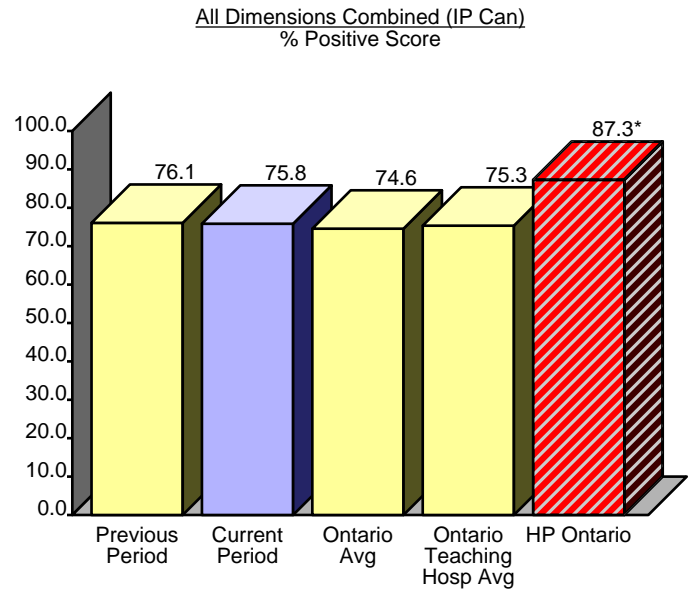
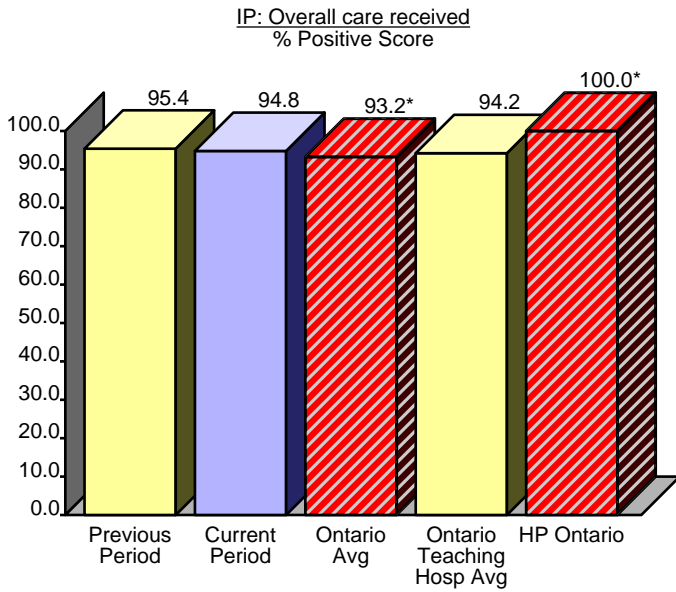




# Acute Care Patient Experience-All Dimensions and Overall Ratings

## London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



\* Significantly Different from Your Current Score

**Detail**

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
86.1%	Access to Care (IP Can) 85.6%	83.3% <b>↑</b>	84.8%	95.5% <b>↓</b>	0.513
71.3%	Emotional Support (IP Can) 71.9%	69.1% <b>↑</b>	70.0%	85.6% <b>↓</b>	0.453
77.0%	Information and Education (IP Can) 75.9%	75.1%	76.7%	88.7% <b>↓</b>	0.412
73.6%	Involvement of Family (IP Can) 73.7%	72.1%	74.0%	85.7% <b>↓</b>	0.393
78.3%	Respect for Patient Preferences (IP Can) 79.3%	78.4%	77.9%	90.3% <b>↓</b>	0.369
83.0%	Physical Comfort (IP Can) 82.5%	79.5% <b>↑</b>	79.5% <b>↑</b>	91.7% <b>↓</b>	0.365
70.0%	Continuity and Transition (IP Can) 68.0%	66.7%	68.7%	84.5% <b>↓</b>	0.354
73.3%	Coordination of Care (IP Can) 73.5%	75.4%	75.0%	92.1% <b>↓</b>	0.308

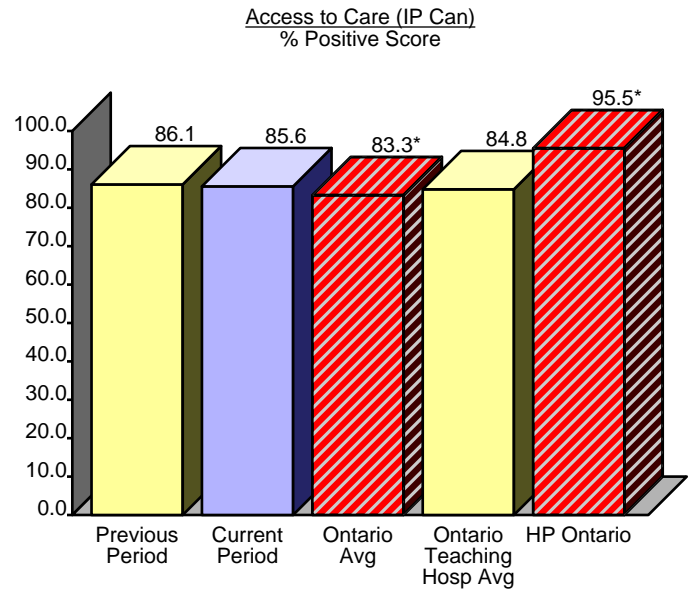
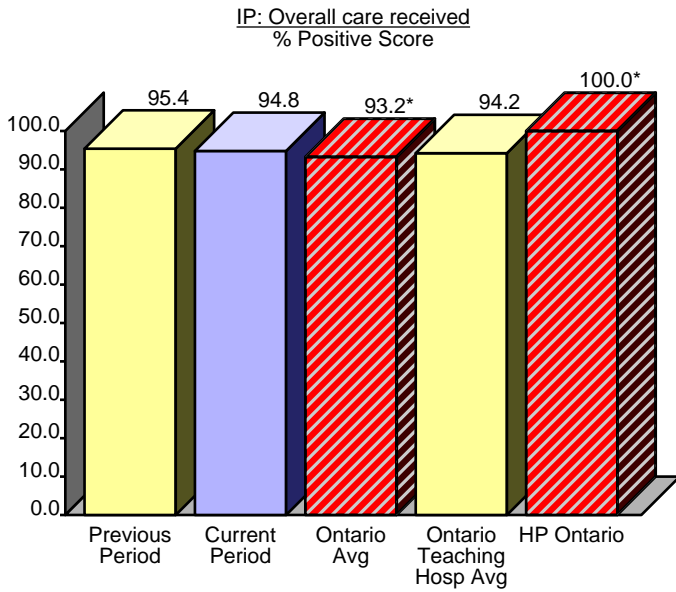
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher **↑** or lower **↓**.



# Acute Care Patient Experience-Access

## London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



\* Significantly Different from Your Current Score

**Detail**

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
76.5%	IP: Received all services needed	73.6% <sup>↑</sup>	75.2% <sup>↑</sup>	90.9% <sup>↓</sup>	0.595
92.0%	IP: Availability of Nurses	89.1% <sup>↑</sup>	90.1%	100.0% <sup>↓</sup>	0.517
89.7%	IP: Availability of Dr	86.5%	87.7%	100.0% <sup>↓</sup>	0.442

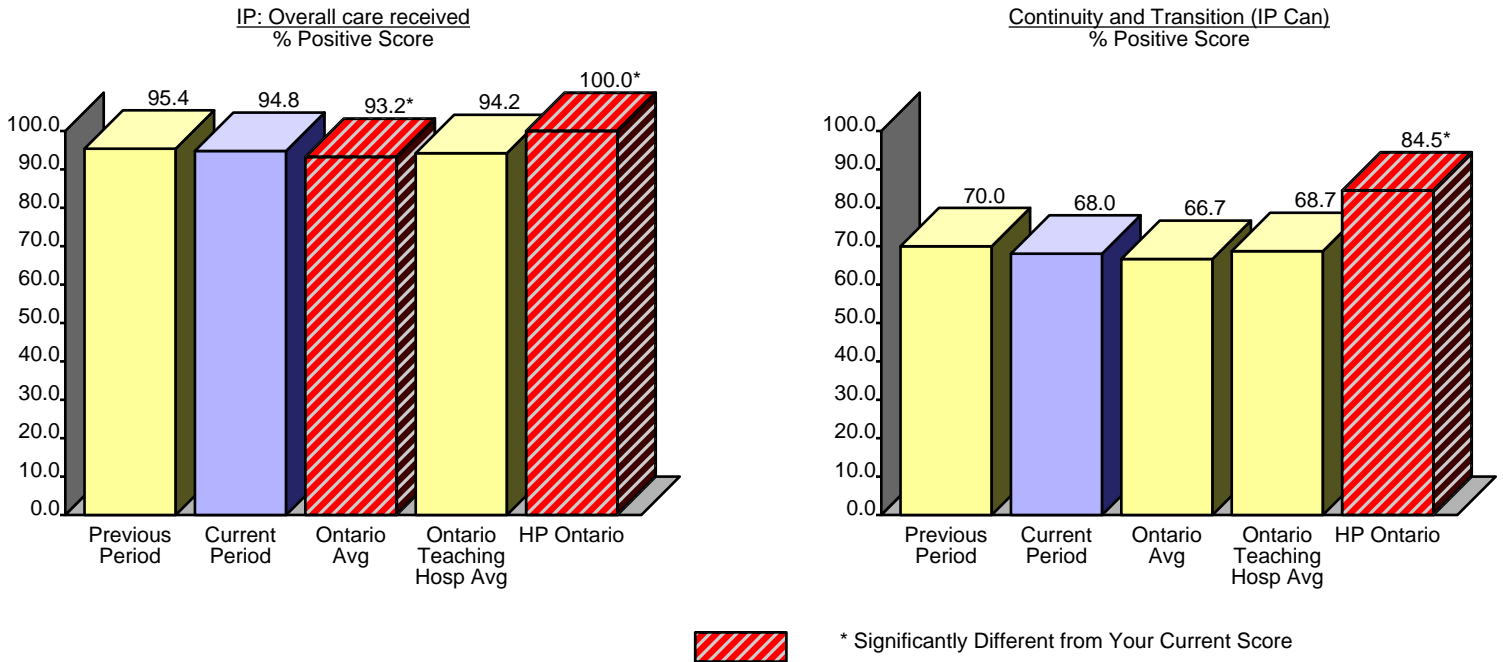
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher <sup>↑</sup> or lower <sup>↓</sup>.



