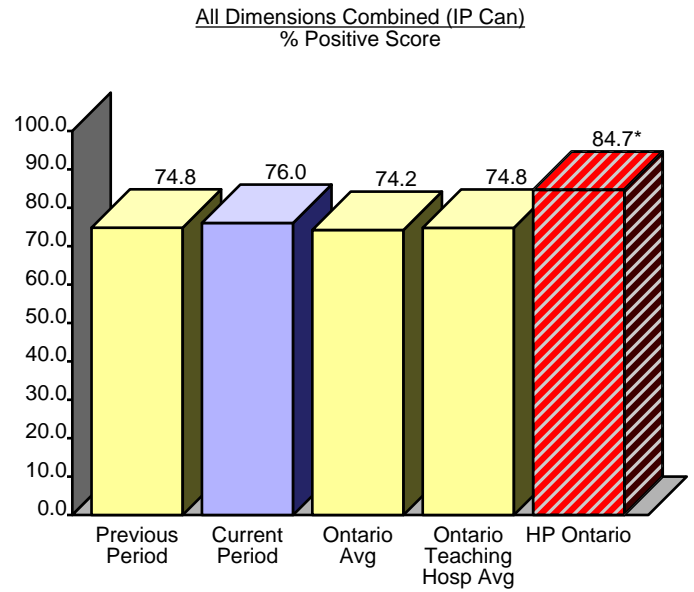
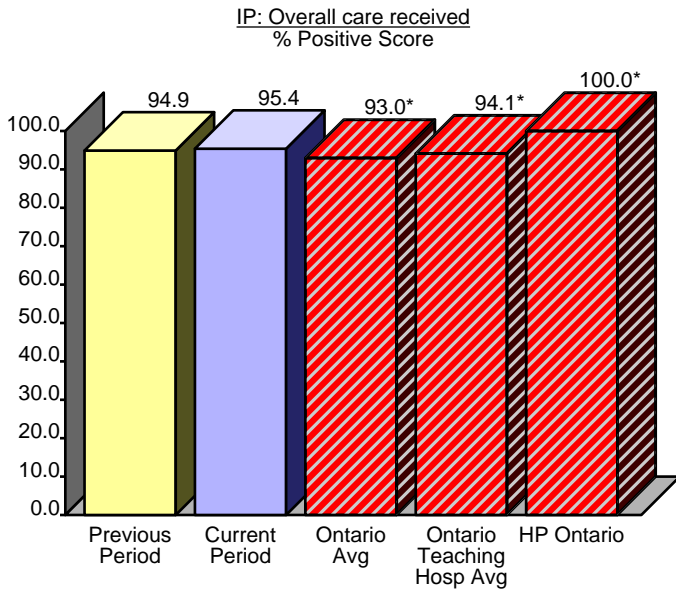




Acute Care Patient Experience-All Dimensions and Overall Ratings

London Health Sciences Centre Corporate

Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



* 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
83.6%	Access to Care (IP Can) 86.1%	82.7% ↑	83.7% ↑	96.5% ↓	0.499
69.8%	Emotional Support (IP Can) 71.2%	68.7% ↑	68.7% ↑	84.6% ↓	0.444
75.5%	Information and Education (IP Can) 77.0%	75.1%	76.5%	87.8% ↓	0.417
73.2%	Involvement of Family (IP Can) 73.6%	71.2%	72.3%	88.4% ↓	0.405
82.1%	Physical Comfort (IP Can) 83.0%	79.4% ↑	79.5% ↑	90.7% ↓	0.399
76.9%	Respect for Patient Preferences (IP Can) 78.3%	78.0%	77.9%	90.0% ↓	0.381
68.9%	Continuity and Transition (IP Can) 69.9%	66.7% ↑	68.7%	82.6% ↓	0.341
72.3%	Coordination of Care (IP Can) 73.3%	74.8%	74.2%	90.6% ↓	0.314

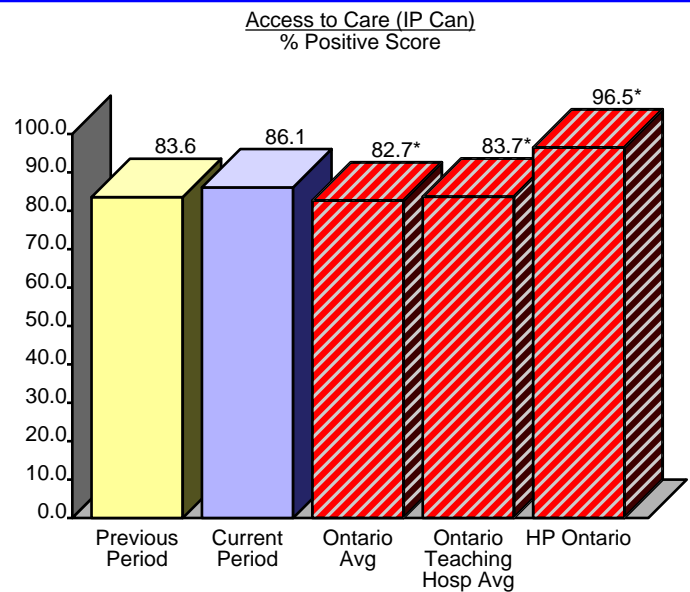
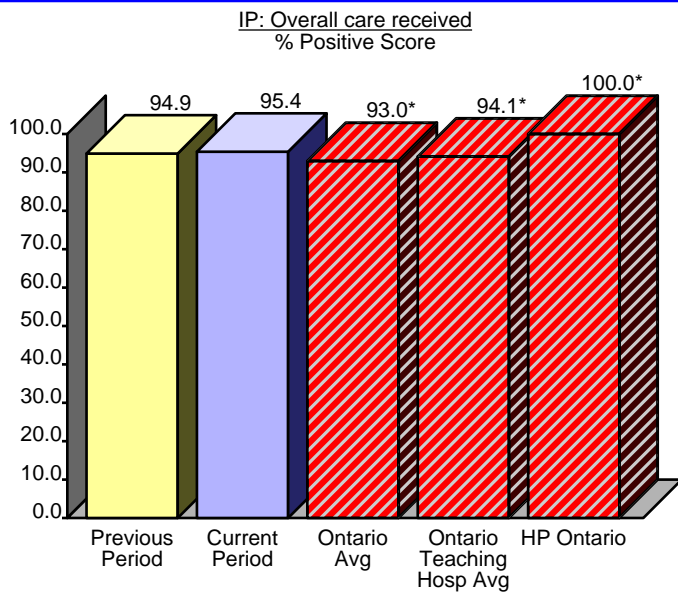
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



Acute Care Patient Experience-Access

London Health Sciences Centre Corporate

Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



* 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
73.2% [↑]	IP: Received all services needed	73.3% [↑]	74.1% [↑]	91.1% [↓]	0.553
86.1% [↑]	IP: Availability of Dr	86.0% [↑]	86.7% [↑]	100.0% [↓]	0.503
91.3%	IP: Availability of Nurses	88.5% [↑]	89.5% [↑]	100.0% [↓]	0.482

