

Patient Ratings of Overall Care and Likelihood to Recommend Ontario Hospitals



Results of Patient Experience Surveys from
April 2012 to March 2013

April 2014

Table of Contents

About this report.....	3
Highlights.....	4
Methods.....	7
How Hospitals can use the tables to identify their Percentile Ranking.....	8
Ratings of Overall Care and Likelihood to Recommend: Acute Care Inpatient Experience Survey Results.....	9
Acute Care Inpatient – Ontario Hospitals.....	9
Acute Care Inpatient - Academic Hospitals.....	12
Acute Care Inpatient - Community Hospitals.....	13
Acute Care Inpatient - Small Hospitals.....	16
Ratings of Overall Care and Likelihood to Recommend: Emergency Department Patient Experience Survey Results.....	17
Emergency Department – Ontario Hospitals.....	17
Emergency Department - Academic Hospitals.....	20
Emergency Department – Community Hospitals.....	21
Emergency Department – Small Hospitals.....	24
Ratings of Overall Care and Likelihood to Recommend: Rehabilitation Patient Experience Survey Results.....	27
Ratings of Overall Care and Likelihood to Recommend: Maternity Patient Experience Survey Results.....	28
Ratings of Overall Care and Likelihood to Recommend: Day Surgery Patient Experience Survey Results.....	31
Ratings of Overall Care and Likelihood to Recommend: Paediatric Patient Experience Survey Results.....	32
Ratings of Overall Care: Mental Health Inpatient Short Stay Patient Experience Survey Results.....	33
Acknowledgements.....	34
Appendix A: Trend Charts - 2010-11 to 2012-13.....	35

About this report

National Research Corporation Canada (NRCC) is pleased to present its third annual report on “Patient Ratings of Overall Care and Likelihood to Recommend Ontario Hospitals”. The purpose of this report series is to highlight hospitals in Ontario that have received excellent performance ratings, based on patient perceptions. The top performing hospitals that have been named in this report may have leading practices in place from which others can learn. NRCC encourages hospitals to seek and share knowledge about best practices in patient experience and to communicate the information contained in this report with their Boards, patients, staff and communities.

This report reflects scores from surveys completed by patients who had encounters in Ontario’s hospitals between April 1st, 2012 and March 31st, 2013. In the report, the 90th, 75th, 50th (median) and 25th percentile scores are presented, along with the highest and lowest annual percent positive scores for the two global patient experience rating questions:

“Overall, how would you rate the care you received at the hospital?” (“Overall Care” question).

“Would you recommend this hospital to your family or friends?” (“Would Recommend” question).

Percentiles can be used to compare or rank a hospital’s performance among a larger grouping within a given timeframe (e.g., all participating Ontario facilities, fiscal year 2012-2013). The percentile tables identify the top performing hospital(s), i.e. the hospital(s) with the highest annual average ratings for the “overall care” and “would recommend” questions in their various sectors. They also identify those hospitals with positive scores that fall between the 90th percentile and the top performing score. All hospitals identified in this report have agreed to be identified.

Survey results are broken out into four different reporting categories: overall, academic, community and small hospitals. Where more than 30 facilities can be included in the analysis, reporting has been drilled down for community and small hospitals. Results are provided for the following categories and peer groups:

- Acute Inpatient Care (overall, and community hospitals);
- Emergency Department (overall, community and small hospitals); and
- Maternity Care.

For peer groups of hospitals or for survey categories where there are fewer than 30 hospitals in the group, the range of scores is provided and the top performing hospital is identified. This is provided for:

- Acute Inpatient Care (academic hospitals, and small hospitals);
- Emergency Department (academic hospitals);
- Rehabilitation Care;
- Mental Health (short stay inpatient);
- Paediatric Inpatient Care; and
- Day Surgery.

Trend charts illustrating the median positive scores for the three fiscal year periods covered in this report series, for all groups and categories, where available, are shown in Appendix A.

Highlights

Acute Inpatient Care:

- Top performing hospitals in Ontario for overall care in acute inpatient care are:
 - Deep River and District Hospital (all hospital peer groups combined and Small hospitals)
 - Huron Perth Healthcare Alliance - Seaforth Community Hospital (all hospital peer groups combined and Small hospitals)
 - South Bruce Grey Health Centre-Chesley (Community hospitals)
 - University of Ottawa Heart Institute (Academic hospitals)
- Top performing hospitals in Ontario for likelihood to recommend acute inpatient care are:
 - Huron Perth Healthcare Alliance-Clinton Public Hospital (Small hospitals)
 - Grey Bruce Health Services - Lion's Head and Wiarton (Community hospitals)
 - University of Ottawa Heart Institute (all hospital peer groups combined and Academic hospitals)
- Special acknowledgment is made to **Deep River and District Hospital** for its achievement as the top performer in ratings of overall care for acute inpatient services for three consecutive years.
- Ontario-wide ratings of overall care among adults who had an acute inpatient stay ranged from a low annual average score of 80% to a high annual average score of 100%. The range has not changed since 2010-11.
- Patients having an inpatient stay in a *small hospital* tended to rate overall care slightly higher (96% median) compared to those having an inpatient stay in a *community hospital* (93% median). These median scores are similar to the median scores for the previous two years.
- Patients having an inpatient stay in a *small hospital* also indicated higher likelihood to recommend scores (75% median) compared to those with an inpatient stay in a community hospital (72% median). In 2010-11 and in 2011-2012, the median score was 78% for small hospitals and 70% for community hospitals.
- Rating of overall care in an *academic hospital* ranged from a low annual average score of 88% to a high annual average score of 99%, slightly higher than the range in 2011-12.
- Rating of likelihood to recommend acute inpatient care in an *academic hospital* ranged from 67% to 94%, compared to a range of 62% to 92% in 2011-12.

Emergency Department:

- The top performing hospitals in Ontario for overall care in the Emergency Department are:
 - Huron Perth Healthcare Alliance - Seaforth Community Hospital (all hospital peer groups combined and Small hospitals)
 - South Bruce Grey Health Centre-Durham (Community hospitals)
 - Hotel Dieu Hospital Kingston (Academic hospitals)
- The top performing hospitals in Ontario for likelihood to recommend the Emergency Department are:
 - Grey Bruce Health Services-Lion's Head (all hospital peer groups combined and Community hospitals)

- Almonte General Hospital (Small hospitals)
- The Hospital for Sick Children (Academic hospitals)
- Ontario-wide positive ratings for overall care in the Emergency Department ranged from a low annual average score of 72% to a high annual average score of 98%. In 2011-2012, scores ranged from a low annual average score of 64% to a high annual average score of 97% and in 2010-11, the range was 68% to 97%.
- Patients having an Emergency Department visit in a *small hospital* rated overall care higher (93% median) compared to those having an Emergency Department visit in a *community hospital* (87% median) and in an *academic hospital* (88% median).
- Similarly, patients having an Emergency Department visit in a *small hospital* indicated higher likelihood to recommend (72% median) compared to those with an Emergency Department visit in a *community hospital* (58% median) and in an *academic hospital* (62% median).
- Ratings of overall care in the Emergency Department in an *academic hospital* ranged from a low annual average score of 80% to a high annual average score of 94%.

