1%	100.0%↓

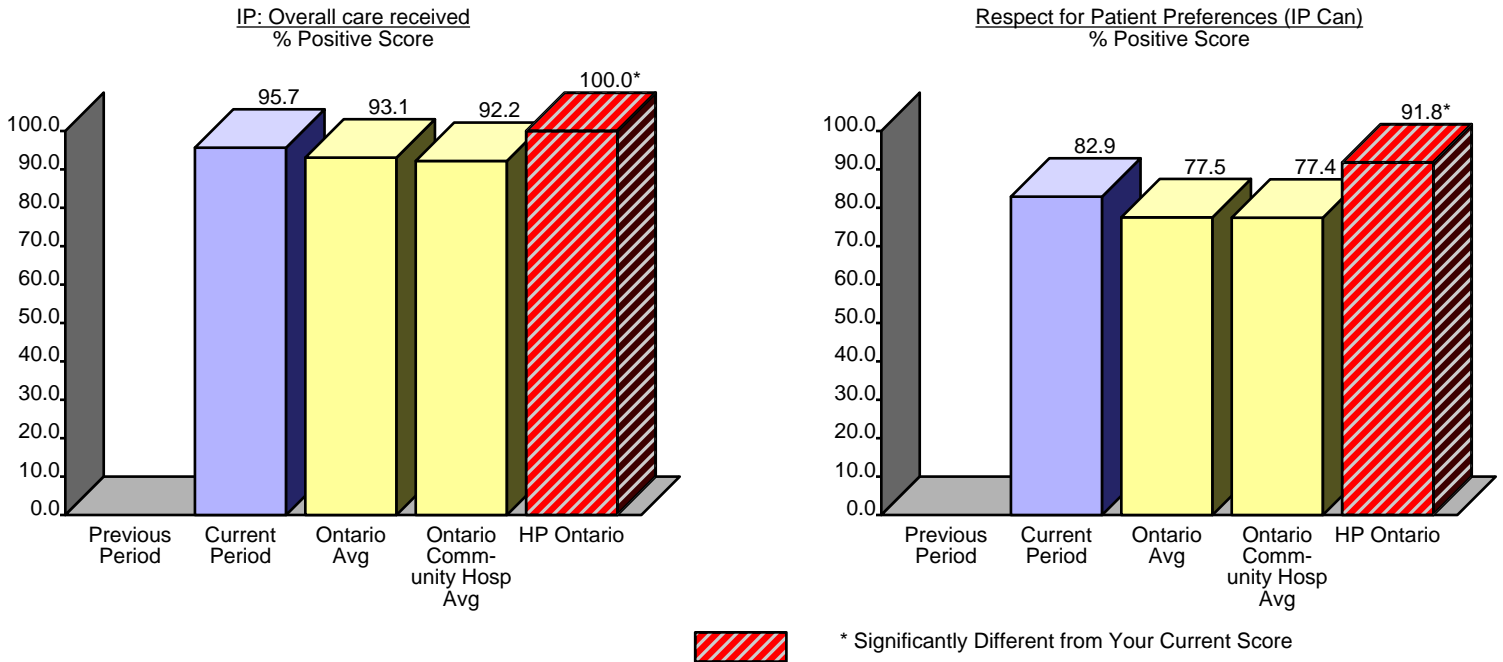
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



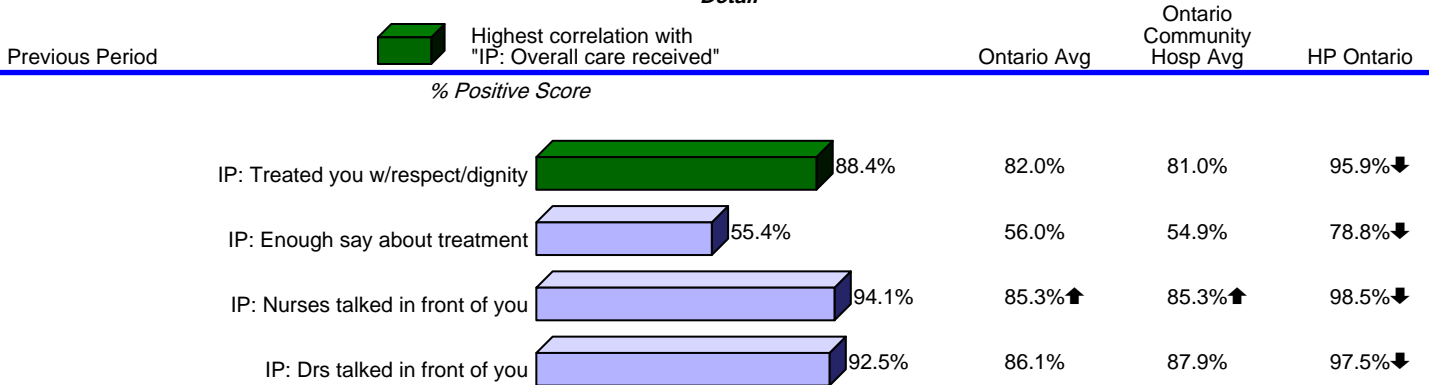
## Acute Care Patient Experience-Respect for Patient Preferences

### Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)



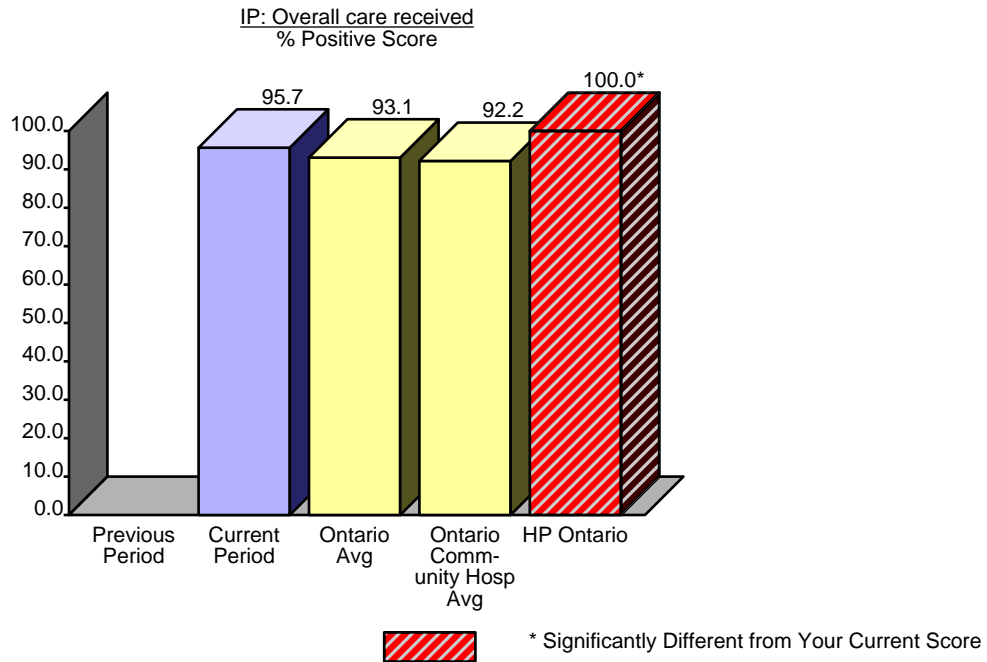
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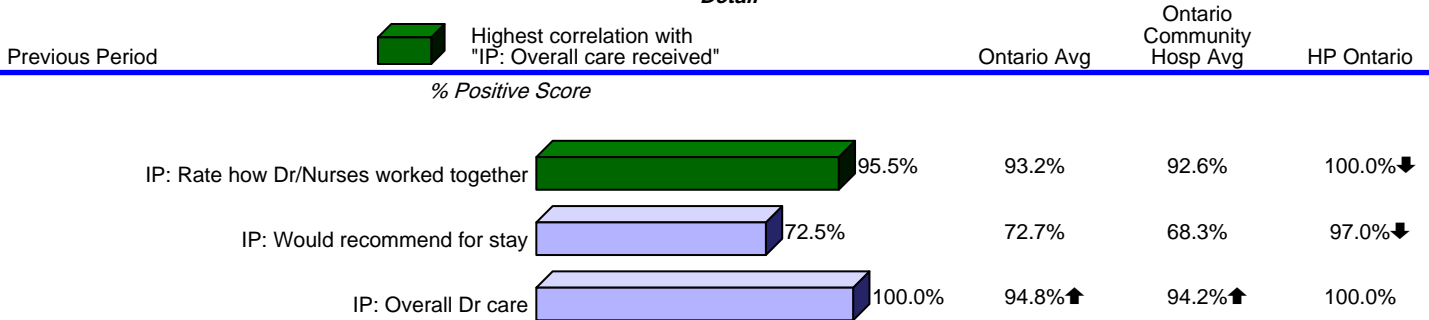
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