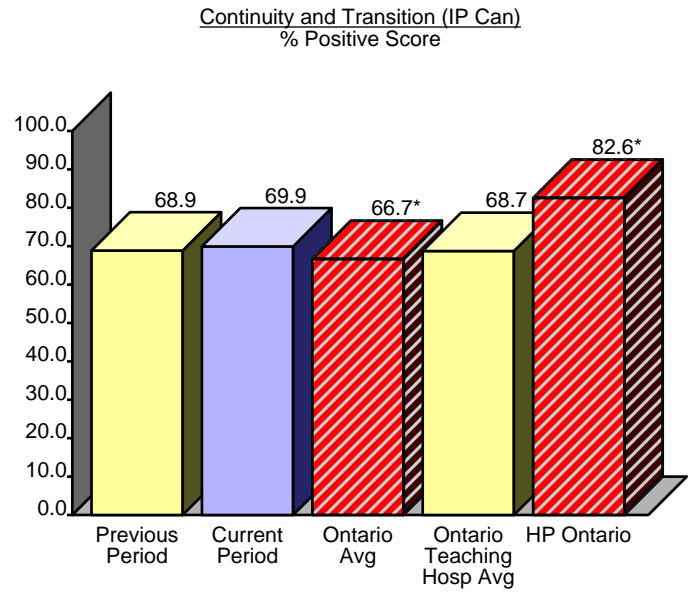
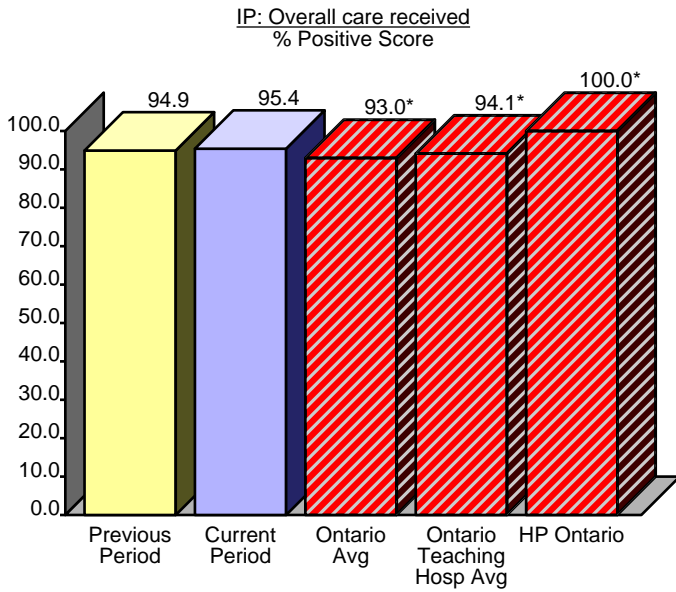
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



Acute Care Patient Experience-Continuity and Transition

London Health Sciences Centre Corporate

Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



* Significantly Different from Your Current Score

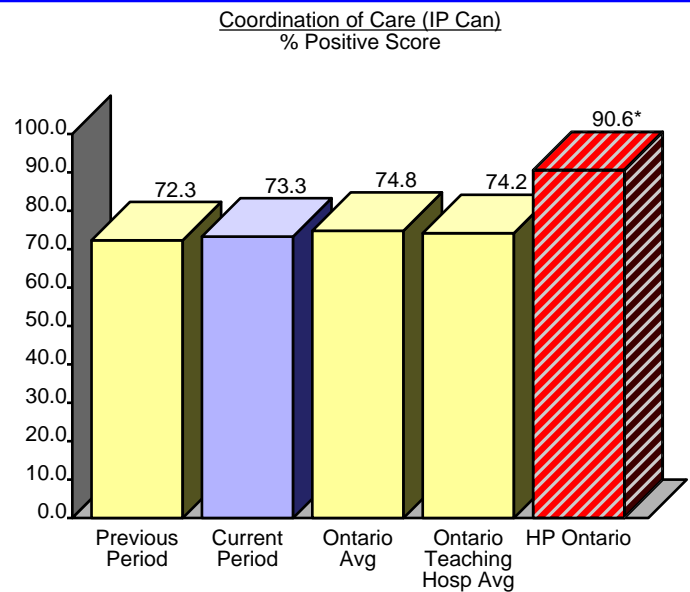
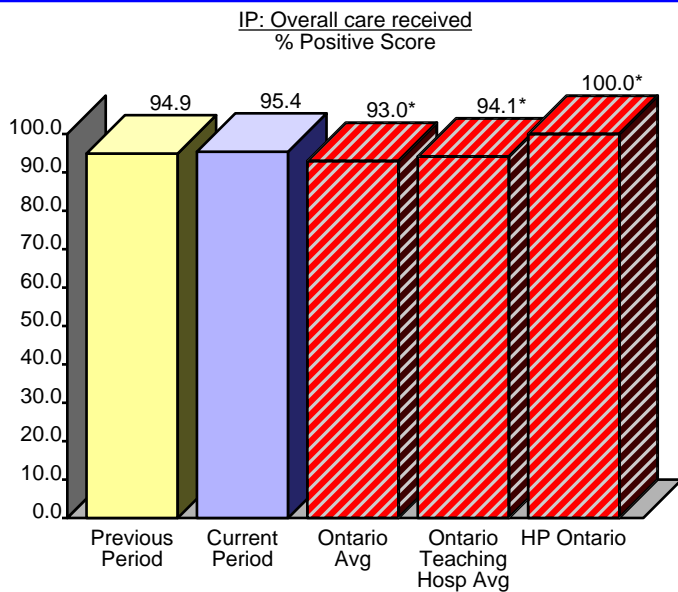
Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
62.6%	IP: Discussed danger signals to watch for	59.5% ↑	63.8%	82.4% ↓	0.405
80.9%	IP: Discussed purpose of home meds	79.3%	79.9%	100.0% ↓	0.379
55.4%	IP: Discussed when to resume normal activities	51.8% ↑	55.2%	75.0% ↓	0.360
65.1%	IP: Discussed medication side effects	64.1%	64.5%	85.7% ↓	0.348
81.3%	IP: Knew who to call w/ questions	79.5% ↑	80.2% ↑	97.5% ↓	0.264

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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



* 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
77.7%	IP: Organization of admission process	79.3%	81.3%	92.9%↓	0.395
71.3%	IP: Scheduled tests/procedures were on time	70.3%	69.2%	91.7%↓	0.358
76.1%	IP: Dr/Nurse explained things differently	79.5%	76.1%	94.9%↓	0.343
70.3%	IP: Waited too long to go to room	72.6%↓	75.0%↓	96.8%↓	0.320
66.2%	IP: One Dr in charge of care	71.7%↓	68.6%	93.8%↓	0.182

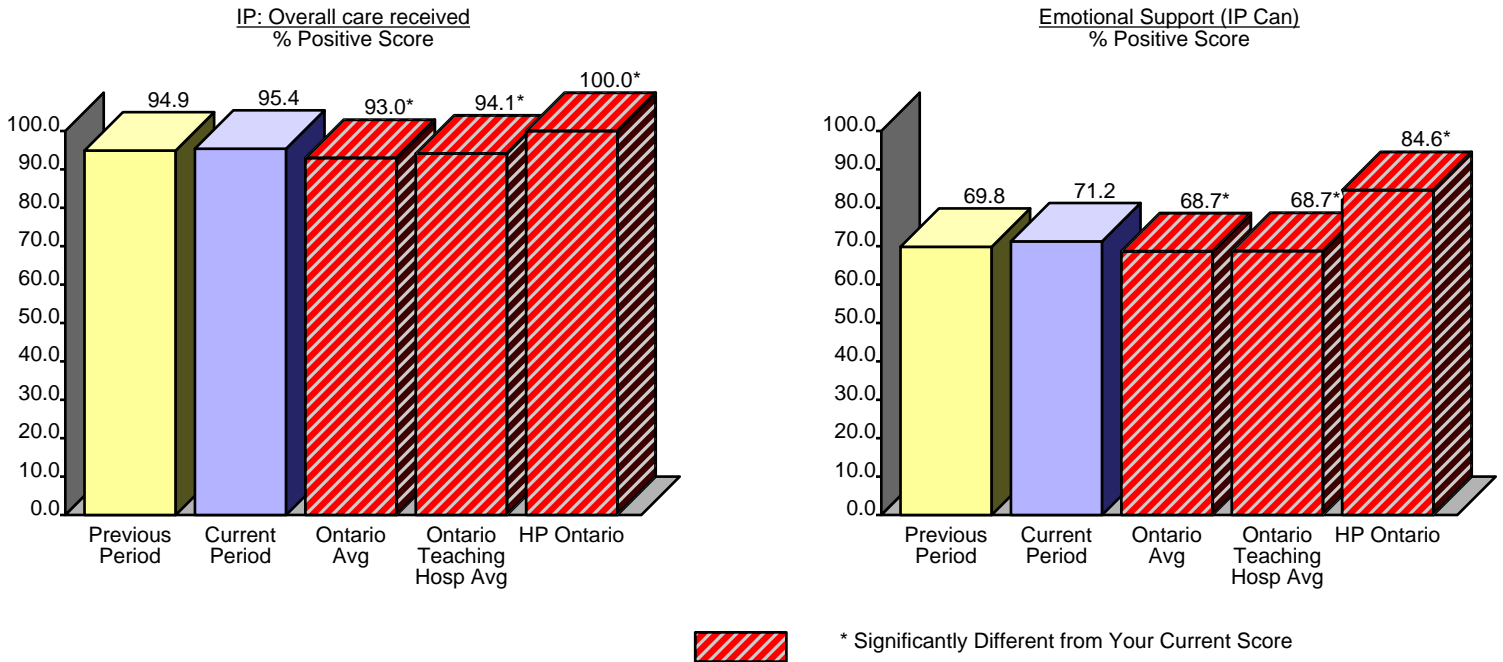
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Acute Care Patient Experience-Emotional Support