Inpatient Rehabilitation Care

- The top performing hospital for both patient rating of overall care and likelihood to recommend is:
 - Providence Care
- Ontario-wide positive ratings of overall care during an inpatient rehabilitation stay ranged from a low annual average score of 86% to a high annual average score of 99%. In 2011-2012, ratings in this category ranged from 88% to 100% and in 2010-11, the range was 81% to 100%.
- Ontario-wide, the likelihood to recommend annual percent positive scores ranged from a low of 88% to a high annual average score of 98%. In 2011-2012, positive ratings in this category ranged from 85% to 100% and in 2010-11, the range was 78% to 98%.

Maternity

- The top performing hospitals for patient rating of overall care are:
 - Almonte General Hospital
 - Stevenson Memorial Hospital
- The top performing hospital for patient rating of likelihood to recommend is:
 - Almonte General Hospital
- Ontario-wide, positive ratings of overall care among women with a stay in a maternity bed ranged from a low annual average score of 84% to a high annual average score of 100%, which is consistent with the range in 2011-2012. In 2010-11, annual average positive ratings ranged from 88% to 99%.
- Ontario-wide, the likelihood to recommend annual percent positive scores ranged from a low of 44% to a high annual average score of 95%. In 2011-2012, scores ranged from a low annual average score of 39% to a high annual average score of 93% and in 2010-11, the range was 47% to 90%.

Day Surgery

- The top performing hospitals for patient rating of overall care are:
 - Hotel Dieu Hospital Kingston
 - St. Mary's General Hospital
 - Grey Bruce Health Services
- The top performing hospital for patient ratings of likelihood to recommend is:
 - Hotel Dieu Hospital Kingston
- Ontario-wide positive ratings of overall care ranged from a low average score of 96% to a high average score of 100%, which is consistent with the range in 2011-2012, the first year that the day surgery sector survey results were included in this report series.
- Ontario-wide, the likelihood to recommend annual percent positive scores ranged from a low average score of 61% to a high average score of 98%. In 2011-2012, positive scores ranged from a low average score of 67% to a high average score of 97%.

Paediatric Inpatient Care

- The top performing hospital for patient rating of overall care is:
 - Children's Hospital of Eastern Ontario
- The top performing hospital for patient rating of likelihood to recommend is:
 - The Hospital for Sick Children
- Positive ratings of overall care ranged from a low average score of 81% to a high average score of 99%. In 2011-12, the range from lowest to highest average positive score was 84% to 98%. 2011-12 was the first year that the paediatric inpatient sector survey results were included in this report series.
- Positive ratings of likelihood to recommend ranged from a low average score of 32% to a high average score of 96%. In 2011-12, the range from lowest to highest average positive score was 38% to 95%.

Mental Health Inpatient Short Stay

- The top performing hospital for patient rating of overall care is:
 - Chatham-Kent Health Alliance
- Positive ratings of overall care ranged from a low average score of 72% to a high average score of 95%. In 2011-12, the first year that the mental health sector survey results were included in this report series, the range from lowest to highest average positive score was 75% to 95%. The median score, however, was 1 percentage point higher in 2012-13.

Methods

To ensure a robust analysis for percentile ranking, data from a minimum of 30 hospitals were required for each category and a minimum of 30 completed surveys per hospital was also required.

Where there are fewer than 30 hospitals in a sector, category or peer group, the range of scores is illustrated. Each hospital must have received at least 30 completed surveys to be included in the analysis.

Data reflect annual results from National Research Corporation Canada's Patient Experience Surveys for hospital encounters between April 1st, 2012 and March 31st, 2013.

How is "positive score" calculated?

For the acute inpatient, emergency department and maternity sectors¹, the "overall care" question, "Overall how would you rate the care you received at this [hospital/Emergency Department]", the positive score is the percent of patients who responded "good, very good or excellent" out of the following response options:

- Poor, Fair, **Good, Very Good, Excellent**

For all sectors except rehabilitation, the positive score for the "would recommend" question, "Would you recommend this [clinic/hospital/Emergency Department] to your friends and family" is the percent of patients who responded "yes, definitely" out of the following response options:

- **Yes, definitely**; Yes, Probably; No

For the rehabilitation sector, the positive score for the "overall care" question, "Overall quality of care and services you received", is the percent of patients who responded "good, very good or excellent" out of the following response options:

- Poor, Fair, **Good, Very Good, Excellent**

and; the positive score for the "would recommend" question, "Would you recommend this hospital to your friends and family", is the percent of patients who responded "yes" out of the response options:

- **Yes**, No, Don't Know

¹ For the Paediatric sector, the question is "Overall, how would you rate the care your child received at this hospital and for the Day Surgery sector, the question is "How would you rate the care you received during your procedure?"

How Hospitals can use the tables to identify their Percentile Ranking

How do hospitals compare?

Percentile rank scores range from 1 - 99. A percentile rank shows a hospital's performance compared to other hospitals measuring the same indicators at a comparable time.

A percentile rank of 50 means that the percent positive scores for 50% of the hospitals in the grouping fall below the score associated with the median (or 50th percentile). If a hospital's score converts to a percentile rank of 85, then that hospital scored higher than 85% of the hospitals included in that grouping and 15% of hospitals included in the sector analysis scored higher than that hospital.

The Percentile Rank Scores Tables show the percent positive score associated with percentiles ranging from 1st percentile to 99th percentile. Hospitals can use these tables to identify their percentile rankings by first obtaining their hospital's annual "overall care" and "would recommend" scores for the time period of April 1, 2012 to March 31, 2013 from NRCC's eReports tool located at www.nationalresearch.ca.

Using the Interactive Data to Obtain Positive Score Results

In order to compare your hospital's results to Percentile Rank Scores Tables, log on to eReports and obtain your positive scores for each sector for the comparable timeframe. Once you have logged into eReports, select "All Questions by Report Units". The blue highlights in the table below indicate the filters you will need to apply.

Question Text Search	Summaries Search	Report Units Search	Month of Survey Search	Year/Qtr of Survey Search
<input type="text"/> Amount of pain medicine received in ED-8254 Another MD/specialist called (ED)-14897 Appt for treatment made before left ED-14928 Cleanliness of ED-14910	<input type="text"/> Health Status <input type="text"/> Overall rating of care <input type="text"/> Would you recommend	<input type="text"/> - ED <input type="text"/> Emergency <input type="text"/> - IP <input type="text"/> Acute	<input type="text"/> AUG2010 JUL2010 JUN2010 MAY2010 APR2010	<input type="text"/> 12Q1 11Q4 11Q3 11Q2
<input type="button" value="Filter Data"/>				

All Questions by Units

First, select "Overall Rating of Care" and "Would You Recommend" under the "Summaries" box, then select the appropriate survey unit under the "Report Facilities" box (e.g. Alpha Hospital - ED, for the emergency results), and select the appropriate timeframe, i.e. April 1, 2012 to March 31, 2013² from the "Month of Survey" box. After all these are selected, click "Filter Data" and your data will appear.