# Acute Care Patient Experience-Continuity and Transition

## London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



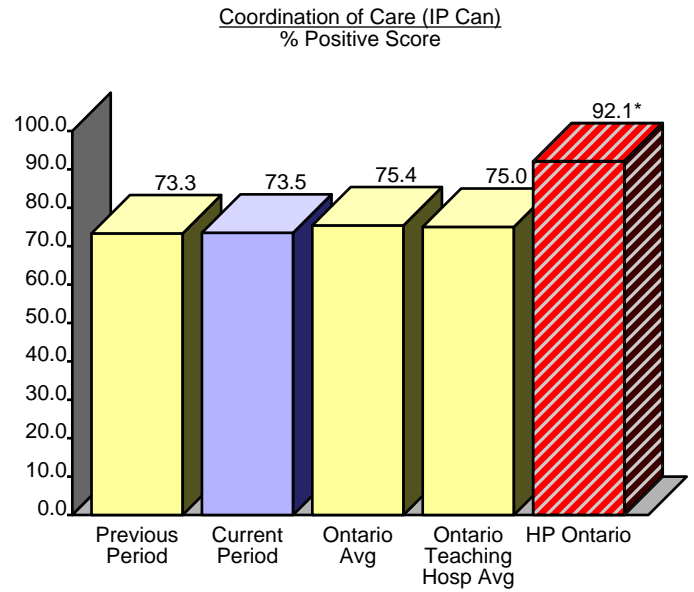
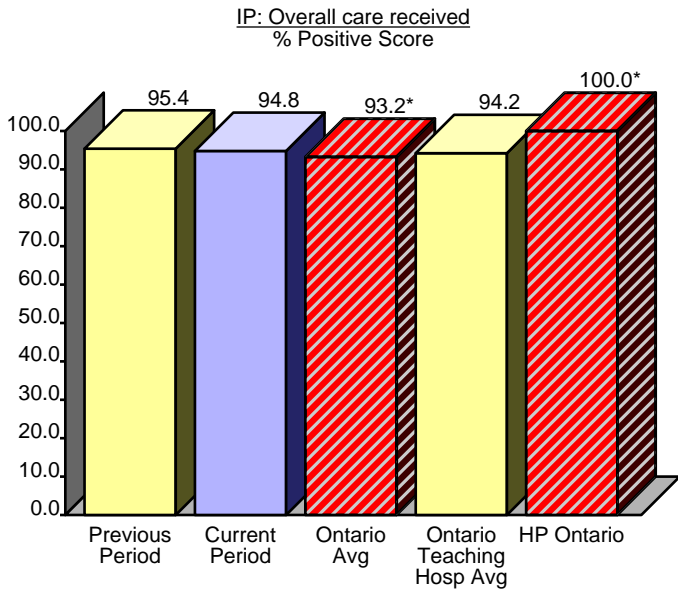
**Detail**

Previous Period		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
	Highest correlation with "IP: Overall care received" % Positive Score				
81.1%	IP: Discussed purpose of home meds  79.3%	79.1%	79.5%	94.8%↓	0.450
64.3%	IP: Discussed danger signals to watch for  61.8%	59.5%	63.6%	78.5%↓	0.392
55.9%	IP: Discussed when to resume normal activities  52.8%	52.2%	56.8%↓	72.1%↓	0.345
65.0%	IP: Discussed medication side effects  65.1%	63.7%	63.1%	90.0%↓	0.339
84.2%	IP: Knew who to call w/ questions  82.0%	79.1%↑	79.5%↑	93.4%↓	0.310

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  
 London Health Sciences Centre Corporate  
 Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



\* Significantly Different from Your Current Score

**Detail**

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
79.3%	IP: Organization of admission process	79.9%	82.3%	97.3%↓	0.398
70.1%	IP: Scheduled tests/procedures were on time	71.2%	69.5%↑	91.2%↓	0.383
70.2%	IP: Waited too long to go to room	73.8%↓	76.3%↓	100.0%↓	0.328
77.5%	IP: Dr/Nurse explained things differently	79.7%	76.8%	95.5%↓	0.314
69.2%↓	IP: One Dr in charge of care	71.8%↓	69.6%↓	91.7%↓	0.169

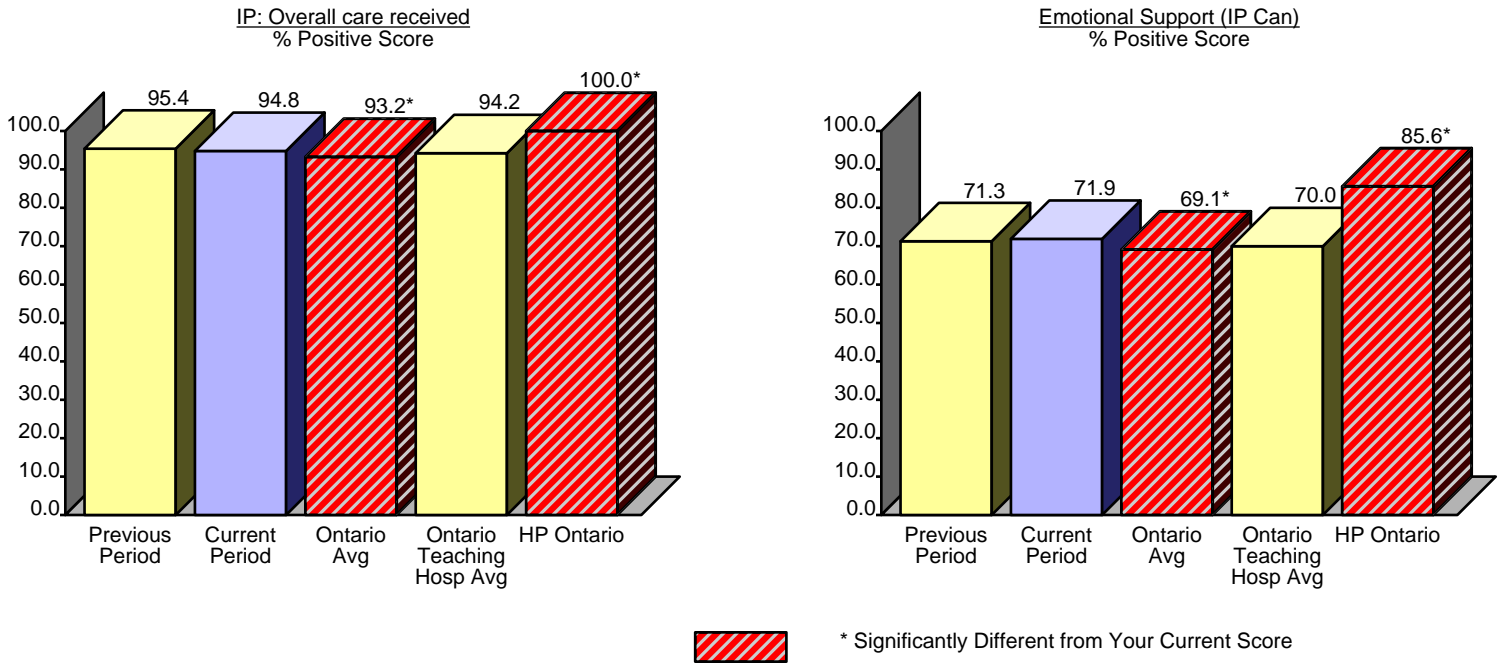
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.