London Health Sciences Centre Corporate

Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



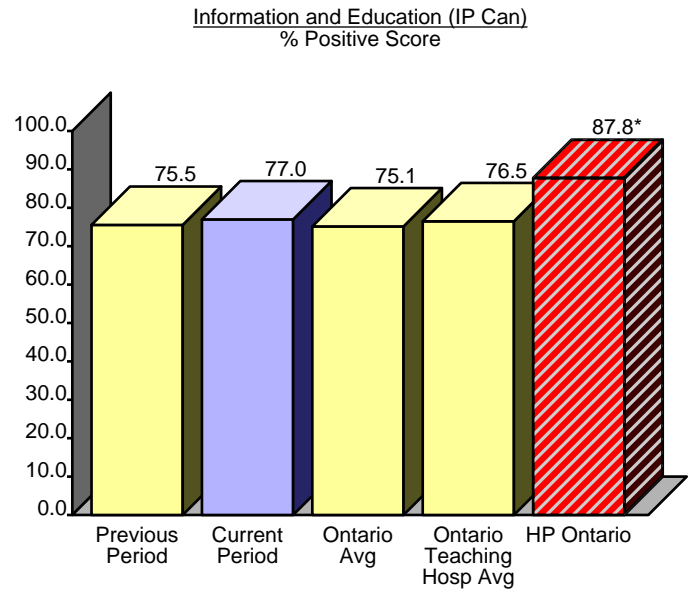
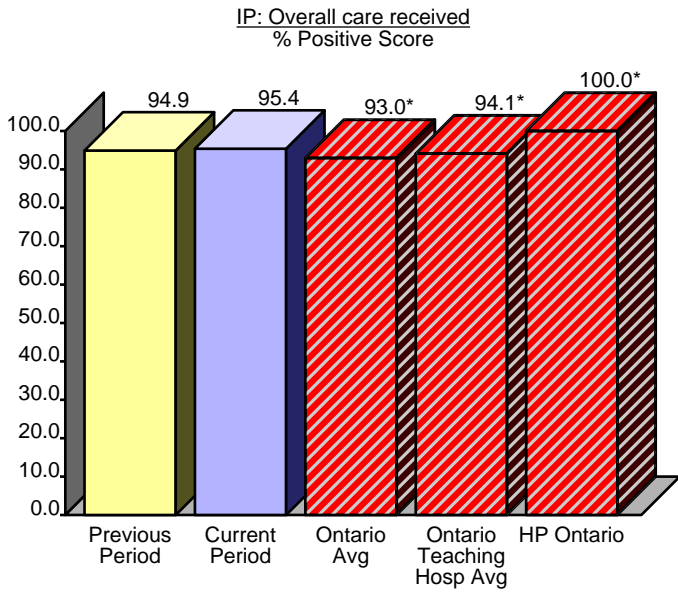
Detail

Previous Period		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
	Highest correlation with "IP: Overall care received" % Positive Score				
82.4%	IP: Confidence/trust in Drs 83.6%	82.6%	84.0%	93.3%↓	0.478
62.8%	IP: Ease of finding someone to talk to 66.2%	62.2%↑	61.0%↑	90.0%↓	0.472
57.0%	IP: Nurse discussed anxieties/fears 60.1%	56.0%↑	57.1%↑	80.6%↓	0.450
76.3%	IP: Confidence/trust in Nurses 76.2%	73.4%↑	72.0%↑	97.5%↓	0.445
66.5%	IP: Dr discussed anxieties/fears 66.3%	64.8%	66.7%	80.0%↓	0.401

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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



* 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	
72.2%	IP: Nurse answered questions understandably	74.3%	70.8% ↑	70.8% ↑	96.9% ↓	0.496
71.8%	IP: Dr answered questions understandably	73.6%	73.5%	74.7%	89.5% ↓	0.438
70.3%	IP: Explained test results understandably	72.1%	69.2% ↑	71.7%	87.3% ↓	0.426
88.0%	IP: Explained reason for wait in going to room	88.1%	87.1%	88.9%	98.0% ↓	0.315

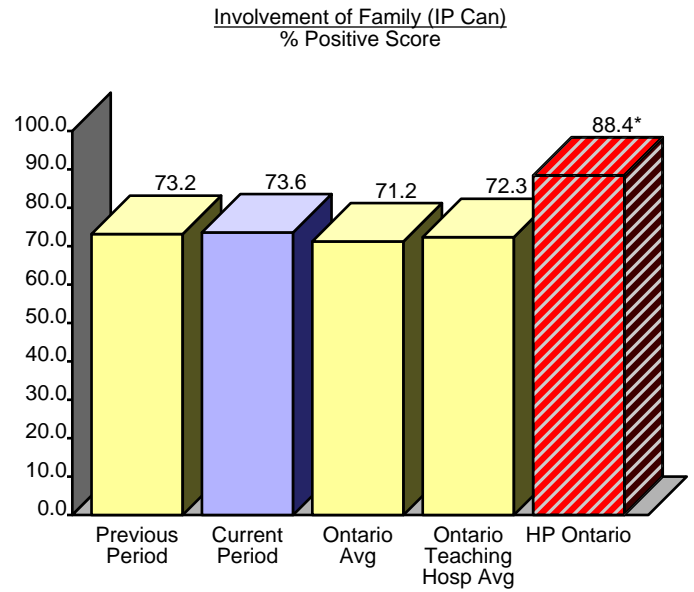
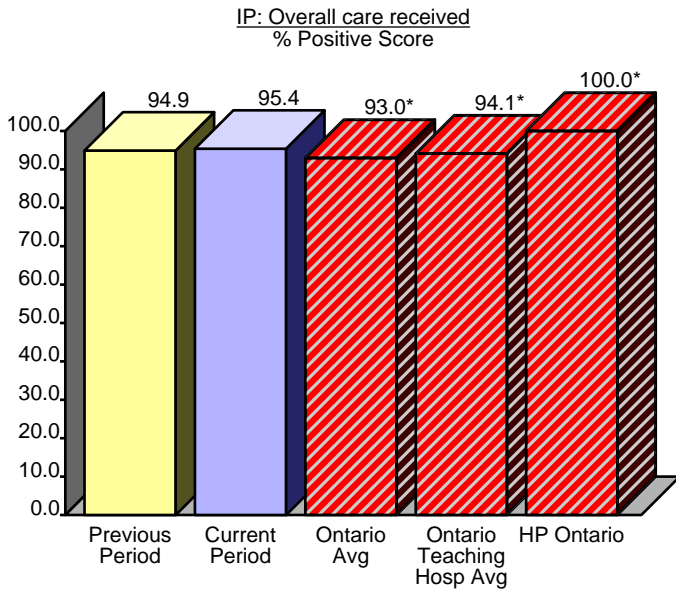
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher **↑** or lower **↓**.