Refer to the Percentile Rank Scores Table and identify the score closest to the hospital's score. The percentile rank to the left of the percent positive score represents the hospital's percentile ranking and shows how the hospital compares to others in that peer group.

² Please note the Year/Qtr of Survey search refers to the calendar year. It is recommended to use the Month of Survey search to ensure you have the appropriate timeframe selected.

Ratings of Overall Care and Likelihood to Recommend: Acute Care Inpatient Experience Survey Results

Positive ratings of overall care during an acute inpatient stay in one of Ontario's 113 hospitals that administered an NRCC Patient Experience Survey between April 1, 2012 and March 31, 2013 ranged from a low average score of 80% to a high average score of 100%.

Acute Care Inpatient – Ontario Hospitals

	Overall Care % Positive	Would Recommend % Positive
Top Performer	100.0	94.2
90 th %ile	97.5	86.4
75 th %ile	96.0	80.7
50 th %ile (Median)	94.8	73.8
25 th %ile	91.9	66.6
Lowest Performer	80.0	37.8

Source: National Research Corporation Canada

April 2012 - March 2013

Facilities Participating: 113 including small, community and academic

Ontario hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> • Deep River and District Hospital • Huron Perth Healthcare Alliance - Seaforth Community Hospital 	<ul style="list-style-type: none"> • University of Ottawa Heart Institute
90 th %ile	<ul style="list-style-type: none"> • Grey Bruce Health Services - Lion's Head and Wiarton • Groves Memorial Community Hospital • Hôpital Général de Hawkesbury • Kemptville District Hospital • Listowel Memorial Hospital • Renfrew Victoria Hospital • South Bruce Grey-Chesley • St. Joseph's Health Care London • St. Mary's General Hospital • University of Ottawa Heart Institute 	<ul style="list-style-type: none"> • Deep River and District Hospital • Grey Bruce Health Services - Lion's Head and Wiarton • Huron Perth Healthcare Alliance - Clinton Public Hospital • Huron Perth Healthcare Alliance - Seaforth Community Hospital • Kemptville District Hospital • Quinte Healthcare Corporation - Prince Edward County Memorial • St. Joseph's Health Care London • St. Mary's General Hospital • University Health Network - Princess Margaret Hospital • Winchester District Memorial Hospital

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: "Overall how would you rate the care you received at the hospital?"

Hospitals can use this table to identify their percentile rank. Hospitals can access their annual percent positive score for the question via the eReports at www.nationalresearch.ca.

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	80.7	26	92.0	51	94.9	76	96.1
2	85.8	27	92.0	52	94.9	77	96.2
3	86.6	28	92.0	53	94.9	78	96.4
4	87.4	29	92.2	54	95.0	79	96.5
5	87.8	30	92.3	55	95.0	80	96.6
6	87.9	31	92.4	56	95.1	81	96.6
7	87.9	32	92.5	57	95.2	82	96.7
8	88.3	33	92.7	58	95.2	83	96.7
9	88.5	34	92.9	59	95.3	84	96.7
10	88.7	35	93.1	60	95.4	85	96.9
11	89.0	36	93.3	61	95.4	86	97.1
12	89.3	37	93.3	62	95.5	87	97.1
13	89.7	38	93.3	63	95.5	88	97.4
14	90.0	39	93.4	64	95.5	89	97.4
15	90.1	40	93.4	65	95.5	90	97.5
16	90.2	41	93.4	66	95.6	91	97.6
17	90.4	42	93.5	67	95.6	92	97.7
18	90.6	43	93.5	68	95.6	93	98.2
19	90.8	44	93.8	69	95.6	94	98.4
20	91.1	45	94.2	70	95.7	95	98.6
21	91.3	46	94.4	71	95.7	96	98.9
22	91.6	47	94.5	72	95.8	97	99.0
23	91.6	48	94.5	73	95.8	98	99.8
24	91.8	49	94.6	74	95.9	99	100.0
25	91.9	50	94.8	75	96.0		

Source: National Research Corporation Canada

April 2012 - March 2013

Facilities Participating: 113 including small, community and academic hospitals

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: "Would you recommend this hospital to your friends and family?"

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	39.0	26	66.8	51	73.9	76	80.8
2	48.5	27	66.9	52	73.9	77	80.9
3	53.7	28	66.9	53	74.0	78	81.5
4	55.3	29	67.1	54	74.5	79	82.4
5	56.7	30	67.4	55	74.8	80	82.6
6	57.7	31	67.5	56	75.0	81	83.4
7	57.9	32	68.2	57	75.1	82	83.5
8	58.4	33	69.1	58	75.3	83	83.8
9	59.7	34	69.6	59	75.4	84	84.1
10	60.1	35	70.1	60	75.6	85	84.2
11	60.5	36	70.3	61	75.8	86	84.6
12	60.8	37	70.6	62	76.3	87	84.8
13	60.8	38	70.7	63	76.9	88	85.0
14	60.9	39	70.8	64	77.0	89	85.3
15	61.1	40	71.0	65	77.2	90	86.4
16	61.8	41	71.0	66	77.5	91	86.8
17	61.9	42	71.5	67	78.0	92	87.2
18	62.2	43	71.8	68	78.2	93	87.9
19	62.8	44	72.1	69	78.4	94	88.1
20	64.3	45	72.4	70	79.2	95	88.7
21	64.7	46	72.8	71	79.6	96	90.0
22	65.6	47	73.1	72	79.7	97	91.7
23	65.6	48	73.2	73	80.0	98	92.8
24	65.9	49	73.7	74	80.7	99	94.0
25	66.6	50	73.8	75	80.7		

Source: National Research Corporation Canada

April 2012 - March 2013

Facilities Participating: 113 including small, community and academic hospitals

Acute Care Inpatient - Academic Hospitals

The top performing hospital for both patient rating of overall care and likelihood to recommend is University of Ottawa Heart Institute.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	98.9	94.2
Median	95.0	80.9
Lowest Performer	87.9	66.8

% Positive Range: "Overall Care"	% Positive Range: "Would Recommend"
87.9	66.8
90.6	67.5
92.0	68.8
92.3	70.6
93.7	75.3
94.8	77.0
95.0	79.7
95.0	80.9
95.1	81.0
95.2	82.4
95.3	83.3
95.7	84.2
96.1	84.8
97.4	86.8
97.5	86.8
98.9	94.2

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities participating: 16 academic hospitals

Acute Care Inpatient - Community Hospitals

The top performing hospital for patient rating of overall care is **South Bruce Grey Health Centre-Chesley**. The top performing hospital for likelihood to recommend is **Grey Bruce Health Services - Lion's Head and Wiarton**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	99.1	88.3
90 th %ile	96.9	83.6
75 th %ile	95.7	77.7
50 th %ile (Median)	93.4	71.5
25 th %ile	90.8	61.4
Lowest Performer	80.0	37.8

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities participating: 69 community hospitals

Community hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> • South Bruce Grey-Chesley 	<ul style="list-style-type: none"> • Grey Bruce Health Services - Lion's Head and Wiarton
90 th %ile	<ul style="list-style-type: none"> • Grey Bruce Health Services - Lion's Head and Wiarton • Grey Bruce Health Services - Meaford • Hôpital Général de Hawkesbury • South Bruce Grey-Durham • St. Mary's General Hospital • West Parry Sound Health Centre 	<ul style="list-style-type: none"> • Hôpital Général de Hawkesbury • Perth & Smiths Falls District Hospital - Perth • Quinte Healthcare Corporation - Prince Edward County Memorial • St. Mary's General Hospital • Winchester District Memorial Hospital • Woodstock General Hospital

Community Hospitals Percent Positive Score and Associated Percentile Rank for the Question: "Overall how would you rate the care you received at the hospital?"