# Acute Care Patient Experience-Emotional Support

## London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



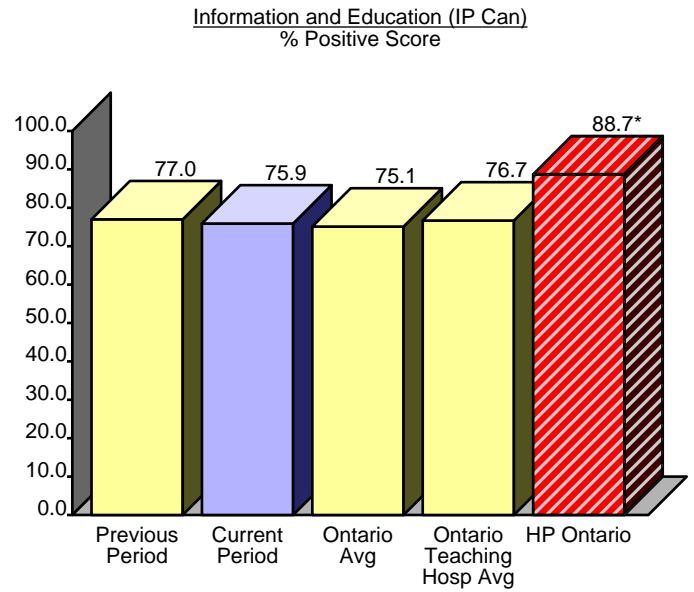
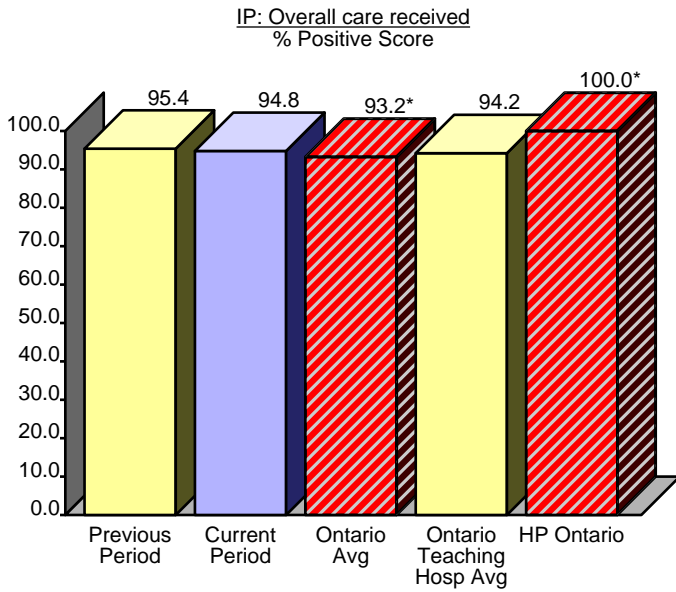
**Detail**

Previous Period	Highest correlation with "IP: Overall care received" % Positive Score	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
60.2%	IP: Nurse discussed anxieties/fears  58.9%	56.1%	58.2%	77.8%↓	0.485
66.2%	IP: Ease of finding someone to talk to  65.6%	63.0%	63.0%	86.4%↓	0.482
83.6%	IP: Confidence/trust in Drs  85.4%	83.1%↑	85.0%	95.5%↓	0.453
76.2%↑	IP: Confidence/trust in Nurses  79.6%	73.8%↑	73.1%↑	91.2%↓	0.443
66.3%	IP: Dr discussed anxieties/fears  64.5%	65.2%	68.5%↓	84.5%↓	0.442

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  
 London Health Sciences Centre Corporate  
 Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



\* Significantly Different from Your Current Score

**Detail**

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
74.3%	IP: Nurse answered questions understandably	70.7%↑	71.1%↑	88.2%↓	0.496
72.1%	IP: Explained test results understandably	69.3%	71.5%	83.2%↓	0.429
73.7%	IP: Dr answered questions understandably	73.5%	75.7%↓	89.5%↓	0.411
88.1%	IP: Explained reason for wait in going to room	86.9%	88.6%	100.0%↓	0.321

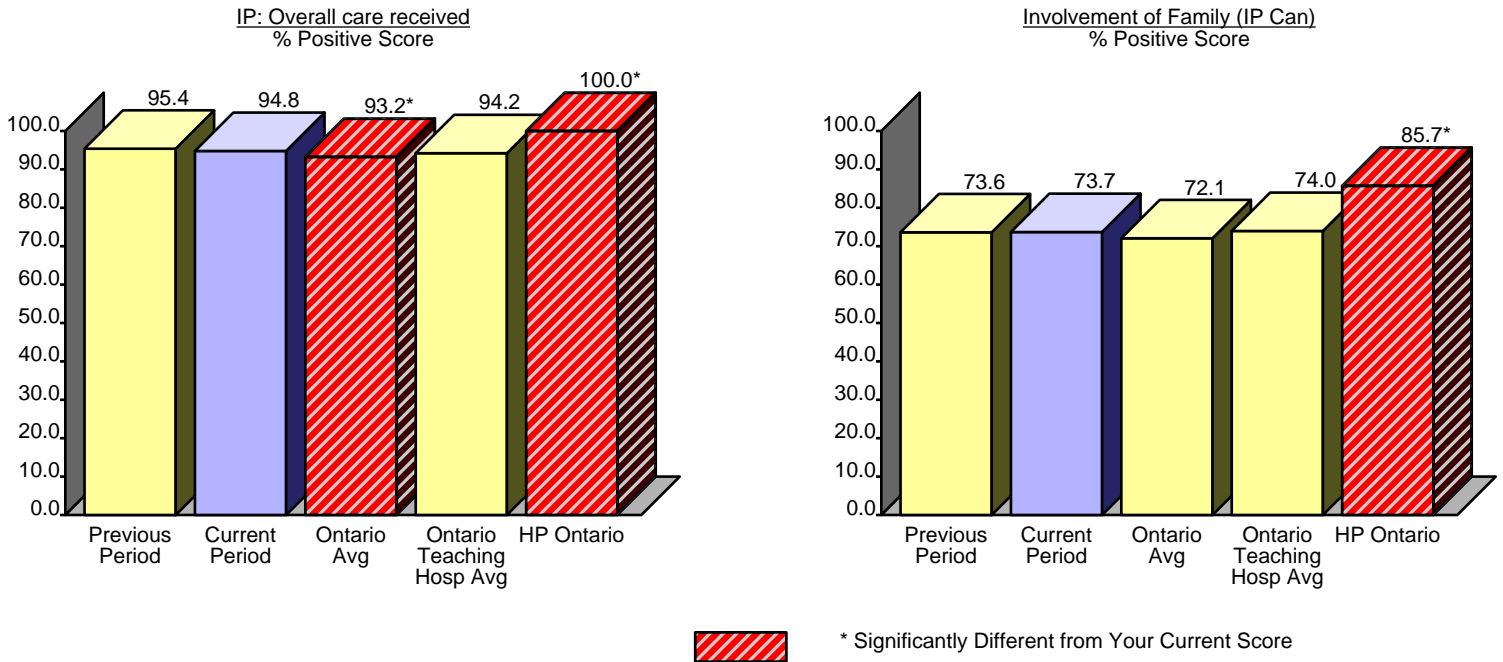
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.



# Acute Care Patient Experience-Involvement of Family

## London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



**Detail**

Previous Period	Highest correlation with "IP: Overall care received" % Positive Score	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
67.9%	IP: Family had enough recovery info  67.4%	64.7%	66.4%	83.1%↓	0.470
88.0%	IP: Amount of info given to family  88.1%	87.1%	88.2%	98.3%↓	0.381
64.7%	IP: Family talked w/Dr enough  65.1%	63.3%	65.5%	88.2%↓	0.364

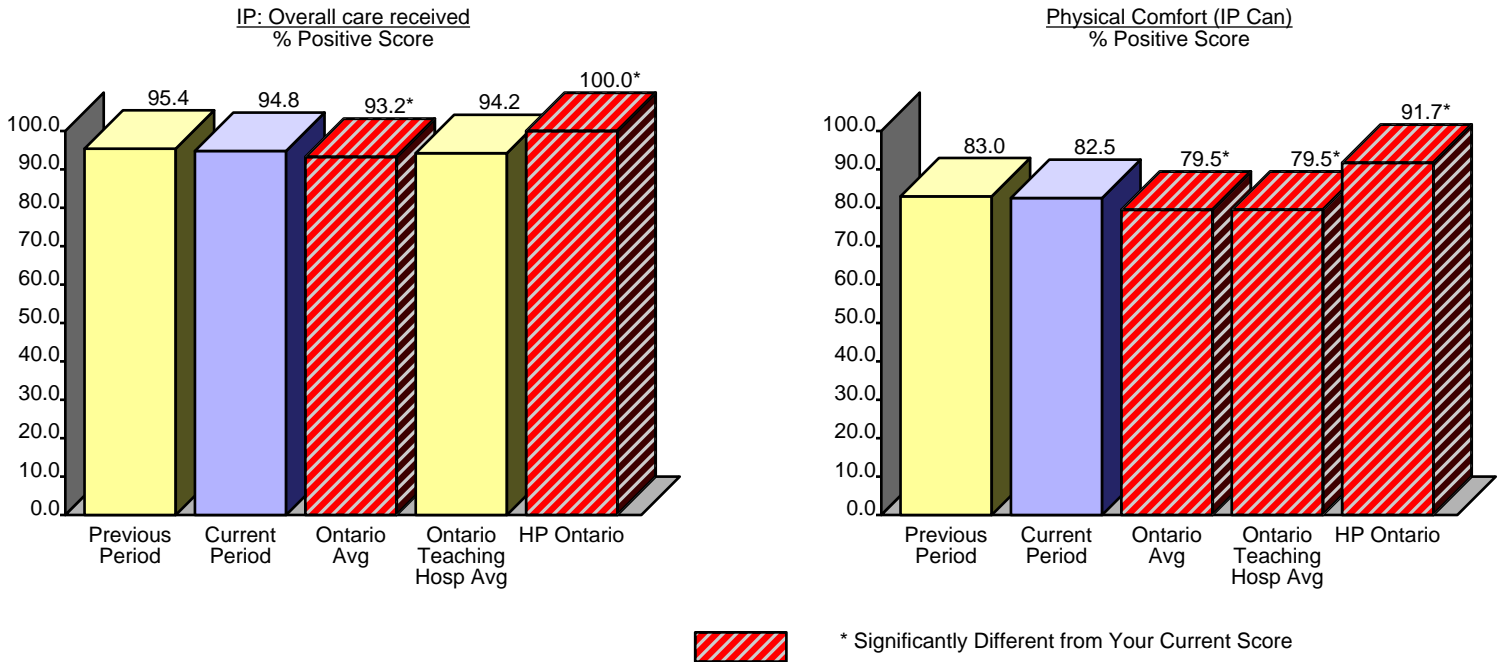
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