Acute Care Patient Experience-Involvement of Family

London Health Sciences Centre Corporate

Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



* 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
67.3%	IP: Family had enough recovery info	64.6% [↑]	65.9%	82.9% [↓]	0.448
65.1%	IP: Family talked w/Dr enough	61.7% [↑]	63.0%	85.7% [↓]	0.404
86.5%	IP: Amount of info given to family	86.7%	87.0%	100.0% [↓]	0.404

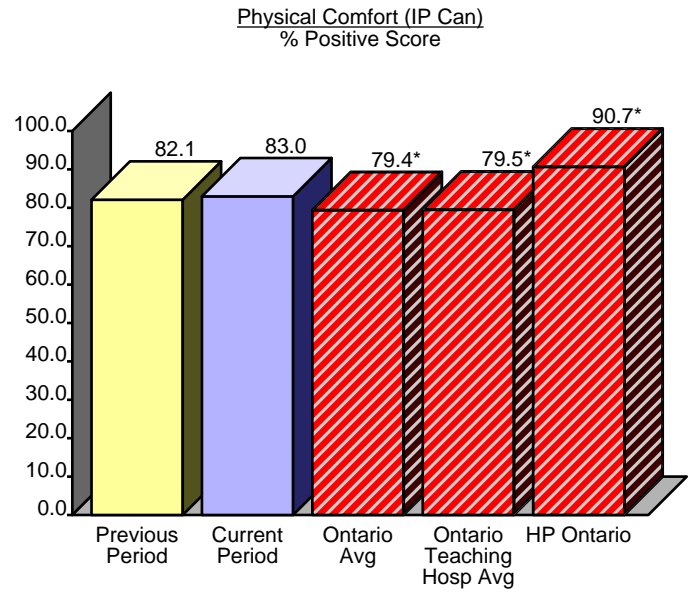
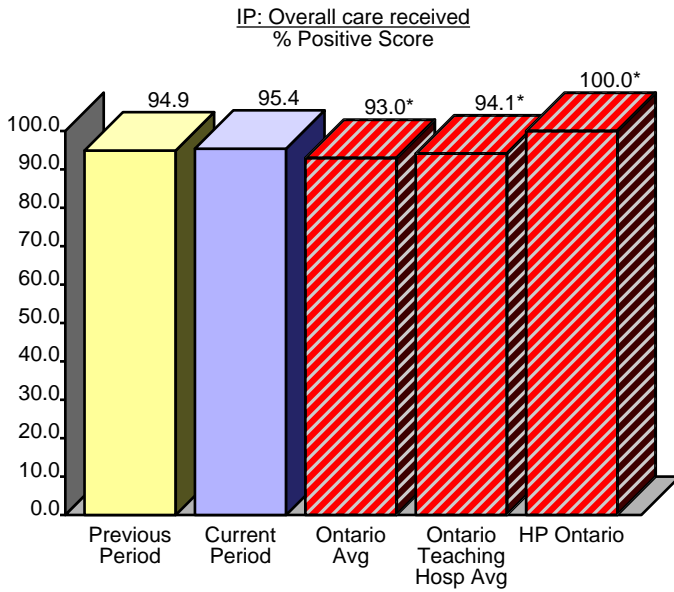
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



Acute Care Patient Experience-Physical Comfort

London Health Sciences Centre Corporate

Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



* Significantly Different from Your Current Score

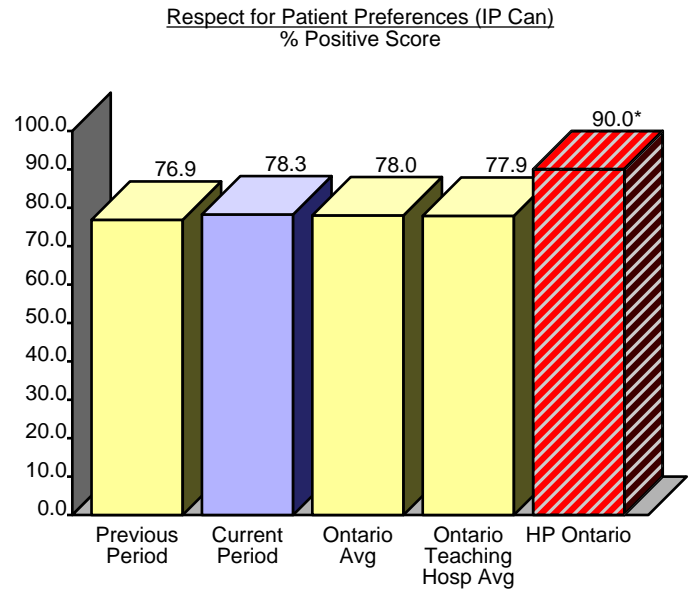
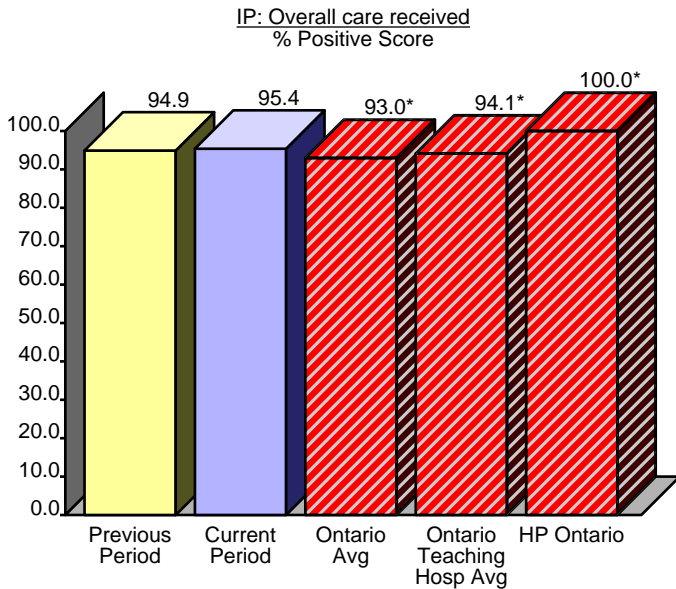
Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient	
	% Positive Score					
66.3%	IP: Wait time after call button reasonable	67.8%	61.3%↑	60.7%↑	90.0%↓	0.519
81.7%	IP: Did everything to control pain	82.2%	77.7%↑	78.2%↑	90.8%↓	0.504
71.8%	IP: Got bathroom help in time	73.2%	68.2%↑	68.5%↑	88.1%↓	0.458
96.1%	IP: Minutes for help after call button	96.2%	94.0%↑	94.1%↑	100.0%↓	0.365
89.6%	IP: Minutes taken to get pain medicine	89.3%	87.1%	86.2%↑	100.0%↓	0.332
90.6%	IP: Amount of pain medicine received	92.3%	91.4%	92.0%	100.0%↓	0.272

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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



* 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
83.6%	IP: Treated you w/respect/dignity 84.9%	82.5% ↑	83.5%	97.8% ↓	0.534
57.0%	IP: Enough say about treatment 59.9%	56.8% ↑	58.3%	76.9% ↓	0.453
82.2%	IP: Drs talked in front of you 81.8%	87.0% ↓	85.0% ↓	97.4% ↓	0.301
84.4%	IP: Nurses talked in front of you 86.1%	85.7%	85.6%	97.4% ↓	0.280

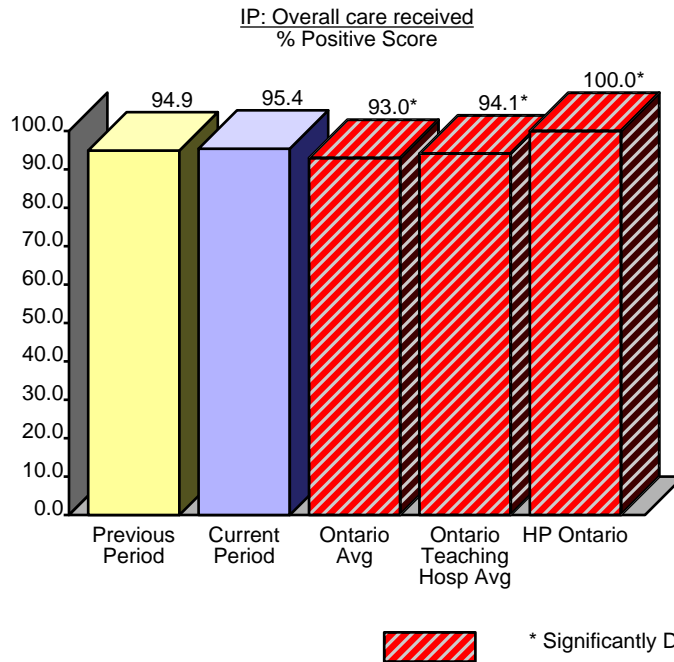
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