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	80.0	26	91.0	51	93.4	76	95.7
2	82.2	27	91.2	52	93.4	77	95.8
3	85.7	28	91.3	53	93.4	78	95.8
4	86.0	29	91.4	54	93.5	79	95.8
5	86.7	30	91.6	55	93.8	80	95.9
6	87.3	31	91.6	56	94.2	81	96.0
7	87.6	32	91.6	57	94.5	82	96.1
8	87.8	33	91.7	58	94.8	83	96.1
9	87.9	34	91.8	59	94.9	84	96.2
10	87.9	35	91.9	60	94.9	85	96.4
11	88.2	36	92.0	61	94.9	86	96.6
12	88.4	37	92.0	62	94.9	87	96.6
13	88.5	38	92.1	63	95.0	88	96.7
14	88.5	39	92.3	64	95.3	89	96.8
15	88.7	40	92.5	65	95.4	90	96.9
16	88.9	41	92.7	66	95.5	91	97.0
17	89.0	42	92.8	67	95.5	92	97.1
18	89.2	43	92.9	68	95.5	93	97.1
19	89.5	44	93.2	69	95.5	94	97.4
20	89.7	45	93.3	70	95.5	95	97.8
21	89.9	46	93.3	71	95.5	96	98.3
22	90.1	47	93.3	72	95.6	97	98.5
23	90.2	48	93.3	73	95.6	98	98.9
24	90.4	49	93.4	74	95.6	99	99.1
25	90.8	50	93.4	75	95.7		

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 69 community hospitals

Community Hospitals Percent Positive Score and Associated Percentile Rank for the Question: "Would you recommend this hospital to your friends and family?"

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	37.8	26	61.8	51	72.1	76	78.0
2	41.4	27	61.9	52	72.4	77	78.3
3	47.5	28	62.1	53	72.6	78	78.4
4	51.6	29	62.6	54	73.0	79	78.8
5	53.9	30	63.1	55	73.2	80	79.6
6	55.1	31	64.8	56	73.4	81	79.8
7	55.5	32	65.6	57	73.7	82	80.2
8	56.5	33	65.7	58	73.8	83	80.7
9	57.4	34	66.3	59	73.9	84	80.7
10	57.8	35	66.6	60	74.0	85	81.1
11	57.9	36	66.7	61	74.1	86	81.7
12	58.1	37	66.9	62	74.4	87	82.3
13	58.4	38	66.9	63	74.7	88	83.0
14	59.3	39	67.0	64	74.8	89	83.5
15	59.8	40	67.1	65	74.9	90	83.6
16	60.1	41	67.3	66	75.0	91	84.3
17	60.2	42	68.3	67	75.1	92	84.7
18	60.5	43	69.8	68	75.2	93	85.1
19	60.7	44	70.1	69	75.7	94	86.8
20	60.8	45	70.3	70	76.5	95	87.6
21	60.8	46	70.6	71	76.8	96	87.9
22	60.9	47	70.8	72	77.0	97	88.0
23	60.9	48	70.9	73	77.2	98	88.2
24	61.0	49	71.1	74	77.3	99	88.3
25	61.4	50	71.5	75	77.7		

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities participating: 69 community hospitals

Acute Care Inpatient - Small Hospitals

The top performing hospitals for patient rating of overall care are **Deep River and District Hospital** and **Huron Perth Healthcare Alliance-Seaforth Community Hospital**. The top performing hospital for likelihood to recommend is **Huron Perth Healthcare Alliance-Clinton Public Hospital**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	100.0	93.0
Median	95.6	74.8
Lowest Performer	90.2	62.0

% Positive Range: "Overall Care"	% Positive Range: "Would Recommend"
90.2	62.0
90.3	64.7
92.0	64.7
92.3	65.6
92.5	67.6
93.1	69.3
93.5	70.2
94.4	71.0
94.4	71.1
94.5	71.8
94.6	72.0
95.2	73.2
95.4	73.8
95.5	73.9
95.6	75.6
95.7	75.7
96.4	76.0
96.5	78.0
96.6	79.4
96.7	80.7
96.8	83.9
97.4	84.2
97.6	85.0
97.7	85.7
98.3	89.6
98.9	90.5
100.0	92.5
100.0	93.0

Source: National Research Corporation Canada
 April 2012 - March 2013 Facilities participating: 28 small hospitals

Ratings of Overall Care and Likelihood to Recommend: Emergency Department Patient Experience Survey Results

Positive ratings of overall care during a visit to one of the 138 Emergency Departments in Ontario that administered an NRCC Patient Experience Survey between April 1, 2012 and March 31, 2013 ranged from a low annual average score of 72% to a high annual average score of 98%.

Emergency Department – Ontario Hospitals

	Overall Care % Positive	Would Recommend % Positive
Top Performer	97.9	90.7
90th %ile	95.7	78.6
75th %ile	92.8	71.8
50 th %ile (Median)	88.8	62.0
25th %ile	83.7	54.1
Lowest Performer	71.6	35.0

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 138

Ontario hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Huron Perth Healthcare Alliance-Seaforth Community Hospital 	<ul style="list-style-type: none"> Grey Bruce Health Services -Lion's Head
90 th %ile	<ul style="list-style-type: none"> Alexandra Marine & General Hospital Almonte General Hospital Grey Bruce Health Services -Lion's Head Huron Perth-Clinton Public Hospital Listowel Memorial Hospital Riverside HCFI-EMO Health Centre Riverside HCFI-Rainy River Health Centre South Bruce Grey-Chesley South Bruce Grey-Durham South Bruce Grey-Walkerton St. Francis Memorial Hospital Wingham & District Hospital 	<ul style="list-style-type: none"> Almonte General Hospital Bluewater Health-Rural Health Deep River and District Hospital Grey Bruce Health Services - Wiarton Huron Perth-Clinton Public Hospital Huron Perth-Seaforth Community Hospital Huron Perth-St. Marys Memorial Hospital Listowel Memorial Hospital Perth & Smiths Falls District Hospital - Perth South Bruce Grey-Chesley St. Francis Memorial Hospital The Hospital for Sick Children