## Acute Care Patient Experience-Physical Comfort

### London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



*Detail*

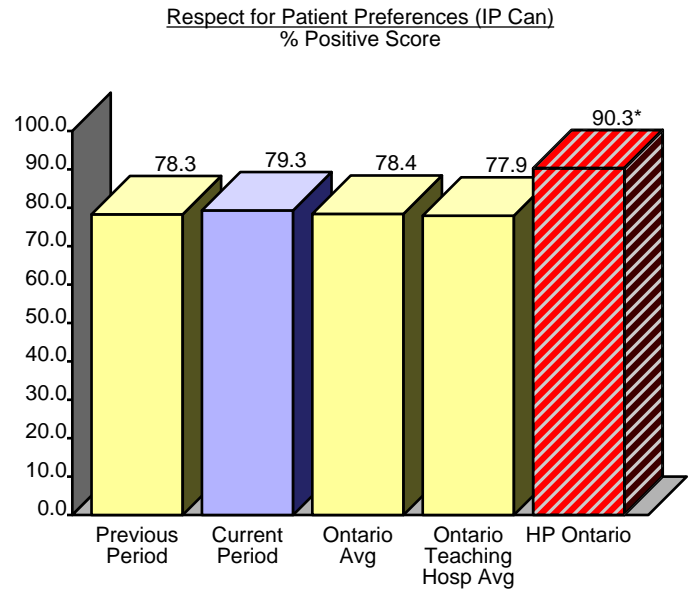
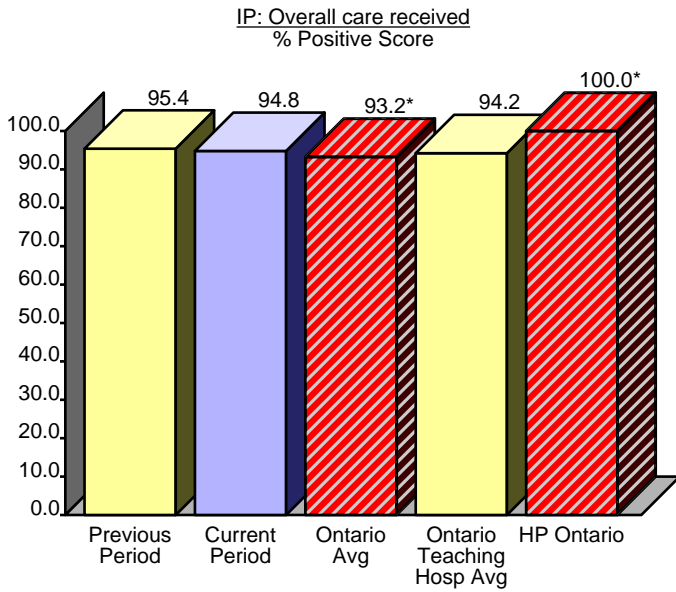
Previous Period		Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
		% Positive Score				
82.2%	IP: Did everything to control pain	81.6%	77.5% <span style="color: green;">▲</span>	78.4% <span style="color: green;">▲</span>	90.6% <span style="color: red;">▼</span>	0.485
67.8%	IP: Wait time after call button reasonable	68.2%	62.2% <span style="color: green;">▲</span>	61.3% <span style="color: green;">▲</span>	89.8% <span style="color: red;">▼</span>	0.453
73.2%	IP: Got bathroom help in time	73.3%	68.7% <span style="color: green;">▲</span>	69.3% <span style="color: green;">▲</span>	96.7% <span style="color: red;">▼</span>	0.407
92.3%	IP: Amount of pain medicine received	90.5%	90.9%	90.2%	100.0% <span style="color: red;">▼</span>	0.311
96.2%	IP: Minutes for help after call button	95.8%	94.3% <span style="color: green;">▲</span>	94.1% <span style="color: green;">▲</span>	100.0% <span style="color: red;">▼</span>	0.304
89.3%	IP: Minutes taken to get pain medicine	89.5%	86.7% <span style="color: green;">▲</span>	85.5% <span style="color: green;">▲</span>	98.5% <span style="color: red;">▼</span>	0.271

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 London Health Sciences Centre Corporate Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



\* Significantly Different from Your Current Score

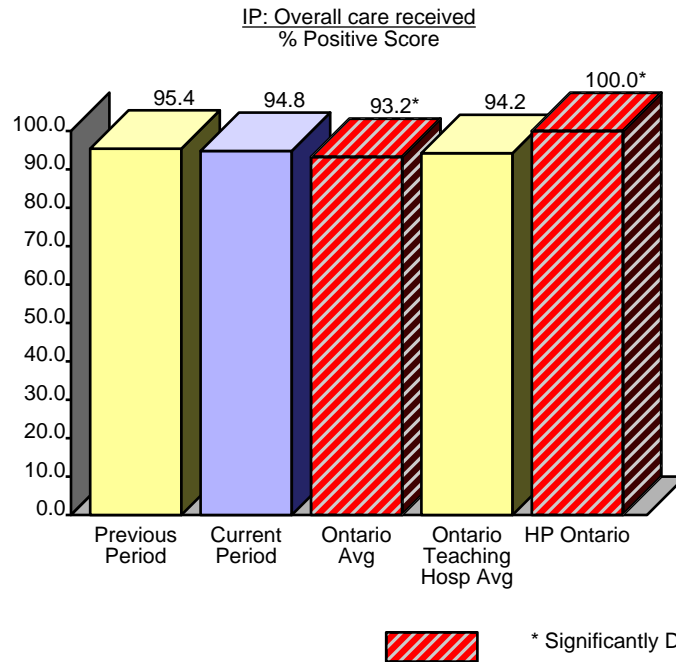
**Detail**

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
84.9%	IP: Treated you w/respect/dignity  86.0%	83.2% <b>↑</b>	84.1%	97.8% <b>↓</b>	0.540
59.9%	IP: Enough say about treatment  59.7%	57.2%	58.5%	76.3% <b>↓</b>	0.427
81.8%	IP: Drs talked in front of you  83.8%	87.4% <b>↓</b>	84.9%	97.7% <b>↓</b>	0.297
86.1%	IP: Nurses talked in front of you  87.2%	86.3%	86.1%	98.0% <b>↓</b>	0.275

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**  
**London Health Sciences Centre Corporate**  
 Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

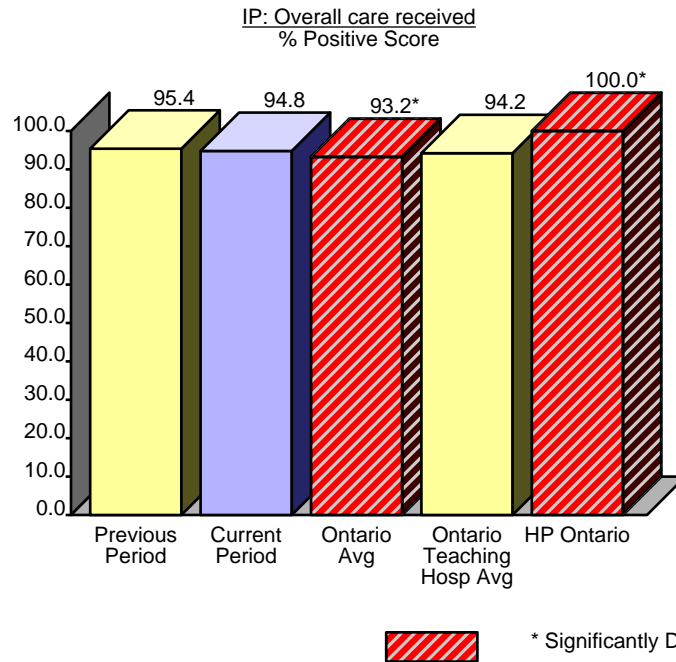


		<i>Detail</i>				
Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient	
		<i>% Positive Score</i>				
79.7%	IP: Would recommend for stay	80.9%	73.3% <b>↑</b>	79.1%	92.4% <b>↓</b>	0.607
96.4% <b>↓</b>	IP: Rate how Dr/Nurses worked together	94.7%	93.5%	94.2%	100.0% <b>↓</b>	0.504
95.7%	IP: Overall Dr care	95.1%	94.6%	95.6%	100.0% <b>↓</b>	0.468

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  
 London Health Sciences Centre Corporate  
 Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