Acute Care Patient Experience-Overall Impressions

London Health Sciences Centre Corporate

Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

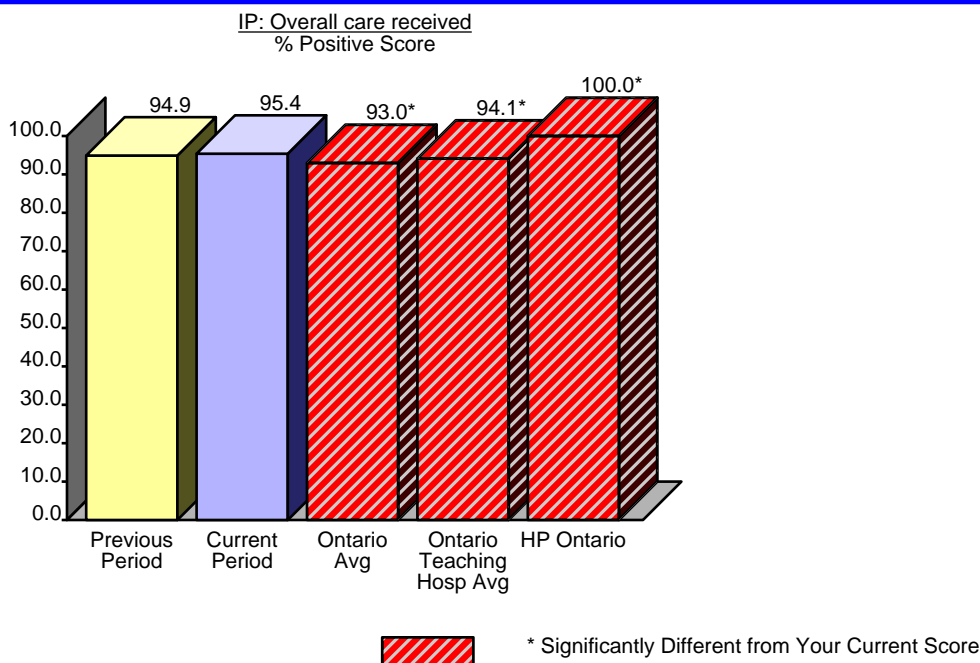


		<i>Detail</i>				
Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient	
		% Positive Score				
78.1%	IP: Would recommend for stay	79.7%	72.9% ↑	78.1%	95.1% ↓	0.570
94.6%	IP: Overall Dr care	95.7%	94.6%	95.4%	100.0% ↓	0.468
94.7% ↑	IP: Rate how Dr/Nurses worked together	96.4%	93.3% ↑	94.0% ↑	100.0% ↓	0.444

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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



Detail

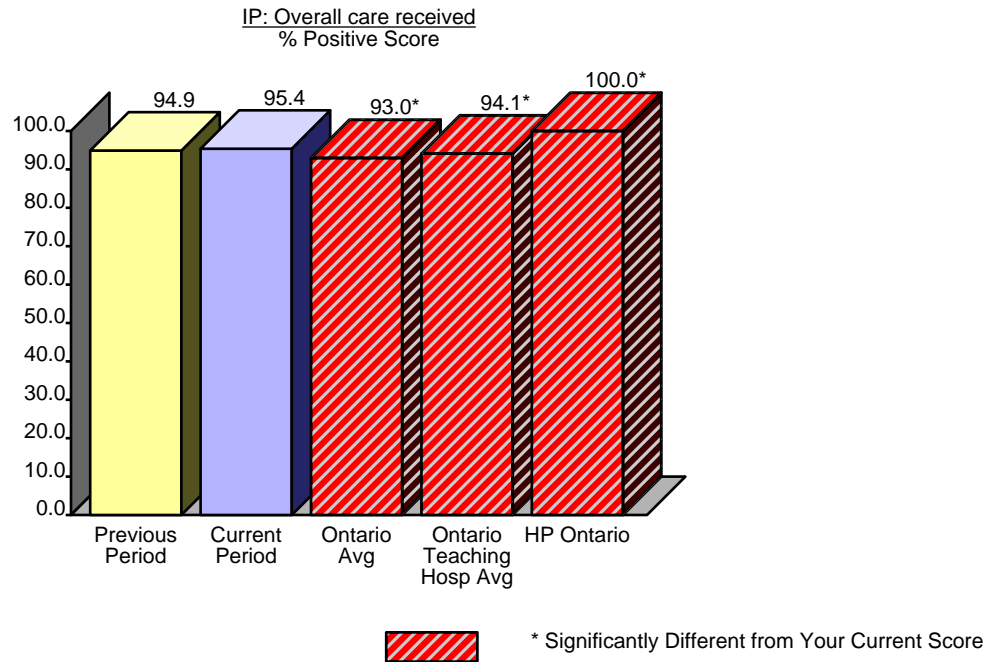
Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
95.7%	IP: Courtesy of Nurses	95.8%	93.7%↑	100.0%↓	0.427
96.0%	IP: Courtesy of Dr	97.1%	95.8%↑	100.0%↓	0.390
95.6%	IP: Courtesy of admission	96.0%	95.2%	100.0%↓	0.317

% Positive 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
 London Health Sciences Centre Corporate
 Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Correlation Coefficient
89.3%	IP: Condition of room/hospital environment	84.8%↑	84.1%↑	100.0%↓	0.398
56.7%	IP: Overall quality of food	61.9%↓	58.5%	97.4%↓	0.267

% Positive Score

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

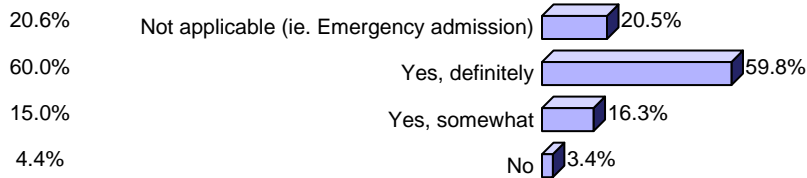


Acute Care Patient Experience-Custom Questions
 London Health Sciences Centre Corporate
 Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

Detail

Previous Period

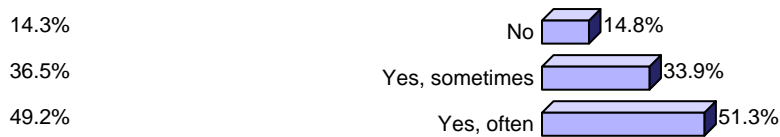
IP: Time to register was reasonable



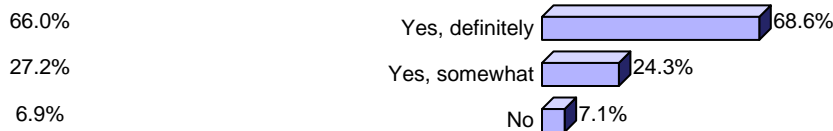
IP: Asked about allergies more than once



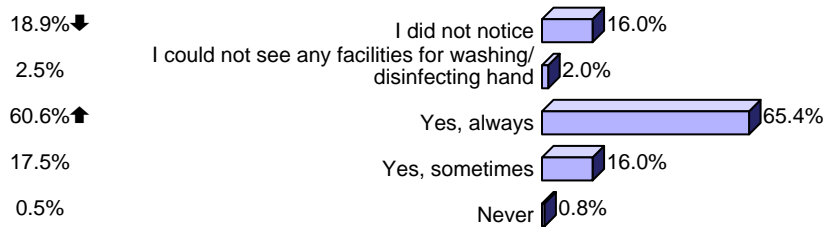
IP: Asked questions re: history more than once



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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

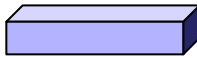
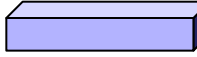


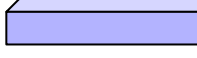
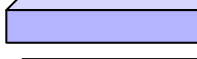




<i>Detail</i>					
Previous Period	Items ranked in descending order by current score	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	
<i>% Positive Score</i>					
96.0%	IP: Courtesy of Dr	97.1%	95.8% ▲	96.2%	100.0% ▼
94.7% ▲	IP: Rate how Dr/Nurses worked together	96.4%	93.3% ▲	94.0% ▲	100.0% ▼
96.1%	IP: Minutes for help after call button	96.2%	94.0% ▲	94.1% ▲	100.0% ▼
95.6%	IP: Courtesy of admission	96.0%	95.2%	95.7%	100.0% ▼
95.7%	IP: Courtesy of Nurses	95.8%	93.7% ▲	94.5% ▲	100.0% ▼
94.6%	IP: Overall Dr care	95.7%	94.6%	95.4%	100.0% ▼
90.6%	IP: Amount of pain medicine received	92.3%	91.4%	92.0%	100.0% ▼
91.3%	IP: Availability of Nurses	92.0%	88.5% ▲	89.5% ▲	100.0% ▼
86.1% ▲	IP: Availability of Dr	89.7%	86.0% ▲	86.7% ▲	100.0% ▼
89.3%	IP: Condition of room/hospital environment	89.3%	84.8% ▲	84.1% ▲	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-Lowest Percent Positive (Areas for Improvement)