**Acute Care Patient Experience-Overall Impressions**  
**Muskoka Algonquin Healthcare - Corporate**  
**Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)**



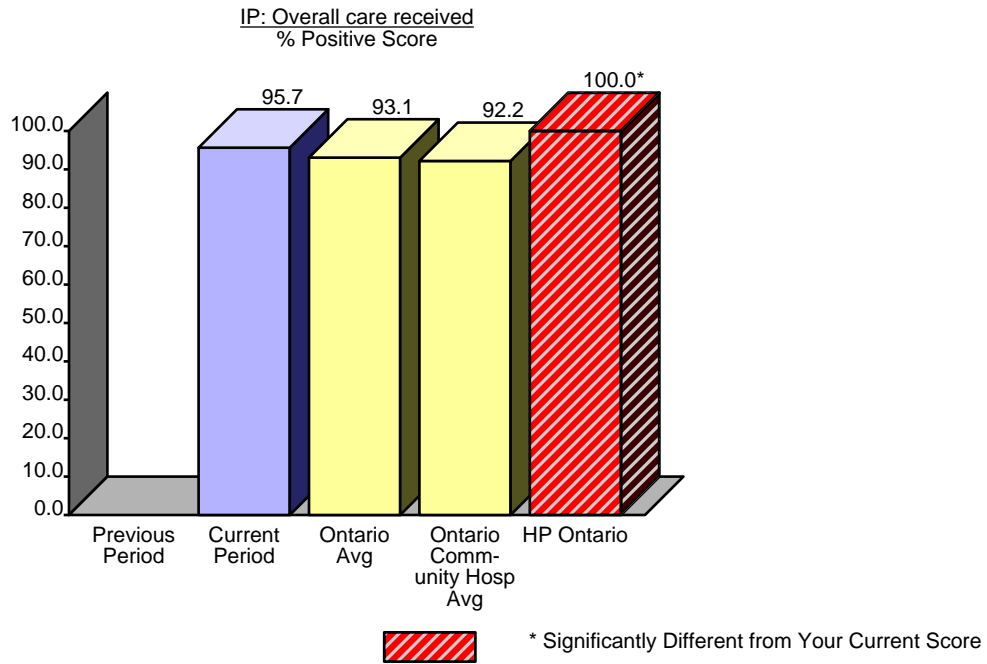
**Detail**



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-Courtesy  
 Muskoka Algonquin Healthcare - Corporate  
 Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)



Detail

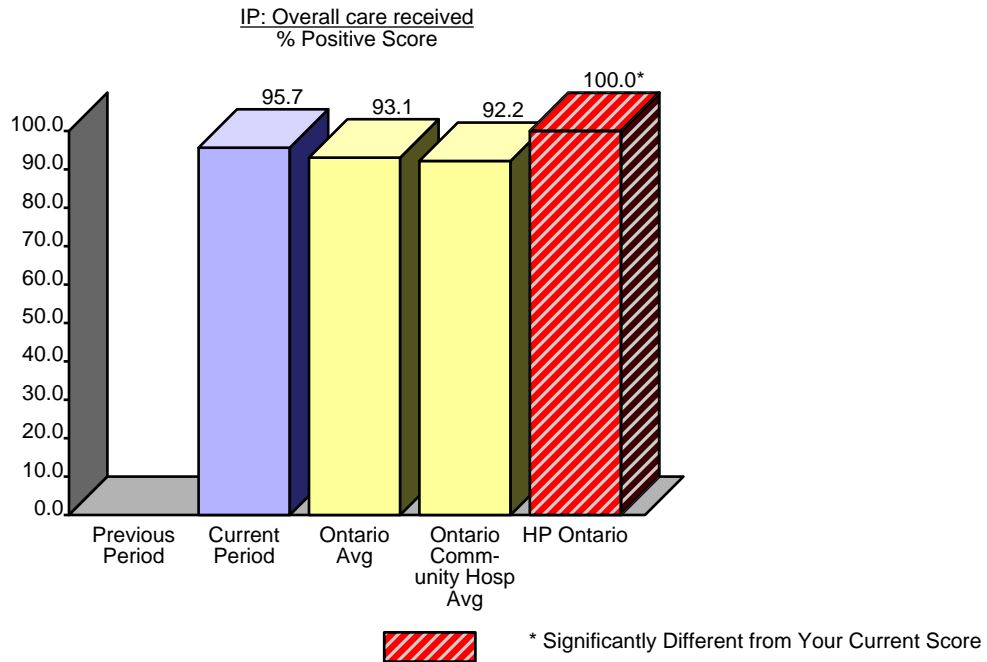
Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
	IP: Courtesy of Nurses	95.6%	93.6%	93.2%
	IP: Courtesy of admission	98.5%	95.3%	94.6%
	IP: Courtesy of Dr	100.0%	95.9%	95.4%