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall how would you rate the care you received in the Emergency Department?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	71.6	26	83.9	51	88.9	76	92.8
2	72.4	27	84.1	52	89.6	77	93.0
3	74.1	28	84.4	53	89.7	78	93.1
4	75.1	29	84.5	54	89.8	79	93.2
5	76.0	30	84.8	55	89.9	80	93.2
6	76.6	31	84.9	56	90.1	81	93.4
7	76.9	32	85.0	57	90.3	82	93.5
8	77.6	33	85.2	58	90.3	83	93.6
9	77.8	34	85.5	59	90.3	84	93.9
10	78.1	35	85.7	60	90.5	85	94.4
11	78.8	36	86.0	61	90.7	86	94.5
12	79.5	37	86.2	62	90.7	87	94.7
13	79.7	38	86.5	63	90.8	88	95.1
14	80.0	39	86.9	64	90.9	89	95.3
15	80.1	40	87.1	65	91.0	90	95.7
16	80.7	41	87.3	66	91.1	91	95.8
17	80.8	42	87.5	67	91.2	92	95.8
18	81.3	43	87.8	68	91.4	93	96.1
19	81.9	44	87.8	69	91.7	94	96.4
20	82.4	45	87.9	70	91.9	95	96.6
21	82.7	46	88.0	71	92.0	96	97.0
22	82.7	47	88.1	72	92.3	97	97.2
23	83.0	48	88.1	73	92.4	98	97.6
24	83.3	49	88.3	74	92.6	99	97.8
25	83.7	50	88.8	75	92.8		

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 138 small, community and academic hospitals

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: "Would you recommend this Emergency Department to family and friends?"

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	36.3	26	54.3	51	62.3	76	72.1
2	38.9	27	54.4	52	62.3	77	72.5
3	40.5	28	54.9	53	62.6	78	72.9
4	40.7	29	55.1	54	63.2	79	73.3
5	40.8	30	55.9	55	63.6	80	73.6
6	41.7	31	56.2	56	64.0	81	73.8
7	42.3	32	56.7	57	64.4	82	74.0
8	43.0	33	57.3	58	64.5	83	74.1
9	44.2	34	57.6	59	64.6	84	74.9
10	44.4	35	57.7	60	66.1	85	75.5
11	44.9	36	57.7	61	66.6	86	76.0
12	45.4	37	57.8	62	67.2	87	76.1
13	45.7	38	58.3	63	67.4	88	77.0
14	46.0	39	58.9	64	67.5	89	77.7
15	47.4	40	59.1	65	67.6	90	78.6
16	48.5	41	59.1	66	68.1	91	79.4
17	48.6	42	59.3	67	68.4	92	80.9
18	48.9	43	59.5	68	68.6	93	81.4
19	49.7	44	60.1	69	68.9	94	82.9
20	51.1	45	60.3	70	69.0	95	83.7
21	51.7	46	60.9	71	69.3	96	84.8
22	52.3	47	61.2	72	69.7	97	87.2
23	52.9	48	61.3	73	70.2	98	88.4
24	53.6	49	61.5	74	71.1	99	90.5
25	54.1	50	62.0	75	71.8		

Source: National Research Corporation Canada

April 2012 - March 2013

Facilities Participating: 138 small, community and academic hospitals

Emergency Department - Academic Hospitals

The top performing hospital for patient rating of overall care is **Hotel Dieu Hospital Kingston**. The top performing hospital for likelihood to recommend is **The Hospital for Sick Children**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	93.6	81.0
Median	88.0	61.7
Lowest Performer	80.1	48.5

% Positive Range: "Overall Care"	% Positive Range: "Would Recommend"
80.1	48.5
80.7	52.9
81.8	54.1
84.0	56.2
84.4	57.7
85.3	59.1
85.6	59.1
87.2	60.2
88.0	61.7
88.9	64.6
88.9	67.6
90.3	72.6
90.9	74.0
90.9	74.1
92.0	74.3
93.3	76.9
93.6	81.0

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 17 academic hospitals

Emergency Department – Community Hospitals

The top performing hospital for patient rating of overall care is **South Bruce Grey Health Centre-Durham**.
 The top performing hospital for likelihood to recommend is **Grey Bruce Health Services-Lion's Head**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	97.1	90.7
90th %ile	93.3	72.7
75th %ile	90.7	66.0
50 th %ile (Median)	86.6	57.7
25th %ile	80.8	48.6
Lowest Performer	71.6	35.0

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 87 community hospitals

Community hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> • South Bruce Grey-Durham 	<ul style="list-style-type: none"> • Grey Bruce Health Services-Lion's Head
90 th %ile	<ul style="list-style-type: none"> • Grey Bruce Health Services-Lion's Head • Grey Bruce Health Services - Markdale • Grey Bruce Health Services - Meaford • Niagara Health System-Douglas Memorial Hospital • Perth & Smiths Falls-Perth • South Bruce Grey-Chesley • South Bruce Grey-Walkerton 	<ul style="list-style-type: none"> • Bluewater Health-Rural Health • Grey Bruce Health Services - Markdale • Grey Bruce Health Services - Wiarton • Perth & Smiths Falls-Perth • South Bruce Grey-Chesley • South Bruce Grey-Walkerton • Winchester District Memorial Hospital

Community Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall how would you rate the care you received in the Emergency Department?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	71.6	26	81.3	51	86.9	76	90.7
2	71.7	27	81.8	52	87.0	77	90.8
3	72.3	28	82.3	53	87.2	78	90.9
4	73.4	29	82.6	54	87.4	79	91.5
5	74.2	30	82.7	55	87.5	80	92.0
6	74.7	31	82.7	56	87.7	81	92.3
7	75.7	32	83.0	57	87.8	82	92.4
8	76.1	33	83.2	58	87.9	83	92.5
9	76.6	34	83.4	59	87.9	84	92.7
10	76.7	35	83.7	60	88.0	85	92.8
11	76.8	36	83.8	61	88.1	86	93.0
12	77.3	37	84.1	62	88.1	87	93.1
13	77.6	38	84.4	63	88.2	88	93.2
14	77.8	39	84.5	64	88.4	89	93.2
15	78.0	40	84.7	65	88.9	90	93.3
16	78.2	41	84.8	66	89.6	91	93.6
17	78.6	42	84.9	67	89.6	92	94.5
18	79.2	43	85.0	68	89.7	93	94.7
19	79.5	44	85.0	69	89.8	94	95.1
20	79.6	45	85.3	70	89.9	95	95.6
21	79.8	46	85.6	71	90.0	96	96.0
22	79.9	47	85.9	72	90.2	97	96.3
23	80.2	48	86.0	73	90.3	98	96.7
24	80.8	49	86.2	74	90.3	99	97.1
25	80.8	50	86.6	75	90.7		

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 87 community hospitals

Community Hospitals Percent Positive Score and Associated Percentile Rank for the Question: "Would you recommend this Emergency Department to family and friends?"