London Health Sciences Centre Corporate
Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

<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>				
55.4%	IP: Discussed when to resume normal activities 	51.8% ↑	55.2%	75.0% ↓
56.7%	IP: Overall quality of food 	61.9% ↓	58.5%	97.4% ↓
57.0%	IP: Enough say about treatment 	56.8% ↑	58.3%	76.9% ↓
57.0%	IP: Nurse discussed anxieties/fears 	56.0% ↑	57.1% ↑	80.6% ↓
62.6%	IP: Discussed danger signals to watch for 	59.5% ↑	63.8%	82.4% ↓
65.1%	IP: Family talked w/Dr enough 	61.7% ↑	63.0%	85.7% ↓
65.1%	IP: Discussed medication side effects 	64.1%	64.5%	85.7% ↓
62.8%	IP: Ease of finding someone to talk to 	62.2% ↑	61.0% ↑	90.0% ↓
66.5%	IP: Dr discussed anxieties/fears 	64.8%	66.7%	80.0% ↓
67.3%	IP: Family had enough recovery info 	64.6% ↑	65.9%	82.9% ↓

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

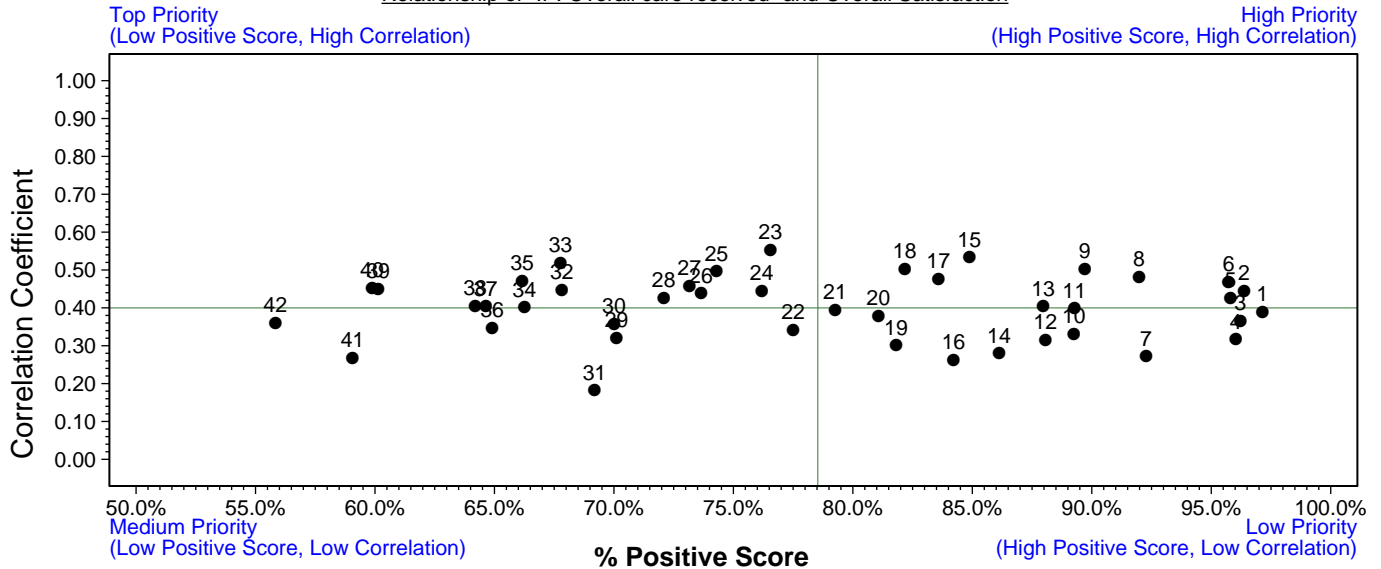


Acute Care Patient Experience-Priority Matrix

London Health Sciences Centre Corporate

Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

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



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

Detail

Previous Period	Highest correlation with "IP: Overall care received"	Correlation Coefficient	n size
% Positive Score			
73.2% ▲	IP: Received all services needed 76.5%	0.553	1339
83.6%	IP: Treated you w/respect/dignity 84.9%	0.534	1336
66.3%	IP: Wait time after call button reasonable 67.8%	0.519	1030
81.7%	IP: Did everything to control pain 82.2%	0.504	864

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



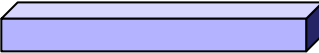
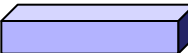


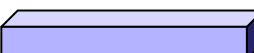
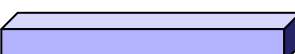
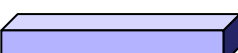

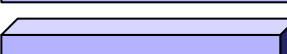

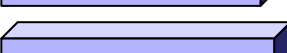




Acute Care Patient Experience-Priority Matrix (continued)
 London Health Sciences Centre Corporate
 Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)



Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
86.1%↑	IP: Availability of Dr	0.503	1331
72.2%	IP: Nurse answered questions understandably	0.496	1245
91.3%	IP: Availability of Nurses	0.482	1346
82.4%	IP: Confidence/trust in Drs	0.478	1334
62.8%	IP: Ease of finding someone to talk to	0.472	1321
94.6%	IP: Overall Dr care	0.468	1334
71.8%	IP: Got bathroom help in time	0.458	924
57.0%	IP: Enough say about treatment	0.453	1311
57.0%	IP: Nurse discussed anxieties/fears	0.450	1006
67.3%	IP: Family had enough recovery info	0.448	1150
76.3%	IP: Confidence/trust in Nurses	0.445	1348
94.7%↑	IP: Rate how Dr/Nurses worked together	0.444	1324
71.8%	IP: Dr answered questions understandably	0.438	1218
95.7%	IP: Courtesy of Nurses	0.427	1336
70.3%	IP: Explained test results understandably	0.426	1225
62.6%	IP: Discussed danger signals to watch for	0.405	1282
65.1%	IP: Family talked w/Dr enough	0.404	1148
86.5%	IP: Amount of info given to family	0.404	1172
66.5%	IP: Dr discussed anxieties/fears	0.401	1046
89.3%	IP: Condition of room/hospital environment	0.398	1342
77.7%	IP: Organization of admission process	0.395	1321
96.0%	IP: Courtesy of Dr	0.390	1330
80.9%	IP: Discussed purpose of home meds	0.379	1120

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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
96.1%	IP: Minutes for help after call button 	0.365	1007
55.4%	IP: Discussed when to resume normal activities 	0.360	1268
71.3%	IP: Scheduled tests/procedures were on time 	0.358	1197
65.1%	IP: Discussed medication side effects 	0.348	1211
76.1%	IP: Dr/Nurse explained things differently 	0.343	1338
89.6%	IP: Minutes taken to get pain medicine 	0.332	670
70.3%	IP: Waited too long to go to room 	0.320	1315
95.6%	IP: Courtesy of admission 	0.317	1335
88.0%	IP: Explained reason for wait in going to room 	0.315	1206
82.2%	IP: Drs talked in front of you 	0.301	1325
84.4%	IP: Nurses talked in front of you 	0.280	1340
90.6%	IP: Amount of pain medicine received 	0.272	841
56.7%	IP: Overall quality of food 	0.267	1280
81.3%	IP: Knew who to call w/ questions 	0.264	1318
66.2%	IP: One Dr in charge of care 	0.182	1334

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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

Detail

Previous Period		n size
	IP: Would recommend for stay	
78.1%	Yes, definitely 79.7%	1068
19.4%	Yes, probably 17.5%	235
2.5%	No 2.8%	37
	IP: Overall care received	
43.7%	Excellent 47.3%	635
38.0%	Very Good 35.8%	481
13.2%	Good 12.3%	165
4.0%	Fair 3.4%	45
1.1%	Poor 1.3%	17