↓ indicates statistically significant difference from current score.

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, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)**



**Detail**

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Community Hosp Avg	HP Ontario
	<i>% Positive Score</i>			
IP: Condition of room/hospital environment	88.1%	83.8%	82.6%	97.5%↓
IP: Overall quality of food	80.0%	61.3%↑	61.8%↑	90.0%↓

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-Highest Percent Positive (Strengths)  
 Muskoka Algonquin Healthcare - Corporate  
 Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)

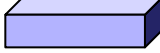
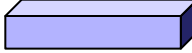
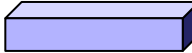




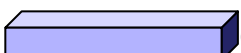
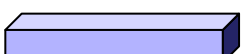

<i>Detail</i>					
Previous Period	Items ranked in descending order by current score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario	
<i>% Positive Score</i>					
	IP: Courtesy of Dr	100.0%	95.9%	95.4%	100.0%
	IP: Overall Dr care	100.0%	94.8% <b>↑</b>	94.2% <b>↑</b>	100.0%
	IP: Courtesy of admission	98.5%	95.3%	94.6%	100.0% <b>↓</b>
	IP: Minutes for help after call button	97.9%	94.5%	94.1%	100.0% <b>↓</b>
	IP: Availability of Dr	95.7%	86.0% <b>↑</b>	85.3% <b>↑</b>	97.3%
	IP: Courtesy of Nurses	95.6%	93.6%	93.2%	100.0% <b>↓</b>
	IP: Rate how Dr/Nurses worked together	95.5%	93.2%	92.6%	100.0% <b>↓</b>
	IP: Amount of pain medicine received	94.9%	91.5%	91.1%	100.0% <b>↓</b>
	IP: Nurses talked in front of you	94.1%	85.3% <b>↑</b>	85.3% <b>↑</b>	98.5% <b>↓</b>
	IP: Drs talked in front of you	92.5%	86.1%	87.9%	97.5% <b>↓</b>

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, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)

<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>					
	IP: Discussed when to resume normal activities 	44.1%	51.2%	49.7%	78.0%↓
	IP: Enough say about treatment 	55.4%	56.0%	54.9%	78.8%↓
	IP: Family had enough recovery info 	56.0%	63.0%	62.3%	87.8%↓
	IP: Discussed danger signals to watch for 	60.0%	58.0%	55.9%	78.6%↓
	IP: Nurse discussed anxieties/fears 	63.3%	55.1%	54.7%	77.8%↓
	IP: Ease of finding someone to talk to 	66.2%	62.3%	62.1%	90.0%↓
	IP: Scheduled tests/procedures were on time 	67.8%	69.9%	70.2%	91.5%↓
	IP: Explained test results understandably 	68.3%	68.4%	67.1%	87.2%↓
	IP: Family talked w/Dr enough 	68.6%	61.7%	60.4%	81.5%↓
	IP: Discussed medication side effects 	69.8%	63.5%	63.6%	83.8%↓