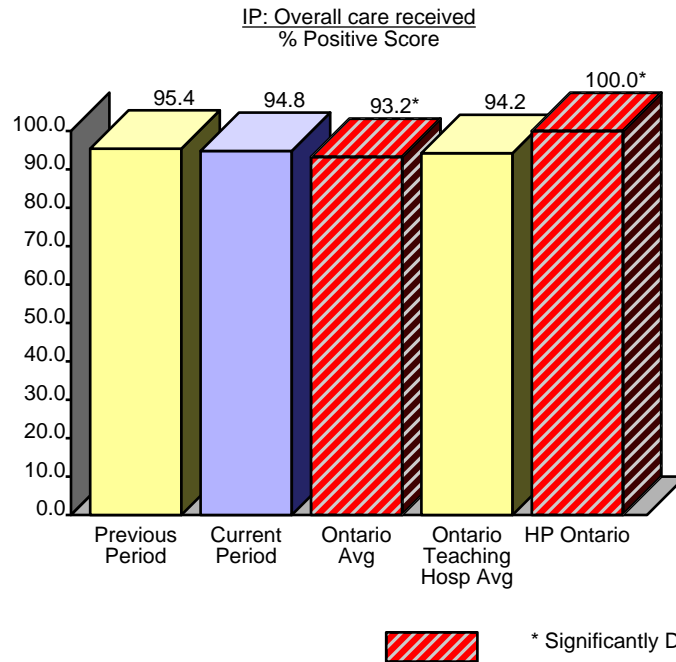


Previous Period	Highest correlation with "IP: Overall care received"	Detail				Correlation Coefficient
		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario		
97.1%	IP: Courtesy of Dr	96.0%	95.9%	96.8%	100.0%↓	0.413
95.8%	IP: Courtesy of Nurses	96.7%	94.2%↑	94.7%↑	100.0%↓	0.397
96.0%	IP: Courtesy of admission	96.6%	95.7%	96.1%	100.0%↓	0.313

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  
 London Health Sciences Centre Corporate  
 Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)



		Detail				
Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient	
% Positive Score						
89.3%	IP: Condition of room/hospital environment	91.0%	85.1%↑	84.9%↑	100.0%↓	0.306
59.1%	IP: Overall quality of food	61.8%	61.4%	58.5%↑	86.5%↓	0.219

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

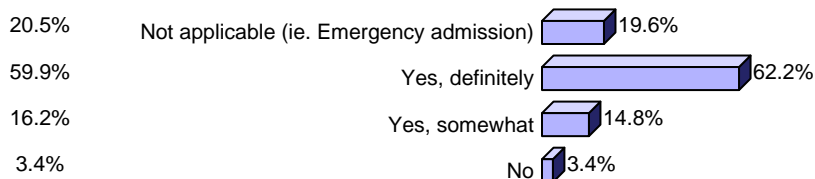


Acute Care Patient Experience-Custom Questions  
 London Health Sciences Centre Corporate  
 Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

Detail

Previous Period

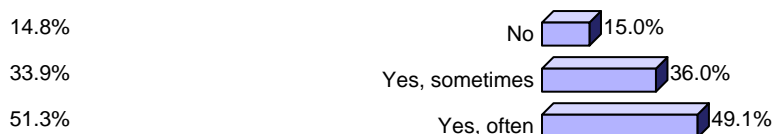
**IP: Time to register was reasonable**



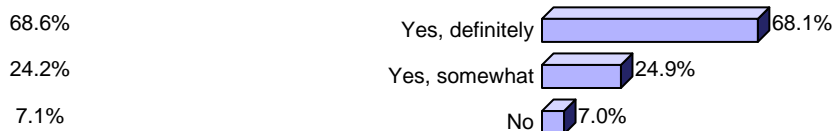
**IP: Asked about allergies more than once**



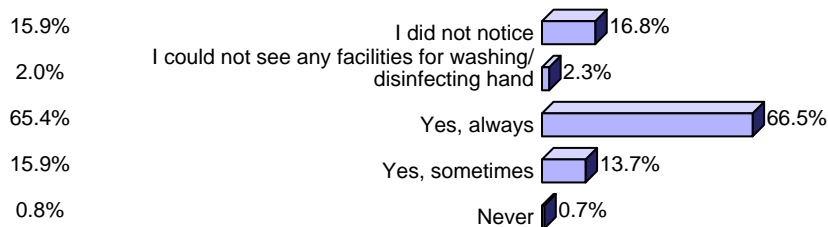
**IP: Asked questions re: history more than once**



**IP: Info helpful in managing home care**



**IP: Noticed staff wash hands before care**



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) London Health Sciences Centre Corporate Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

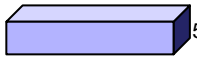
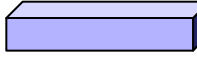


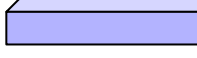
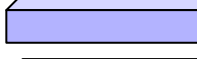




<i>Detail</i>					
Previous Period	Items ranked in descending order by current score	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	
<i>% Positive Score</i>					
95.8%	IP: Courtesy of Nurses	96.7%	94.2% <span style="color: green;">▲</span>	94.7% <span style="color: green;">▲</span>	100.0% <span style="color: red;">▼</span>
96.0%	IP: Courtesy of admission	96.6%	95.7%	96.1%	100.0% <span style="color: red;">▼</span>
97.1%	IP: Courtesy of Dr	96.0%	95.9%	96.8%	100.0% <span style="color: red;">▼</span>
96.2%	IP: Minutes for help after call button	95.8%	94.3% <span style="color: green;">▲</span>	94.1% <span style="color: green;">▲</span>	100.0% <span style="color: red;">▼</span>
95.7%	IP: Overall Dr care	95.1%	94.6%	95.6%	100.0% <span style="color: red;">▼</span>
96.4% <span style="color: red;">▼</span>	IP: Rate how Dr/Nurses worked together	94.7%	93.5%	94.2%	100.0% <span style="color: red;">▼</span>
89.3%	IP: Condition of room/hospital environment	91.0%	85.1% <span style="color: green;">▲</span>	84.9% <span style="color: green;">▲</span>	100.0% <span style="color: red;">▼</span>
92.0%	IP: Availability of Nurses	91.0%	89.1% <span style="color: green;">▲</span>	90.1%	100.0% <span style="color: red;">▼</span>
92.3%	IP: Amount of pain medicine received	90.5%	90.9%	90.2%	100.0% <span style="color: red;">▼</span>
89.3%	IP: Minutes taken to get pain medicine	89.5%	86.7% <span style="color: green;">▲</span>	85.5% <span style="color: green;">▲</span>	98.5% <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 ▼.

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



London Health Sciences Centre Corporate  
Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

<i>Detail</i>					
Previous Period	Items ranked in ascending order by current score		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
<i>% Positive Score</i>					
55.9%	IP: Discussed when to resume normal activities	 52.8%	52.2%	56.8%↓	72.1%↓
60.2%	IP: Nurse discussed anxieties/fears	 58.9%	56.1%	58.2%	77.8%↓
59.9%	IP: Enough say about treatment	 59.7%	57.2%	58.5%	76.3%↓
64.3%	IP: Discussed danger signals to watch for	 61.8%	59.5%	63.6%	78.5%↓
59.1%	IP: Overall quality of food	 61.8%	61.4%	58.5%↑	86.5%↓
69.2%↓	IP: One Dr in charge of care	 63.8%	71.8%↓	69.6%↓	91.7%↓
66.3%	IP: Dr discussed anxieties/fears	 64.5%	65.2%	68.5%↓	84.5%↓
65.0%	IP: Discussed medication side effects	 65.1%	63.7%	63.1%	90.0%↓
64.7%	IP: Family talked w/Dr enough	 65.1%	63.3%	65.5%	88.2%↓
66.2%	IP: Ease of finding someone to talk to	 65.6%	63.0%	63.0%	86.4%↓