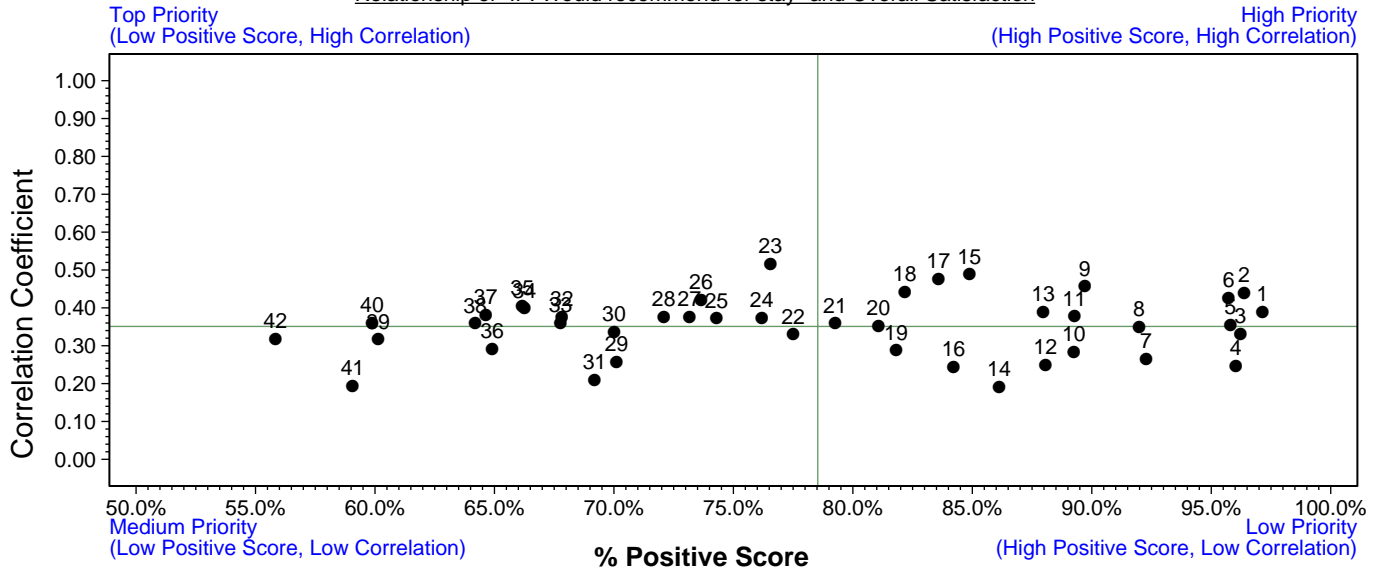
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher or lower .

Acute Care Patient Experience-Priority Matrix - Would Recommend Question



London Health Sciences Centre Corporate
Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

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



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

Detail

Previous Period	Highest correlation with "IP: Would recommend for stay"	Correlation Coefficient	n size
73.2%↑	IP: Received all services needed 76.5%	0.516	1339
83.6%	IP: Treated you w/respect/dignity 84.9%	0.489	1336
82.4%	IP: Confidence/trust in Drs 83.6%	0.477	1334
86.1%↑	IP: Availability of Dr 89.7%	0.457	1331

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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)


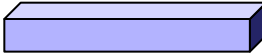
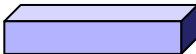


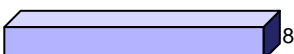

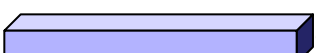
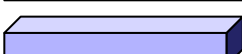
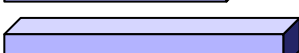

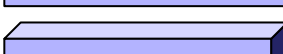



Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
81.7%	IP: Did everything to control pain	0.443	864
94.7% [↑]	IP: Rate how Dr/Nurses worked together	0.440	1324
94.6%	IP: Overall Dr care	0.427	1334
71.8%	IP: Dr answered questions understandably	0.421	1218
62.8%	IP: Ease of finding someone to talk to	0.406	1321
66.5%	IP: Dr discussed anxieties/fears	0.399	1046
86.5%	IP: Amount of info given to family	0.389	1172
96.0%	IP: Courtesy of Dr	0.389	1330
65.1%	IP: Family talked w/Dr enough	0.382	1148
70.3%	IP: Explained test results understandably	0.377	1225
67.3%	IP: Family had enough recovery info	0.377	1150
71.8%	IP: Got bathroom help in time	0.377	924
89.3%	IP: Condition of room/hospital environment	0.377	1342
76.3%	IP: Confidence/trust in Nurses	0.374	1348
72.2%	IP: Nurse answered questions understandably	0.372	1245
66.3%	IP: Wait time after call button reasonable	0.361	1030
62.6%	IP: Discussed danger signals to watch for	0.360	1282
57.0%	IP: Enough say about treatment	0.360	1311
77.7%	IP: Organization of admission process	0.359	1321
95.7%	IP: Courtesy of Nurses	0.355	1336
80.9%	IP: Discussed purpose of home meds	0.353	1120
91.3%	IP: Availability of Nurses	0.351	1346
71.3%	IP: Scheduled tests/procedures were on time	0.336	1197



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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

Previous Period	Detail	Correlation Coefficient	n size
	<i>% Positive Score</i>		
96.1%	IP: Minutes for help after call button 	0.331	1007
76.1%	IP: Dr/Nurse explained things differently 	0.330	1338
55.4%	IP: Discussed when to resume normal activities 	0.317	1268
57.0%	IP: Nurse discussed anxieties/fears 	0.317	1006
65.1%	IP: Discussed medication side effects 	0.292	1211
82.2%	IP: Drs talked in front of you 	0.288	1325
89.6%	IP: Minutes taken to get pain medicine 	0.284	670
90.6%	IP: Amount of pain medicine received 	0.266	841
70.3%	IP: Waited too long to go to room 	0.257	1315
88.0%	IP: Explained reason for wait in going to room 	0.250	1206
95.6%	IP: Courtesy of admission 	0.247	1335
81.3%	IP: Knew who to call w/ questions 	0.245	1318
66.2%	IP: One Dr in charge of care 	0.210	1334
56.7%	IP: Overall quality of food 	0.194	1280
84.4%	IP: Nurses talked in front of you 	0.191	1340

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

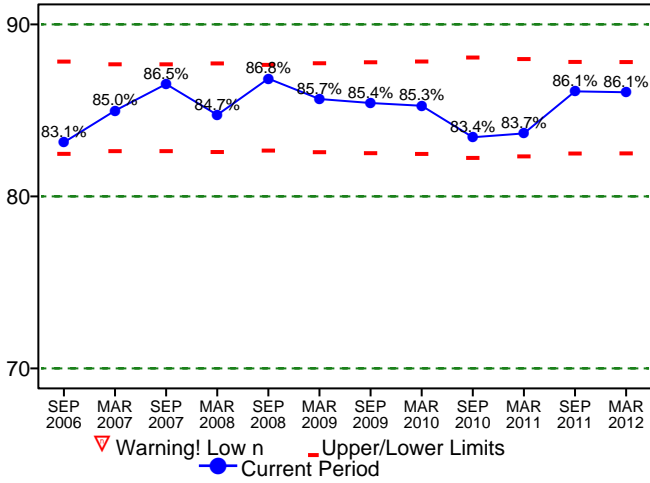


Acute Care Patient Experience-Performance Across Time

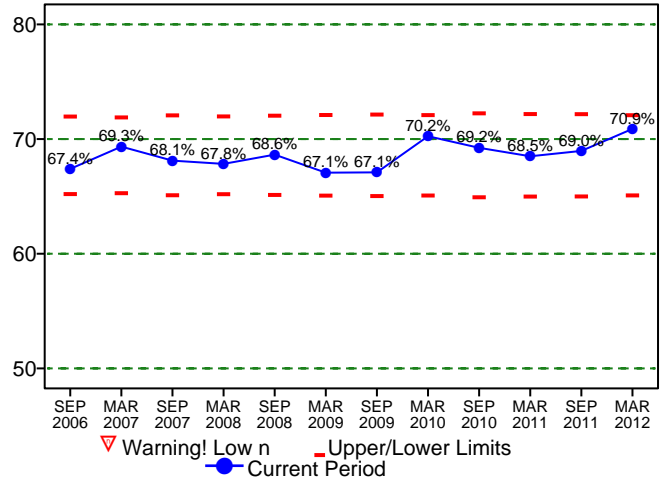
London Health Sciences Centre Corporate

Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

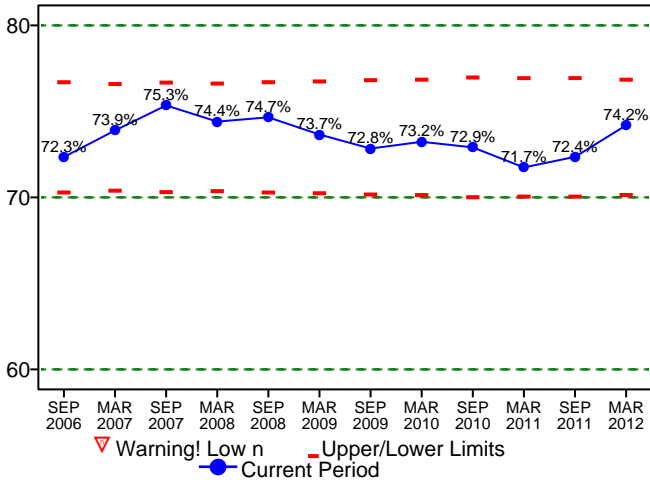
Access to Care (IP Can)
% Positive Score