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	35.0	26	48.9	51	57.9	76	66.3
2	37.6	27	49.1	52	58.3	77	67.2
3	38.8	28	50.1	53	58.7	78	67.6
4	39.8	29	50.9	54	59.0	79	68.1
5	40.5	30	51.3	55	59.1	80	68.6
6	40.6	31	51.7	56	59.3	81	68.7
7	40.8	32	52.1	57	59.3	82	68.9
8	40.9	33	52.7	58	59.7	83	69.0
9	41.5	34	53.3	59	60.1	84	69.4
10	42.0	35	53.8	60	60.4	85	70.1
11	42.3	36	54.2	61	61.1	86	71.3
12	42.6	37	54.3	62	61.4	87	71.8
13	43.4	38	54.4	63	61.8	88	72.0
14	44.2	39	54.6	64	62.2	89	72.3
15	44.3	40	54.9	65	62.3	90	72.7
16	44.5	41	55.0	66	62.3	91	73.7
17	44.8	42	55.3	67	62.7	92	75.1
18	45.1	43	56.0	68	63.3	93	77.1
19	45.4	44	56.8	69	63.6	94	78.7
20	45.6	45	57.3	70	63.9	95	79.5
21	45.8	46	57.4	71	64.2	96	80.5
22	46.6	47	57.6	72	64.4	97	82.1
23	47.9	48	57.7	73	64.4	98	85.3
24	48.5	49	57.7	74	64.7	99	90.7
25	48.6	50	57.7	75	66.0		

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 87 community hospitals

Emergency Department – Small Hospitals

The top performing hospital for patient rating of overall care is **Huron Perth Healthcare Alliance-Seaforth Community Hospital**. The top performing hospital for likelihood to recommend is **Almonte General Hospital**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	97.9	90.2
90th %ile	97.4	86.5
75th %ile	95.7	78.0
50 th %ile (Median)	93.2	72.3
25th %ile	91.1	67.0
Lowest Performer	82.7	46.0

Source: National Research Corporation Canada

April 2012 - March 2013

Facilities Participating: 34 small hospitals

Small hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Huron Perth Healthcare Alliance-Seaforth Community Hospital 	<ul style="list-style-type: none"> Almonte General Hospital
90 th %ile	<ul style="list-style-type: none"> Listowel Memorial Hospital Riverside HCFI-EMO Health Centre 	<ul style="list-style-type: none"> Deep River and District Hospital Huron Perth Healthcare Alliance-Seaforth Community Hospital

Small Hospitals Percent Positive Score and Associated Percentile Rank for the Question: "Overall how would you rate the care you received in the Emergency Department?"

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	82.7	26	91.1	51	93.4	76	95.8
2	82.7	27	91.2	52	93.5	77	95.8
3	82.9	28	91.2	53	93.6	78	95.9
4	84.1	29	91.2	54	93.6	79	96.0
5	85.4	30	91.2	55	93.7	80	96.1
6	86.4	31	91.2	56	93.8	81	96.2
7	87.0	32	91.3	57	93.9	82	96.4
8	87.5	33	91.4	58	94.1	83	96.5
9	88.1	34	91.5	59	94.3	84	96.6
10	88.8	35	91.6	60	94.4	85	96.8
11	89.5	36	91.6	61	94.4	86	96.9
12	89.9	37	91.7	62	94.4	87	97.1
13	90.1	38	91.8	63	94.5	88	97.2
14	90.2	39	91.9	64	94.7	89	97.3
15	90.3	40	92.0	65	94.9	90	97.4
16	90.3	41	92.2	66	95.1	91	97.5
17	90.3	42	92.5	67	95.2	92	97.6
18	90.5	43	92.7	68	95.2	93	97.7
19	90.6	44	92.7	69	95.3	94	97.7
20	90.7	45	92.8	70	95.5	95	97.8
21	90.8	46	92.8	71	95.6	96	97.8
22	91.0	47	92.9	72	95.7	97	97.8
23	91.1	48	93.0	73	95.7	98	97.9
24	91.1	49	93.1	74	95.7	99	97.9
25	91.1	50	93.2	75	95.7		

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 34 small hospitals

Small Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Would you recommend this Emergency Department to family and friends?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	46.0	26	67.1	51	72.9	76	78.2
2	46.0	27	67.2	52	73.3	77	78.5
3	46.5	28	67.3	53	73.3	78	79.5
4	50.2	29	67.3	54	73.3	79	80.6
5	53.8	30	67.4	55	73.4	80	81.7
6	56.9	31	67.4	56	73.6	81	82.3
7	58.4	32	67.6	57	73.7	82	82.9
8	60.0	33	67.9	58	73.7	83	83.5
9	61.0	34	68.2	59	73.8	84	83.8
10	61.0	35	68.3	60	73.8	85	84.1
11	61.1	36	68.3	61	74.4	86	84.4
12	61.1	37	68.3	62	75.0	87	84.8
13	61.2	38	68.5	63	75.5	88	85.2
14	61.3	39	68.8	64	75.6	89	85.7
15	61.6	40	69.0	65	75.7	90	86.5
16	62.0	41	69.2	66	75.9	91	87.3
17	62.4	42	69.5	67	75.9	92	87.6
18	62.7	43	69.7	68	76.0	93	87.8
19	62.9	44	69.9	69	76.1	94	87.9
20	63.2	45	70.0	70	76.1	95	88.5
21	64.4	46	70.2	71	76.1	96	89.3
22	65.6	47	70.6	72	76.4	97	90.0
23	66.7	48	71.0	73	77.0	98	90.2
24	66.9	49	71.6	74	77.6	99	90.2
25	67.0	50	72.3	75	78.0		

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 34 small hospitals

Ratings of Overall Care and Likelihood to Recommend: Rehabilitation Patient Experience Survey Results

The top performing hospital for both patient rating of overall care and likelihood to recommend is Providence Care.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	98.8	98.1
Median	94.5	95.9
Lowest Performer	86.0	88.4

% Positive Range: "Overall Care"	% Positive Range: "Would Recommend"
86.0	88.4
87.0	89.1
87.5	90.0
88.1	92.0
88.8	92.0
90.4	92.1
91.1	93.3
92.3	94.0
92.4	94.0
93.0	95.2
93.0	95.6
93.9	95.7
94.4	95.8
94.5	95.9
95.3	96.7
95.3	96.7
95.5	96.8
95.9	96.8
96.2	96.9
96.9	97.0
97.0	97.4
97.3	97.4
97.6	97.4
97.7	97.8
98.1	98.0
98.8	98.1

Source: National Research Corporation Canada
 April 2012 - March 2013
 Facilities Participating: 26 hospitals

Ratings of Overall Care and Likelihood to Recommend: Maternity Patient Experience Survey Results

Positive ratings of overall care among those who responded to an NRCC Maternity Patient Experience Survey from one of Ontario's 37 participating hospitals ranged from a low annual average score of 84% to a high annual average score of 100%. The likelihood to recommend annual average positive scores ranged from a low of 44% to a high performer score of 95%.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	100.0	95.4
90th %ile	99.0	86.5
75th %ile	97.3	82.5
50 th %ile (Median)	95.4	73.3
25th %ile	93.1	65.4
Lowest Performer	83.9	43.8

Source: National Research Corporation Canada

April 2012 - March 2013

Facilities participating: 37 hospitals

Ontario hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Almonte General Hospital Stevenson Memorial Hospital 	<ul style="list-style-type: none"> Almonte General Hospital
90 th %ile	<ul style="list-style-type: none"> St. Thomas-Elgin General Hospital Woodstock General Hospital 	<ul style="list-style-type: none"> Stevenson Memorial Hospital Winchester District Memorial Hospital

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: "Overall, how would you rate the care you received at the hospital?"