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

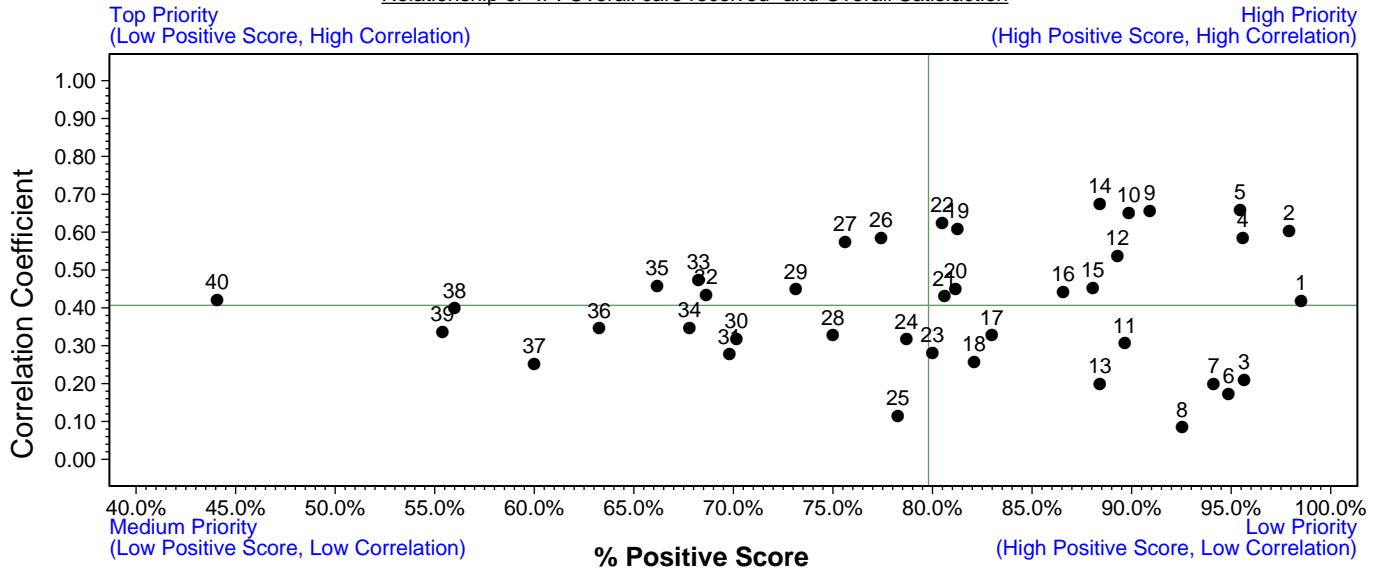


# Acute Care Patient Experience-Priority Matrix

## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)

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



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

**Detail**

Previous Period	Highest correlation with "IP: Overall care received"	Correlation Coefficient	n size
	IP: Treated you w/respect/dignity 88.4%	0.675	69
	IP: Rate how Dr/Nurses worked together 95.5%	0.659	66
	IP: Minutes taken to get pain medicine 90.9%	0.657	33
	IP: Availability of Nurses 89.9%	0.651	69
	IP: Did everything to control pain 80.5%	0.624	41

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, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)

Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
	IP: Wait time after call button reasonable	0.608	48
	IP: Minutes for help after call button	0.604	48
	IP: Nurse answered questions understandably	0.585	62
	IP: Courtesy of Nurses	0.585	68
	IP: Got bathroom help in time	0.574	41
	IP: Amount of info given to family	0.538	56
	IP: Explained test results understandably	0.474	63
	IP: Ease of finding someone to talk to	0.458	68
	IP: Condition of room/hospital environment	0.453	67
	IP: Dr/Nurse explained things differently	0.450	69
	IP: Received all services needed	0.449	67
	IP: Knew who to call w/ questions	0.442	67
	IP: Family talked w/Dr enough	0.434	51
	IP: Confidence/trust in Nurses	0.431	67
	IP: Discussed when to resume normal activities	0.422	59
	IP: Courtesy of admission	0.418	67
	IP: Family had enough recovery info	0.399	50
	IP: Scheduled tests/procedures were on time	0.347	59
	IP: Nurse discussed anxieties/fears	0.346	49
	IP: Enough say about treatment	0.337	65
	IP: Discussed purpose of home meds	0.328	47
	IP: Dr discussed anxieties/fears	0.328	48
	IP: One Dr in charge of care	0.318	67

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Acute Care Patient Experience-Priority Matrix (continued)  
 Muskoka Algonquin Healthcare - Corporate  
 Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)

Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
	IP: Dr answered questions understandably	0.317	61
	IP: Explained reason for wait in going to room	0.306	58
	IP: Overall quality of food	0.281	60
	IP: Discussed medication side effects	0.277	53
	IP: Organization of admission process	0.258	67
	IP: Discussed danger signals to watch for	0.252	60
	IP: Availability of Dr	0.211	69
	IP: Confidence/trust in Drs	0.200	69
	IP: Nurses talked in front of you	0.200	68
	IP: Amount of pain medicine received	0.173	39
	IP: Waited too long to go to room	0.115	69
	IP: Drs talked in front of you	0.085	67
	IP: Overall Dr care		69
	IP: Courtesy of Dr		68

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 Your current score is: higher ↑ or lower ↓.