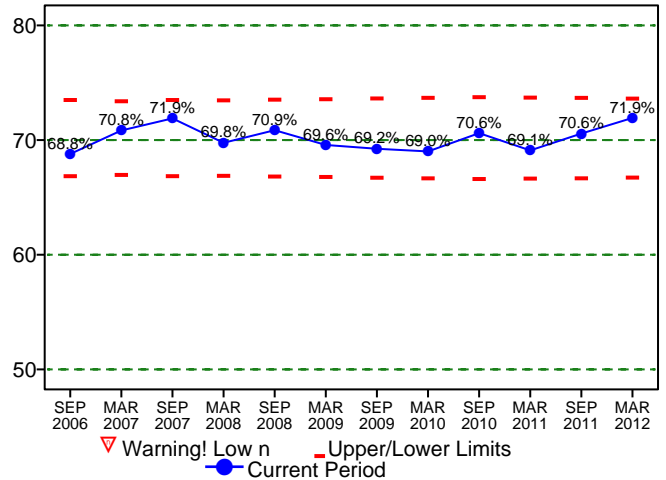
Continuity and Transition (IP Can)
% Positive Score



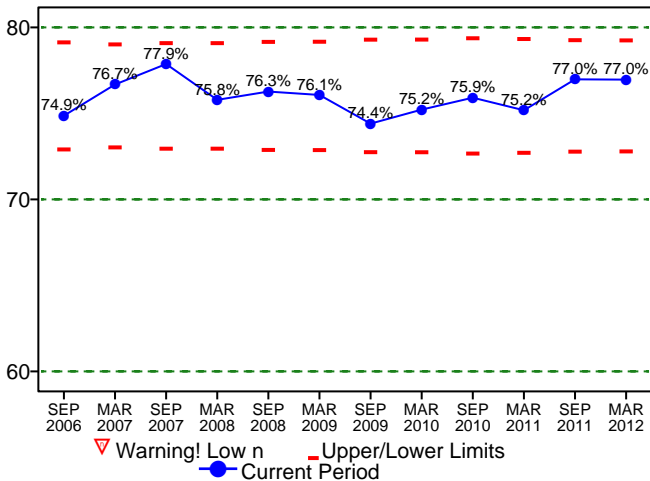
Coordination of Care (IP Can)
% Positive Score



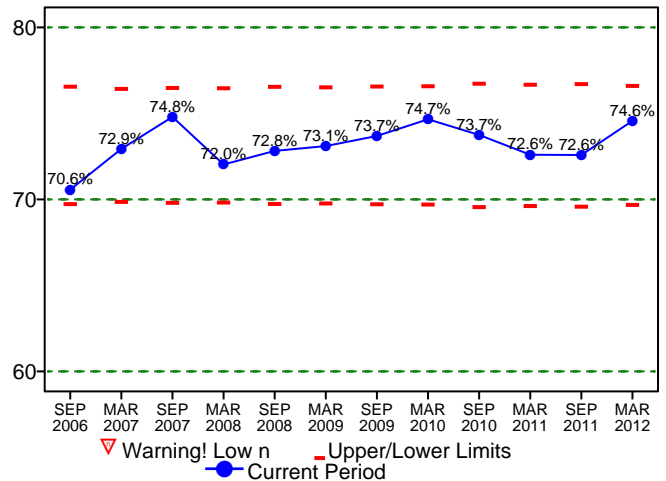
Emotional Support (IP Can)
% Positive Score



Information and Education (IP Can)
% Positive Score



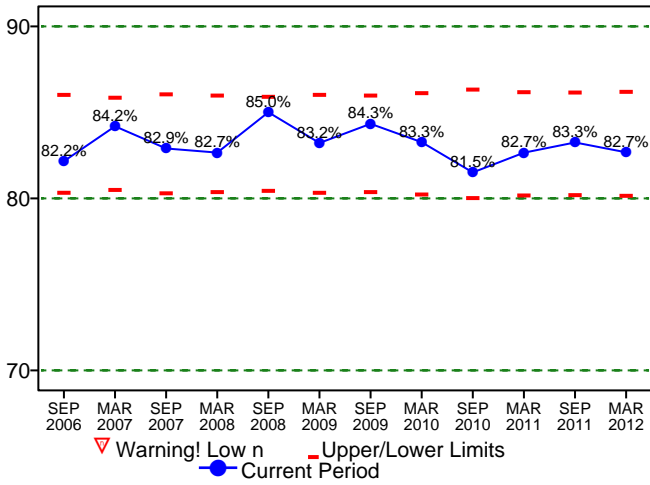
Involvement of Family (IP Can)
% Positive Score



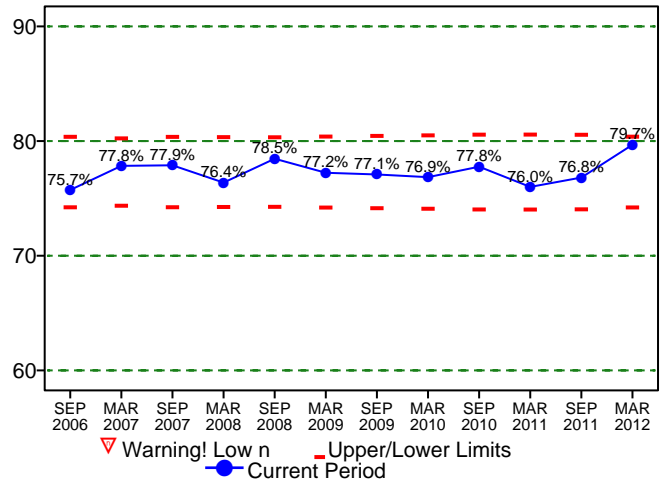


Acute Care Patient Experience-Performance Across Time London Health Sciences Centre Corporate Apr 1, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

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, 2011 - Mar 31, 2012 (n=1383, Response Rate= 49.9%)

Detail

Previous Period		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
IP: Rate health				
6.6%	Excellent 7.1%	10.5%↓	12.0%↓	
23.6%	Very Good 25.9%	26.4%	27.8%	
37.7%	Good 35.9%	34.3%	34.2%	
23.4%	Fair 23.0%	21.2%	19.0%↑	
8.7%	Poor 8.1%	7.6%	6.9%	
IP: Days illness/injury kept you in bed				
58.7%	None 60.9%	60.0%	60.7%	
4.9%	One Day 4.4%	4.8%	4.7%	
5.5%	Two Days 5.3%	5.2%	5.4%	
3.6%	Three Days 3.5%	3.7%	3.7%	
4.4%	Four Days 3.3%	4.0%	3.9%	
5.7%	Five-to-Seven Days 6.6%	6.0%	5.7%	
3.6%	Eight-to-Ten Days 2.9%	3.9%	3.7%	
13.7%	More than Ten Days 13.2%	12.3%	12.2%	
IP: Number of times in hospital overnight/longer				
58.5%	Only this time 61.4%	70.2%↓	70.1%↓	
24.0%	This time and one other time 21.3%	19.0%↑	18.8%↑	
17.5%	This time and more than one other time 17.3%	10.7%↑	11.2%↑	
IP: Highest education completed				
16.5%	Public school 14.4%	16.4%↓	12.4%↑	
39.2%	High school 38.5%	33.9%↑	30.1%↑	
27.3%↑	College, trade, or technical school 30.9%	27.3%↑	27.8%↑	
9.4%	University undergraduate degree 10.2%	12.5%↓	15.7%↓	
7.7%	Post university/graduate education 6.0%	9.8%↓	14.0%↓	
IP: Who completed survey				
86.8%	Patient 88.5%	85.8%↑	87.7%	
13.2%	Someone else 11.5%	14.2%↓	12.3%	

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