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	83.9	26	93.2	51	95.5	76	97.4
2	83.9	27	93.3	52	95.6	77	97.5
3	84.1	28	93.4	53	95.7	78	97.7
4	84.6	29	93.4	54	95.8	79	97.9
5	85.1	30	93.5	55	95.8	80	97.9
6	86.5	31	93.5	56	95.9	81	98.0
7	88.3	32	93.5	57	96.0	82	98.0
8	90.0	33	93.5	58	96.0	83	98.1
9	90.3	34	93.5	59	96.0	84	98.1
10	90.6	35	93.6	60	96.1	85	98.3
11	90.9	36	93.6	61	96.1	86	98.5
12	91.0	37	93.7	62	96.1	87	98.8
13	91.2	38	93.9	63	96.1	88	98.8
14	91.5	39	94.0	64	96.3	89	98.9
15	91.8	40	94.2	65	96.4	90	99.0
16	92.1	41	94.2	66	96.6	91	99.2
17	92.1	42	94.3	67	96.7	92	99.4
18	92.2	43	94.3	68	96.9	93	99.6
19	92.4	44	94.3	69	96.9	94	99.8
20	92.6	45	94.4	70	97.0	95	100.0
21	92.8	46	94.7	71	97.0	96	100.0
22	92.9	47	95.0	72	97.1	97	100.0
23	92.9	48	95.2	73	97.1	98	100.0
24	92.9	49	95.3	74	97.2	99	100.0
25	93.1	50	95.4	75	97.3		

Source: National Research Corporation Canada
 April 2012 - March 2013

Facilities participating: 37 hospitals

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: "Would you recommend this hospital to your friends and family?"

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	43.8	26	66.7	51	73.5	76	82.8
2	43.8	27	67.3	52	73.7	77	83.0
3	45.4	28	67.7	53	73.9	78	83.1
4	49.6	29	68.1	54	74.0	79	83.3
5	53.8	30	68.1	55	74.2	80	83.5
6	55.1	31	68.1	56	74.3	81	83.6
7	55.3	32	68.2	57	74.4	82	84.0
8	55.4	33	68.2	58	74.6	83	84.7
9	55.5	34	68.2	59	75.1	84	85.5
10	55.5	35	68.3	60	75.7	85	85.6
11	55.8	36	68.3	61	76.1	86	85.7
12	56.4	37	68.5	62	76.5	87	85.7
13	57.0	38	69.0	63	76.8	88	85.9
14	57.3	39	69.6	64	77.1	89	86.0
15	57.5	40	70.0	65	77.5	90	86.5
16	57.6	41	70.4	66	77.9	91	87.3
17	57.7	42	70.8	67	78.3	92	88.1
18	57.8	43	71.3	68	78.8	93	89.4
19	59.0	44	71.8	69	79.4	94	90.8
20	61.1	45	72.2	70	80.2	95	92.2
21	63.2	46	72.2	71	81.0	96	93.5
22	63.4	47	72.2	72	81.5	97	94.9
23	63.5	48	72.5	73	82.0	98	95.4
24	64.1	49	72.9	74	82.3	99	95.4
25	65.4	50	73.3	75	82.5		

Source: National Research Corporation Canada
 April 2012 - March 2013

Facilities participating: 37 hospitals

Ratings of Overall Care and Likelihood to Recommend: Day Surgery Patient Experience Survey Results

The top performing hospitals for patient rating of overall care are **St. Mary's General Hospital, Hotel Dieu Hospital Kingston, and Grey Bruce Health Services**. The top performing hospital for patient ratings of likelihood to recommend is **Hotel Dieu Hospital Kingston**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	100.0	97.6
Median	98.4	85.9
Lowest Performer	96.2	61.3

% Positive Range: "Overall Care"	% Positive Range: "Would Recommend"
96.2	61.3
96.4	66.3
96.4	70.6
96.6	72.4
96.8	73.3
97.3	73.8
97.8	75.9
97.9	76.3
98.1	77.1
98.2	77.7
98.2	77.9
98.2	83.7
98.3	85.1
98.4	85.8
98.5	86.1
98.8	86.4
98.9	87.7
99.0	88.3
99.2	88.9
99.2	89.2
99.4	89.7
99.4	90.3
99.5	90.5
99.5	91.2
99.6	93.5
100.0	93.6
100.0	96.0
100.0	97.6

Source: National Research Corporation Canada
 April 2012 - March 2013 Facilities participating: 28 hospitals

Ratings of Overall Care and Likelihood to Recommend: Paediatric Patient Experience Survey Results

The top performing hospital for patient rating of overall care is **Children’s Hospital of Eastern Ontario**. The top performing hospital for patient ratings of likelihood to recommend is **The Hospital for Sick Children**.

Positive ratings of overall care ranged from a low annual average score of 81% to a high annual average score of 99%.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	98.9	96.0
Median	93.0	72.2
Lowest Performer	80.5	31.6

% Positive Range: "Overall Care"	% Positive Range: "Would Recommend"
80.5	31.6
82.8	40.0
87.0	47.5
89.7	50.0
91.7	55.0
91.7	60.0
92.1	61.0
92.3	67.5
92.4	69.1
92.9	71.4
93.0	72.2
93.7	72.9
93.8	73.7
94.6	74.1
97.1	77.8
97.3	82.5
97.5	84.4
97.6	86.1
98.2	90.2
98.4	93.9
98.9	96.0

Source: National Research Corporation Canada
 April 2012 - March 2013 Facilities participating: 21 hospitals



Ratings of Overall Care: Mental Health Inpatient Short Stay Patient Experience Survey Results

The top performing hospital for patient rating of overall care is **Chatham-Kent Health Alliance**.

Positive ratings of overall care ranged from a low annual average score of 72% to a high annual average score of 95%.

	Overall Care % Positive
Top Performer	95.0
Median	89.1
Lowest Performer	72.4

% Positive Range: "Overall Care"
72.4
78.4
80.8
83.7
87.9
88.3
89.1
89.1
89.3
90.1
91.7
91.9
93.6
93.8
95.0

Source: National Research Corporation Canada
April 2012 - March 2013
Facilities participating: 15 hospitals



Acknowledgements

All hospitals that have participated in National Research Corporation Canada Patient Satisfaction and Experience survey projects are warmly acknowledged and thanked for their support and ideas for ongoing shared learning, data analysis and use of data to support improvement initiatives.