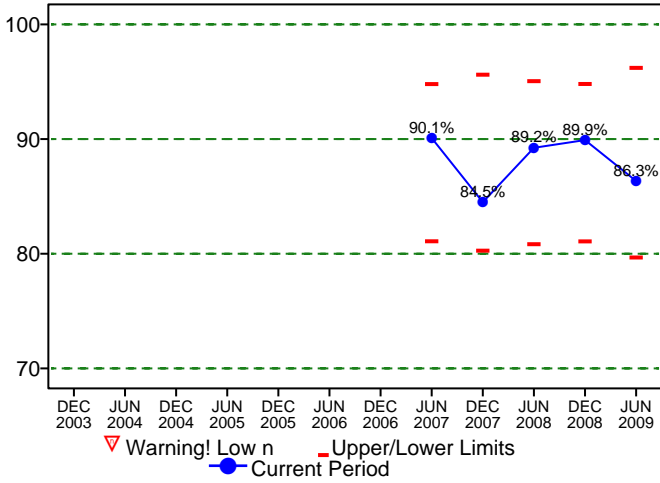


# Acute Care Patient Experience-Performance Across Time

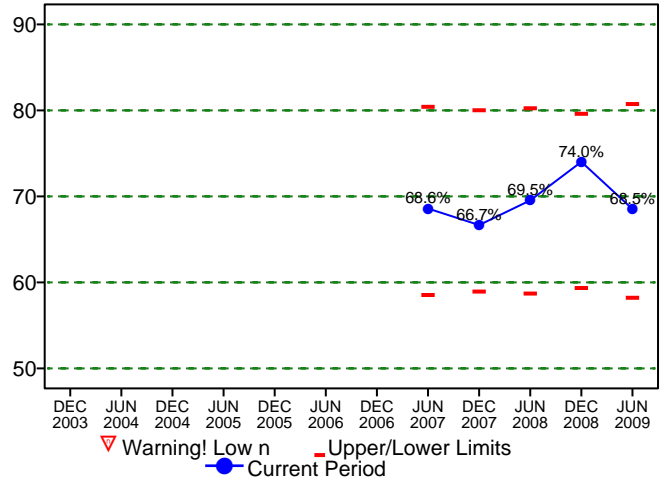
## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)

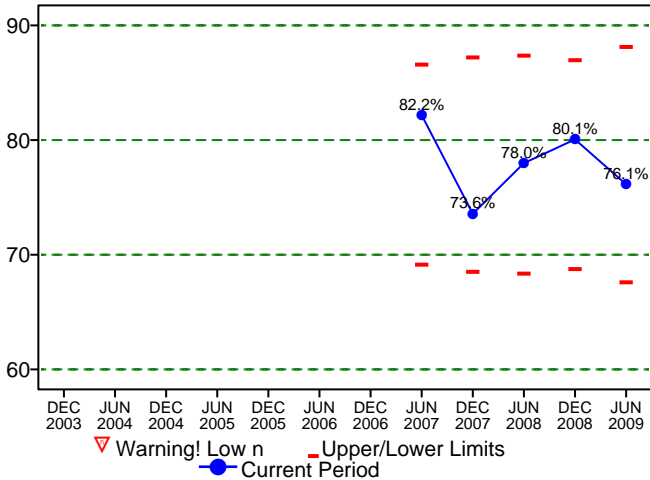
**Access to Care (IP Can)**  
% Positive Score