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

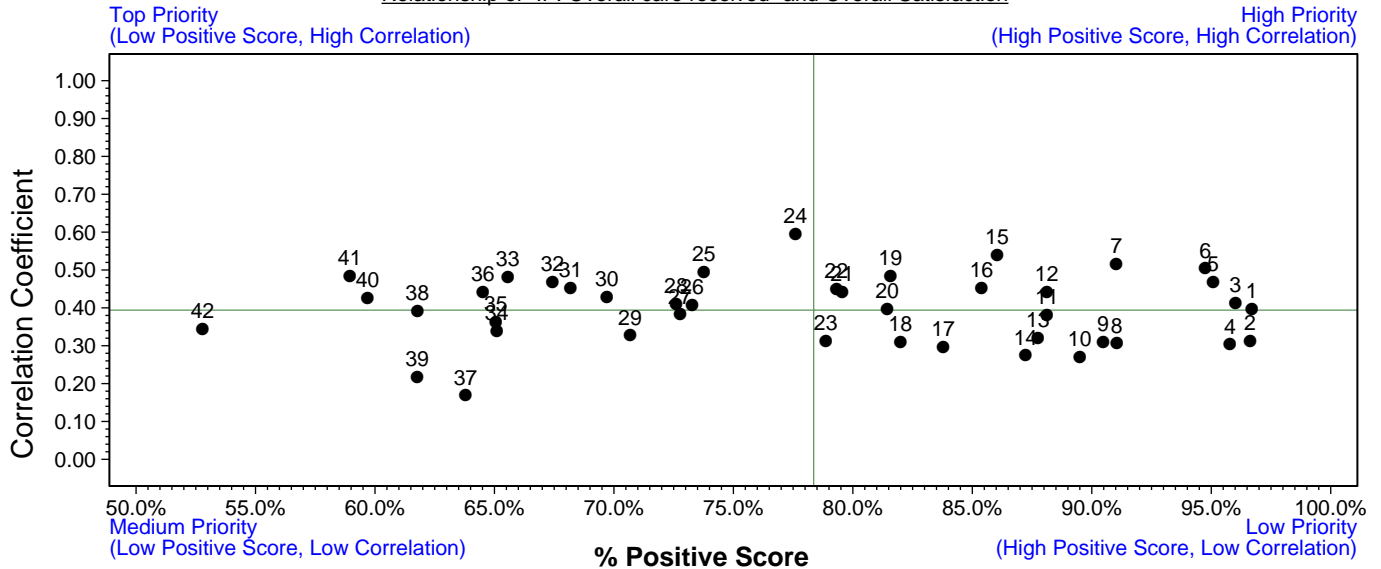


# Acute Care Patient Experience-Priority Matrix

## London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

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



- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>1 IP: Courtesy of Nurses</li> <li>2 IP: Courtesy of admission</li> <li>3 IP: Courtesy of Dr</li> <li>4 IP: Minutes for help after call button</li> <li>5 IP: Overall Dr care</li> <li>6 IP: Rate how Dr/Nurses worked together</li> <li>7 IP: Availability of Nurses</li> <li>8 IP: Condition of room/hospital environment</li> <li>9 IP: Amount of pain medicine received</li> <li>10 IP: Minutes taken to get pain medicine</li> <li>11 IP: Amount of info given to family</li> <li>12 IP: Availability of Dr</li> <li>13 IP: Explained reason for wait in going to room</li> <li>14 IP: Nurses talked in front of you</li> <li>15 IP: Treated you w/respect/dignity</li> <li>16 IP: Confidence/trust in Drs</li> <li>17 IP: Drs talked in front of you</li> <li>18 IP: Knew who to call w/ questions</li> <li>19 IP: Did everything to control pain</li> <li>20 IP: Organization of admission process</li> <li>21 IP: Confidence/trust in Nurses</li> </ul> | <ul style="list-style-type: none"> <li>22 IP: Discussed purpose of home meds</li> <li>23 IP: Dr/Nurse explained things differently</li> <li>24 IP: Received all services needed</li> <li>25 IP: Nurse answered questions understandably</li> <li>26 IP: Got bathroom help in time</li> <li>27 IP: Scheduled tests/procedures were on time</li> <li>28 IP: Dr answered questions understandably</li> <li>29 IP: Waited too long to go to room</li> <li>30 IP: Explained test results understandably</li> <li>31 IP: Wait time after call button reasonable</li> <li>32 IP: Family had enough recovery info</li> <li>33 IP: Ease of finding someone to talk to</li> <li>34 IP: Discussed medication side effects</li> <li>35 IP: Family talked w/Dr enough</li> <li>36 IP: Dr discussed anxieties/fears</li> <li>37 IP: One Dr in charge of care</li> <li>38 IP: Discussed danger signals to watch for</li> <li>39 IP: Overall quality of food</li> <li>40 IP: Enough say about treatment</li> <li>41 IP: Nurse discussed anxieties/fears</li> <li>42 IP: Discussed when to resume normal activities</li> </ul> |
|---|---|

### Detail

Previous Period	Highest correlation with "IP: Overall care received"	Correlation Coefficient	n size
76.5%	IP: Received all services needed	0.595	1250
84.9%	IP: Treated you w/respect/dignity	0.540	1246
92.0%	IP: Availability of Nurses	0.517	1248
96.4%↓	IP: Rate how Dr/Nurses worked together	0.504	1238

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


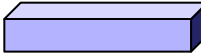
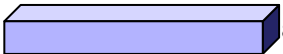


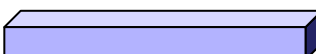

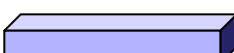
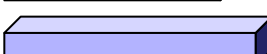
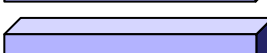

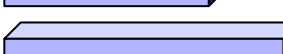















## Acute Care Patient Experience-Priority Matrix (continued)

### London Health Sciences Centre Corporate

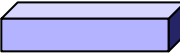
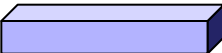


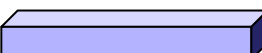
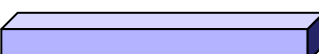
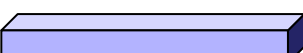

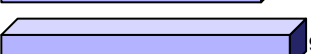

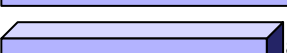




Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

Previous Period	<i>Detail</i>	Correlation Coefficient	n size
<i>% Positive Score</i>			
74.3%	IP: Nurse answered questions understandably 	0.496	1155
60.2%	IP: Nurse discussed anxieties/fears 	0.485	906
82.2%	IP: Did everything to control pain 	0.485	825
66.2%	IP: Ease of finding someone to talk to 	0.482	1234
67.9%	IP: Family had enough recovery info 	0.470	1047
95.7%	IP: Overall Dr care 	0.468	1259
83.6%	IP: Confidence/trust in Drs 	0.453	1259
67.8%	IP: Wait time after call button reasonable 	0.453	1009
81.1%	IP: Discussed purpose of home meds 	0.450	1049
76.2% <sup>↑</sup>	IP: Confidence/trust in Nurses 	0.443	1257
66.3%	IP: Dr discussed anxieties/fears 	0.442	947
89.7%	IP: Availability of Dr 	0.442	1245
72.1%	IP: Explained test results understandably 	0.429	1129
59.9%	IP: Enough say about treatment 	0.427	1218
97.1%	IP: Courtesy of Dr 	0.413	1255
73.7%	IP: Dr answered questions understandably 	0.411	1124
73.2%	IP: Got bathroom help in time 	0.407	909
79.3%	IP: Organization of admission process 	0.398	1223
95.8%	IP: Courtesy of Nurses 	0.397	1241
64.3%	IP: Discussed danger signals to watch for 	0.392	1206
70.1%	IP: Scheduled tests/procedures were on time 	0.383	1098
88.0%	IP: Amount of info given to family 	0.381	1086
64.7%	IP: Family talked w/Dr enough 	0.364	1059

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



Acute Care Patient Experience-Priority Matrix (continued)  
 London Health Sciences Centre Corporate  
 Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
55.9%	IP: Discussed when to resume normal activities 	0.345	1167
65.0%	IP: Discussed medication side effects 	0.339	1146
70.2%	IP: Waited too long to go to room 	0.328	1231
88.1%	IP: Explained reason for wait in going to room 	0.321	1110
77.5%	IP: Dr/Nurse explained things differently 	0.314	1249
96.0%	IP: Courtesy of admission 	0.313	1244
92.3%	IP: Amount of pain medicine received 	0.311	808
84.2%	IP: Knew who to call w/ questions 	0.310	1216
89.3%	IP: Condition of room/hospital environment 	0.306	1251
96.2%	IP: Minutes for help after call button 	0.304	972
81.8%	IP: Drs talked in front of you 	0.297	1252
86.1%	IP: Nurses talked in front of you 	0.275	1253
89.3%	IP: Minutes taken to get pain medicine 	0.271	638
59.1%	IP: Overall quality of food 	0.219	1198
69.2%↓	IP: One Dr in charge of care 	0.169	1251

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 Breakout  
 London Health Sciences Centre Corporate  
 Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

*Detail*

Previous Period		n size
	<b>IP: Would recommend for stay</b>	
79.7%	Yes, definitely  80.9%	1013
17.5%	Yes, probably  16.6%	208
2.8%	No  2.5%	31
	<b>IP: Overall care received</b>	
47.4%	Excellent  46.6%	582
35.8%	Very Good  36.7%	458
12.3%	Good  11.5%	144
3.3%	Fair  3.9%	49
1.3%	Poor  1.3%	16

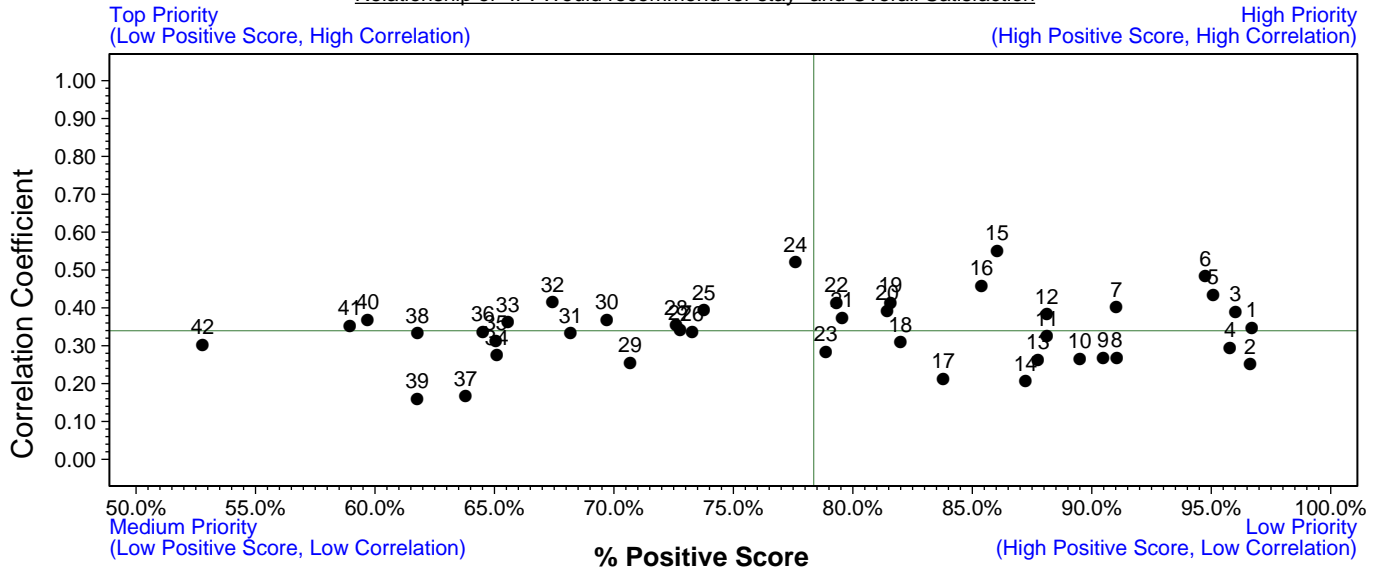
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher or lower .