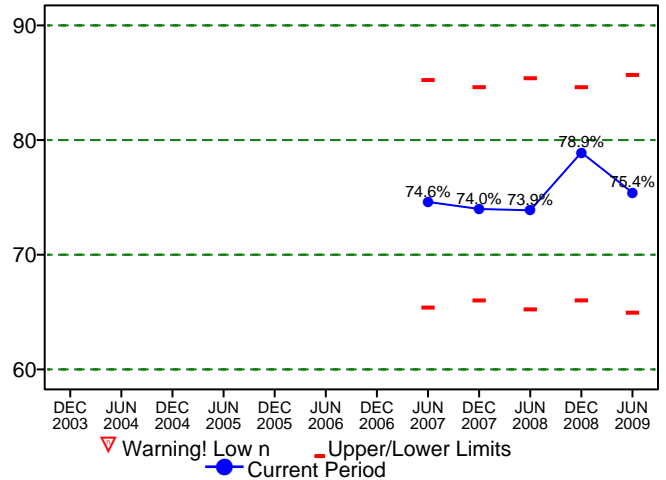
**Continuity and Transition (IP Can)**  
% Positive Score



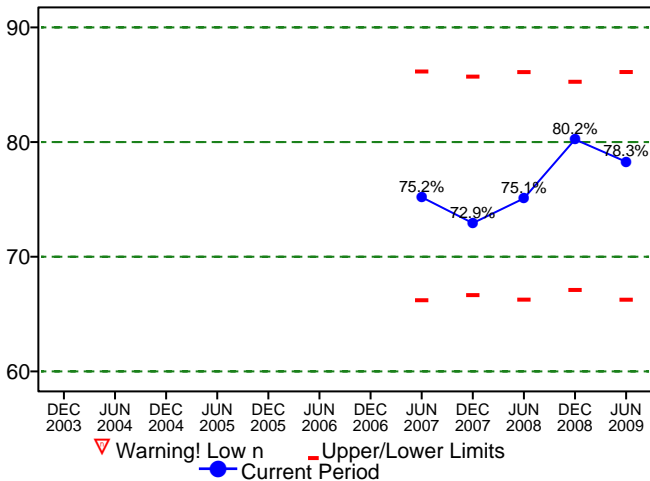
**Coordination of Care (IP Can)**  
% Positive Score



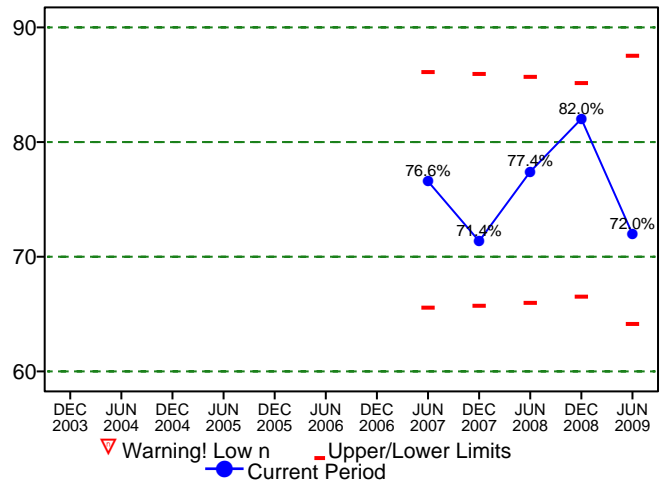
**Emotional Support (IP Can)**  
% Positive Score