# Acute Care Patient Experience-Priority Matrix - Would Recommend Question



London Health Sciences Centre Corporate  
Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

Relationship of "IP: Would recommend for stay" and Overall Satisfaction



- |   |   |
|---|---|
| 1 IP: Courtesy of Nurses                          | 22 IP: Discussed purpose of home meds             |
| 2 IP: Courtesy of admission                       | 23 IP: Dr/Nurse explained things differently      |
| 3 IP: Courtesy of Dr                              | 24 IP: Received all services needed               |
| 4 IP: Minutes for help after call button          | 25 IP: Nurse answered questions understandably    |
| 5 IP: Overall Dr care                             | 26 IP: Got bathroom help in time                  |
| 6 IP: Rate how Dr/Nurses worked together          | 27 IP: Scheduled tests/procedures were on time    |
| 7 IP: Availability of Nurses                      | 28 IP: Dr answered questions understandably       |
| 8 IP: Condition of room/hospital environment      | 29 IP: Waited too long to go to room              |
| 9 IP: Amount of pain medicine received            | 30 IP: Explained test results understandably      |
| 10 IP: Minutes taken to get pain medicine         | 31 IP: Wait time after call button reasonable     |
| 11 IP: Amount of info given to family             | 32 IP: Family had enough recovery info            |
| 12 IP: Availability of Dr                         | 33 IP: Ease of finding someone to talk to         |
| 13 IP: Explained reason for wait in going to room | 34 IP: Discussed medication side effects          |
| 14 IP: Nurses talked in front of you              | 35 IP: Family talked w/Dr enough                  |
| 15 IP: Treated you w/respect/dignity              | 36 IP: Dr discussed anxieties/fears               |
| 16 IP: Confidence/trust in Drs                    | 37 IP: One Dr in charge of care                   |
| 17 IP: Drs talked in front of you                 | 38 IP: Discussed danger signals to watch for      |
| 18 IP: Knew who to call w/ questions              | 39 IP: Overall quality of food                    |
| 19 IP: Did everything to control pain             | 40 IP: Enough say about treatment                 |
| 20 IP: Organization of admission process          | 41 IP: Nurse discussed anxieties/fears            |
| 21 IP: Confidence/trust in Nurses                 | 42 IP: Discussed when to resume normal activities |

### Detail

Previous Period	Highest correlation with "IP: Would recommend for stay"	Correlation Coefficient	n size
84.9%	IP: Treated you w/respect/dignity	0.550	1246
76.5%	IP: Received all services needed	0.520	1250
96.4%↓	IP: Rate how Dr/Nurses worked together	0.483	1238
83.6%	IP: Confidence/trust in Drs	0.457	1259

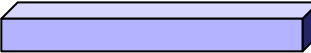
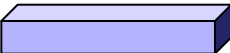


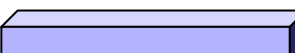
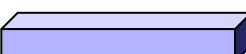
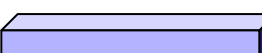

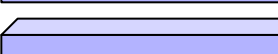

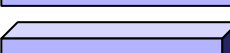












Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.

# Acute Care Patient Experience-Priority Matrix - Would Recommend Question (continued)

London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)




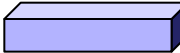
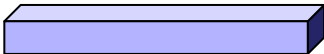


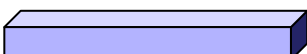

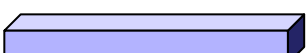
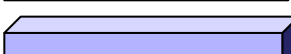
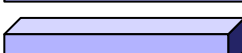

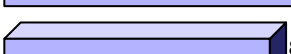



Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
95.7%	IP: Overall Dr care 	0.435	1259
67.9%	IP: Family had enough recovery info 	0.414	1047
82.2%	IP: Did everything to control pain 	0.414	825
81.1%	IP: Discussed purpose of home meds 	0.413	1049
92.0%	IP: Availability of Nurses 	0.401	1248
74.3%	IP: Nurse answered questions understandably 	0.394	1155
79.3%	IP: Organization of admission process 	0.392	1223
97.1%	IP: Courtesy of Dr 	0.389	1255
89.7%	IP: Availability of Dr 	0.383	1245
76.2% <sup>↑</sup>	IP: Confidence/trust in Nurses 	0.373	1257
72.1%	IP: Explained test results understandably 	0.368	1129
59.9%	IP: Enough say about treatment 	0.368	1218
66.2%	IP: Ease of finding someone to talk to 	0.362	1234
73.7%	IP: Dr answered questions understandably 	0.354	1124
60.2%	IP: Nurse discussed anxieties/fears 	0.352	906
95.8%	IP: Courtesy of Nurses 	0.347	1241
70.1%	IP: Scheduled tests/procedures were on time 	0.341	1098
66.3%	IP: Dr discussed anxieties/fears 	0.337	947
73.2%	IP: Got bathroom help in time 	0.337	909
64.3%	IP: Discussed danger signals to watch for 	0.333	1206
67.8%	IP: Wait time after call button reasonable 	0.333	1009
88.0%	IP: Amount of info given to family 	0.325	1086
64.7%	IP: Family talked w/Dr enough 	0.314	1059

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

## Acute Care Patient Experience-Priority Matrix - Would Recommend Question (continued)



London Health Sciences Centre Corporate  
Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

Previous Period	<i>Detail</i>	Correlation Coefficient	n size
	<i>% Positive Score</i>		
84.2%	IP: Knew who to call w/ questions 	0.309	1216
55.9%	IP: Discussed when to resume normal activities 	0.302	1167
96.2%	IP: Minutes for help after call button 	0.294	972
77.5%	IP: Dr/Nurse explained things differently 	0.284	1249
65.0%	IP: Discussed medication side effects 	0.275	1146
92.3%	IP: Amount of pain medicine received 	0.269	808
89.3%	IP: Condition of room/hospital environment 	0.268	1251
89.3%	IP: Minutes taken to get pain medicine 	0.266	638
88.1%	IP: Explained reason for wait in going to room 	0.263	1110
70.2%	IP: Waited too long to go to room 	0.255	1231
96.0%	IP: Courtesy of admission 	0.251	1244
81.8%	IP: Drs talked in front of you 	0.213	1252
86.1%	IP: Nurses talked in front of you 	0.206	1253
69.2%↓	IP: One Dr in charge of care 	0.167	1251
59.1%	IP: Overall quality of food 	0.159	1198

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

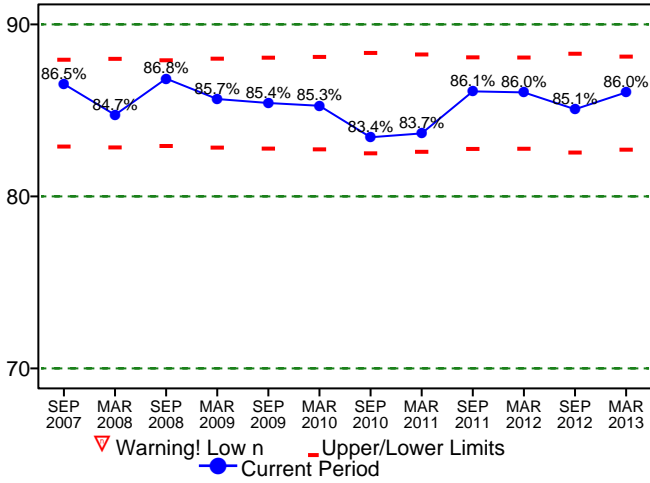


# Acute Care Patient Experience-Performance Across Time

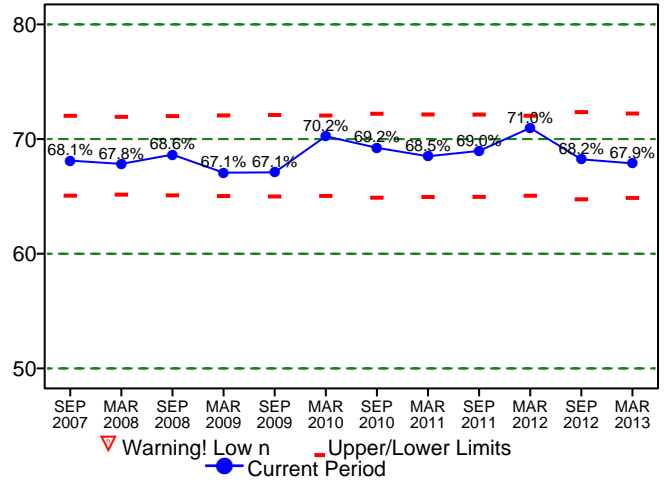
## London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

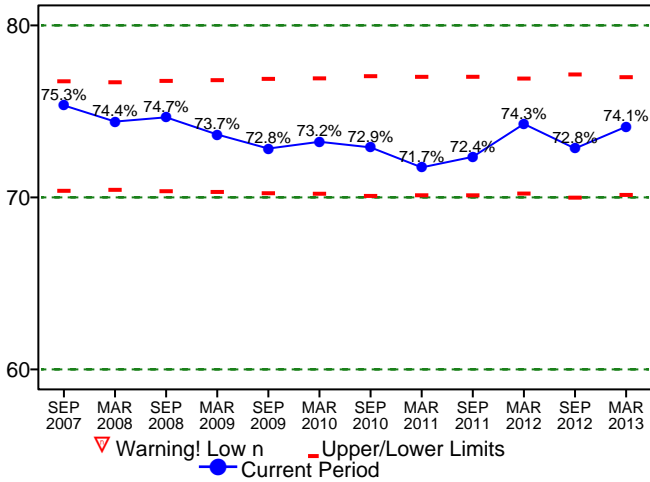
**Access to Care (IP Can)**  
% Positive Score



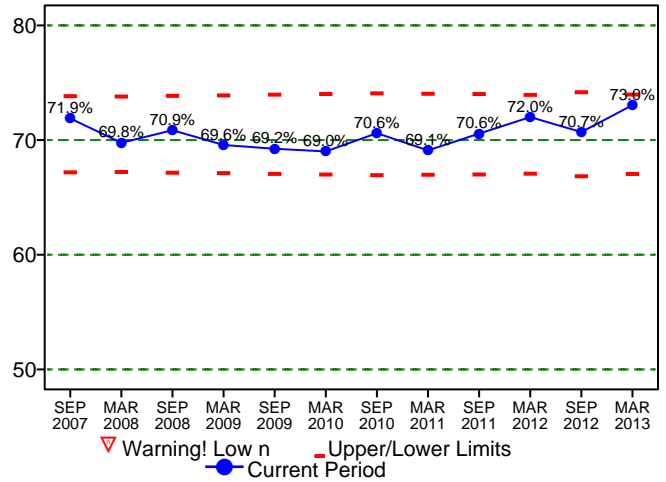
**Continuity and Transition (IP Can)**  
% Positive Score



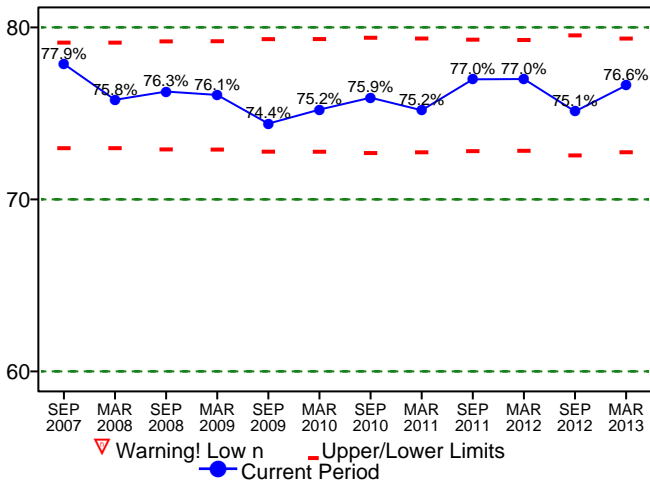
**Coordination of Care (IP Can)**  
% Positive Score



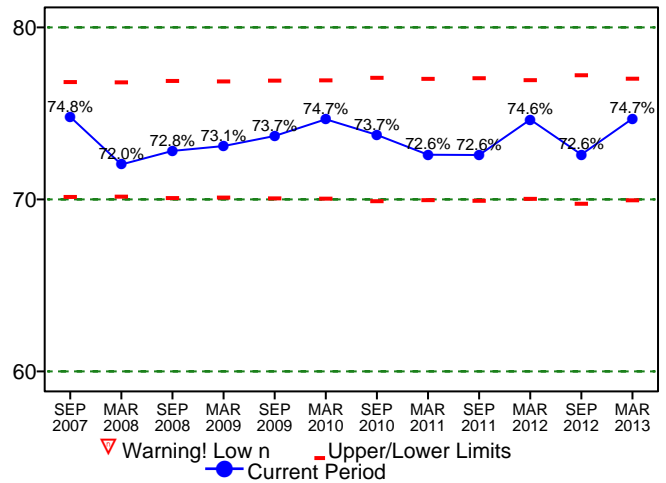
**Emotional Support (IP Can)**  
% Positive Score



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



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



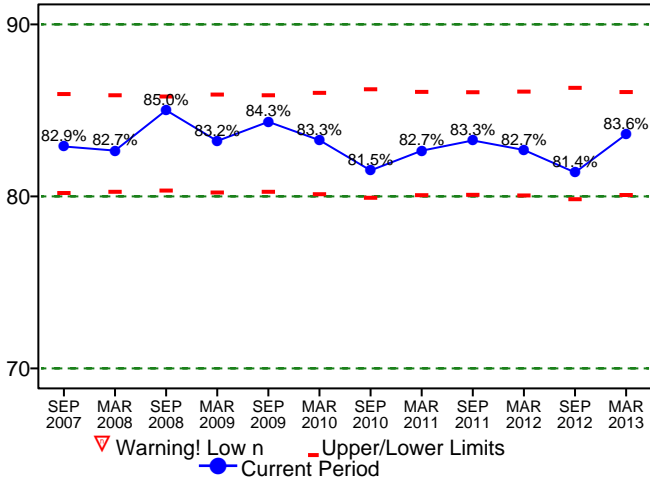


# Acute Care Patient Experience-Performance Across Time

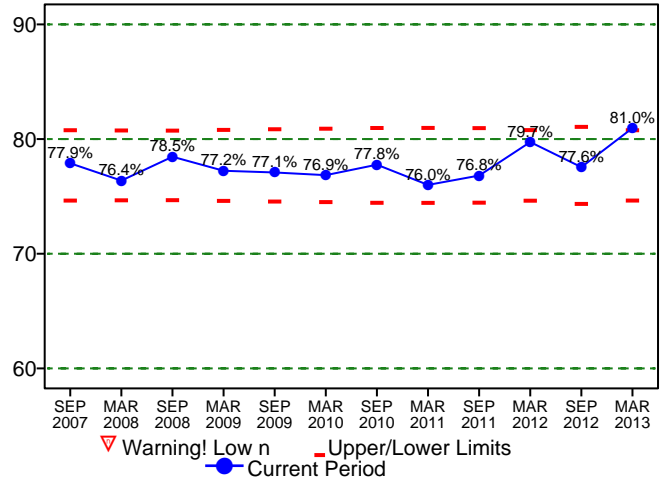
## London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

Physical Comfort (IP Can)  
% Positive Score



Respect for Patient Preferences (IP Can)  
% Positive Score







# Acute Care Patient Experience-Demographics

## London Health Sciences Centre Corporate

Apr 1, 2012 - Mar 31, 2013 (n=1319, Response Rate= 47.0%)

*Detail*

Previous Period		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
<b>IP: Rate health</b>				
7.1%	Excellent  6.8%	10.0% <span style="color: red;">↓</span>	10.6% <span style="color: red;">↓</span>	
25.9%	Very Good  25.6%	26.3%	27.9%	
35.9%	Good  36.0%	35.2%	34.6%	
23.0%	Fair  24.4%	21.2% <span style="color: green;">↑</span>	19.9% <span style="color: green;">↑</span>	
8.1%	Poor  7.2%	7.4%	6.9%	
<b>IP: Days illness/injury kept you in bed</b>				
60.9%	None  60.7%	61.7%	64.5% <span style="color: red;">↓</span>	
4.4%	One Day  3.1%	4.8% <span style="color: red;">↓</span>	4.4% <span style="color: red;">↓</span>	
5.3%	Two Days  4.3%	5.7% <span style="color: red;">↓</span>	5.2%	
3.5%	Three Days  4.1%	3.6%	3.2%	
3.3%	Four Days  4.6%	3.8%	3.5% <span style="color: green;">↑</span>	
6.6%	Five-to-Seven Days  6.7%	5.7%	5.1% <span style="color: green;">↑</span>	
2.9%	Eight-to-Ten Days  3.6%	3.4%	3.2%	
13.2%	More than Ten Days  12.8%	11.3%	10.8% <span style="color: green;">↑</span>	
<b>IP: Number of times in hospital overnight/longer</b>				
61.5%	Only this time  62.9%	69.6% <span style="color: red;">↓</span>	70.2% <span style="color: red;">↓</span>	
21.3%	This time and one other time  21.8%	18.9% <span style="color: green;">↑</span>	18.2% <span style="color: green;">↑</span>	
17.3%	This time and more than one other time  15.3%	11.5% <span style="color: green;">↑</span>	11.6% <span style="color: green;">↑</span>	
<b>IP: Highest education completed</b>				
14.3%	Public school  14.6%	15.2%	11.8% <span style="color: green;">↑</span>	
38.5%	High school  37.8%	34.7% <span style="color: green;">↑</span>	30.0% <span style="color: green;">↑</span>	
30.9%	College, trade, or technical school  31.0%	27.6% <span style="color: green;">↑</span>	26.8% <span style="color: green;">↑</span>	
10.2%	University undergraduate degree  9.3%	12.6% <span style="color: red;">↓</span>	16.5% <span style="color: red;">↓</span>	
6.0%	Post university/graduate education  7.3%	9.9% <span style="color: red;">↓</span>	14.9% <span style="color: red;">↓</span>	
<b>IP: Who completed survey</b>				
88.6%	Patient  87.5%	86.4%	87.4%	
11.4%	Someone else  12.5%	13.6%	12.6%	

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