**Information and Education (IP Can)**  
% Positive Score



**Involvement of Family (IP Can)**  
% Positive Score



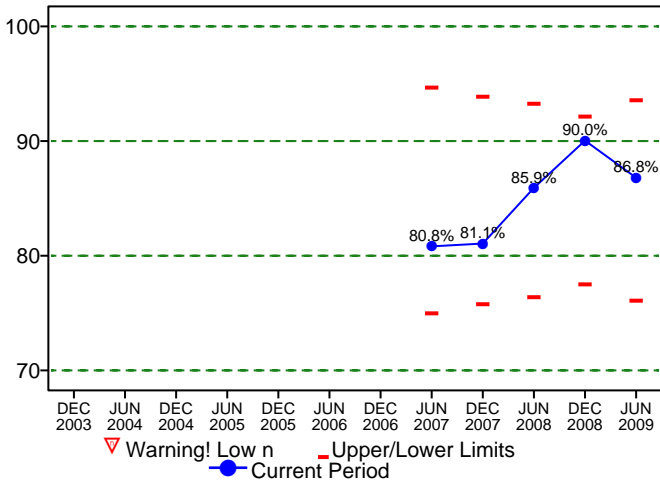


# Acute Care Patient Experience-Performance Across Time

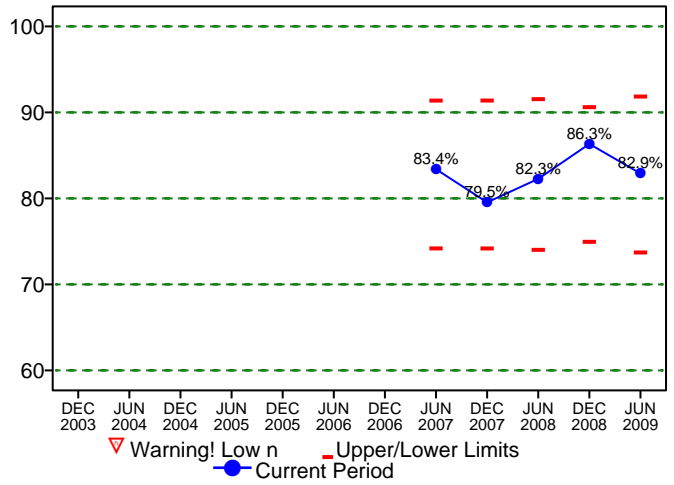
## Muskoka Algonquin Healthcare - Corporate

Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)

Physical Comfort (IP Can)  
% Positive Score



Respect for Patient Preferences (IP Can)  
% Positive Score





**Acute Care Patient Experience-Highest Percent Positive (Strengths)**  
**Muskoka Algonquin Healthcare - Corporate**  
**Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)**

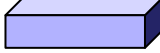

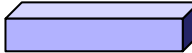
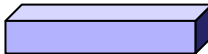


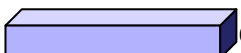
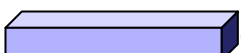
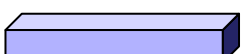

<i>Detail</i>					
Previous Period	Items ranked in descending order by current score	Ontario Avg	Ontario Community Hosp Avg	HP Ontario	
<i>% Positive Score</i>					
	IP: Courtesy of Dr	100.0%	95.9%	95.4%	100.0%
	IP: Overall Dr care	100.0%	94.8% <b>↑</b>	94.2% <b>↑</b>	100.0%
	IP: Courtesy of admission	98.5%	95.3%	94.6%	100.0% <b>↓</b>
	IP: Minutes for help after call button	97.9%	94.5%	94.1%	100.0% <b>↓</b>
	IP: Availability of Dr	95.7%	86.0% <b>↑</b>	85.3% <b>↑</b>	97.3%
	IP: Courtesy of Nurses	95.6%	93.6%	93.2%	100.0% <b>↓</b>
	IP: Rate how Dr/Nurses worked together	95.5%	93.2%	92.6%	100.0% <b>↓</b>
	IP: Amount of pain medicine received	94.9%	91.5%	91.1%	100.0% <b>↓</b>
	IP: Nurses talked in front of you	94.1%	85.3% <b>↑</b>	85.3% <b>↑</b>	98.5% <b>↓</b>
	IP: Drs talked in front of you	92.5%	86.1%	87.9%	97.5% <b>↓</b>

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 Your current score is: higher **↑** or lower **↓**.

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



Muskoka Algonquin Healthcare - Corporate  
 Apr 1, 2009 - Jun 30, 2009 (n=69, Response Rate= 48.3%)

<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>					
	IP: Discussed when to resume normal activities 	44.1%	51.2%	49.7%	78.0%↓
	IP: Enough say about treatment 	55.4%	56.0%	54.9%	78.8%↓
	IP: Family had enough recovery info 	56.0%	63.0%	62.3%	87.8%↓
	IP: Discussed danger signals to watch for 	60.0%	58.0%	55.9%	78.6%↓
	IP: Nurse discussed anxieties/fears 	63.3%	55.1%	54.7%	77.8%↓
	IP: Ease of finding someone to talk to 	66.2%	62.3%	62.1%	90.0%↓
	IP: Scheduled tests/procedures were on time 	67.8%	69.9%	70.2%	91.5%↓
	IP: Explained test results understandably 	68.3%	68.4%	67.1%	87.2%↓
	IP: Family talked w/Dr enough 	68.6%	61.7%	60.4%	81.5%↓
	IP: Discussed medication side effects 	69.8%	63.5%	63.6%	83.8%↓

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 Your current score is: higher ↑ or lower ↓.