This report has been prepared through the analysis, writing and review efforts of NRCC Associates Ada Hui, Heather Dawson, Sonia Jacobs and Dr. Deron Ferguson and NRCC Research Advisor Dr. Walter Wodchis. NRCC gratefully acknowledges the ongoing support of Karen Sequeira, Ontario Hospital Association.

All hospitals named in the report have been advised and were provided with the opportunity to review the findings prior to distribution of this report to all OHA members.

Appendix A: Trend Charts - 2010-11 to 2012-13

Chart 1: Acute Care IP - Median Scores for Overall Care

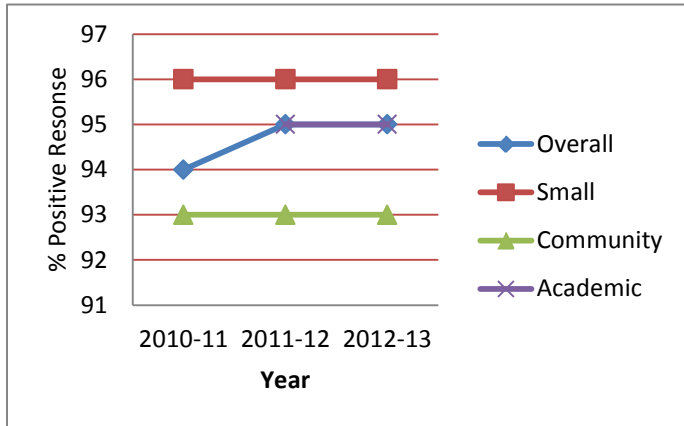


Chart 2: Acute Care IP - Median Scores for Would Recommend

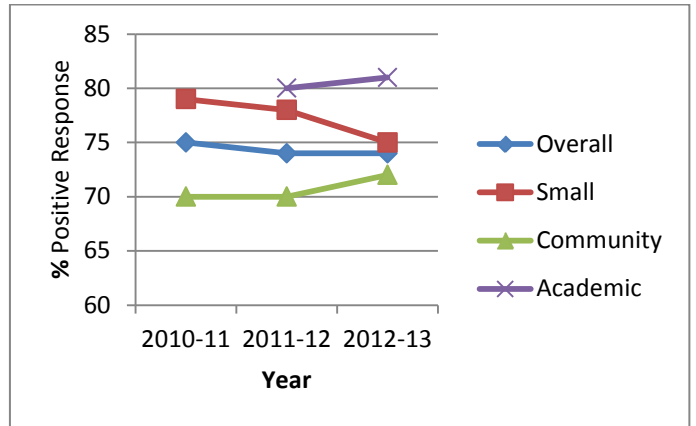


Chart 3: Emergency Dept. - Median Scores for Overall Care

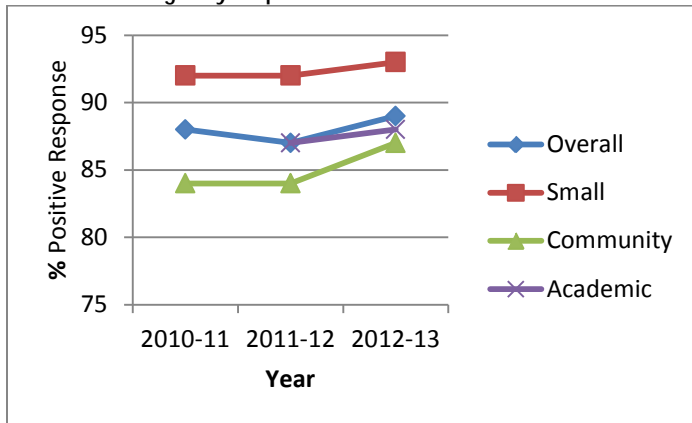


Chart 4: Emergency Dept. Median Scores for Would Recommend

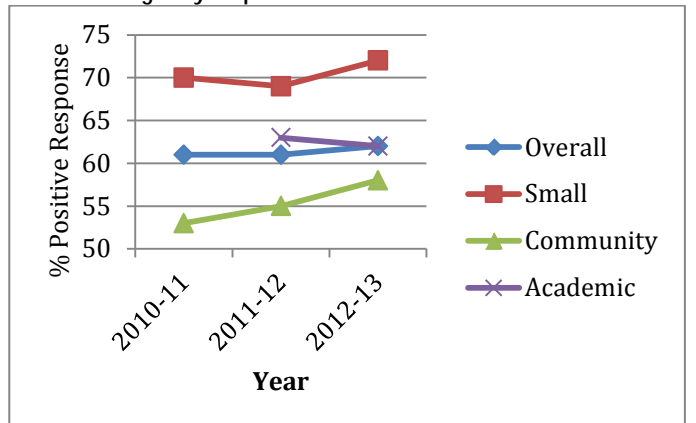


Chart 5: Inpatient Rehabilitation - Median Scores

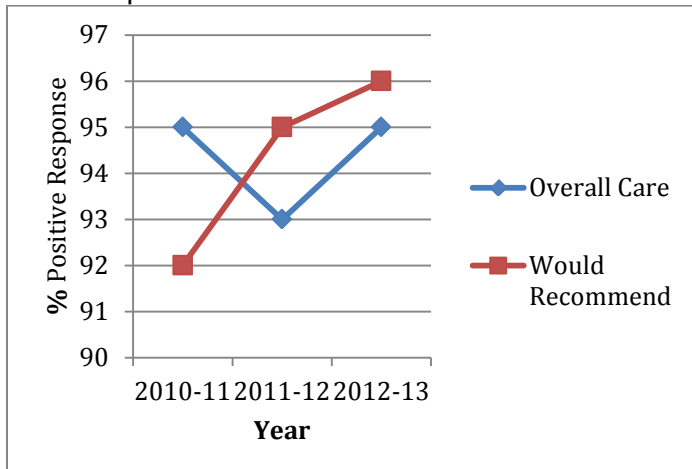


Chart 6: Maternity - Median Scores

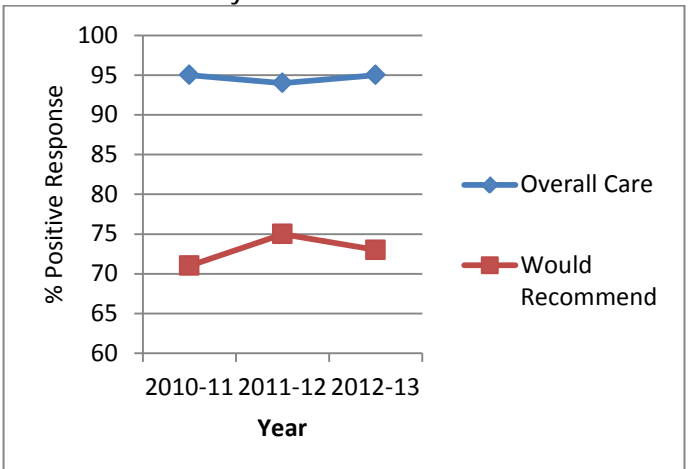


Chart 7: Day Surgery - Median Scores

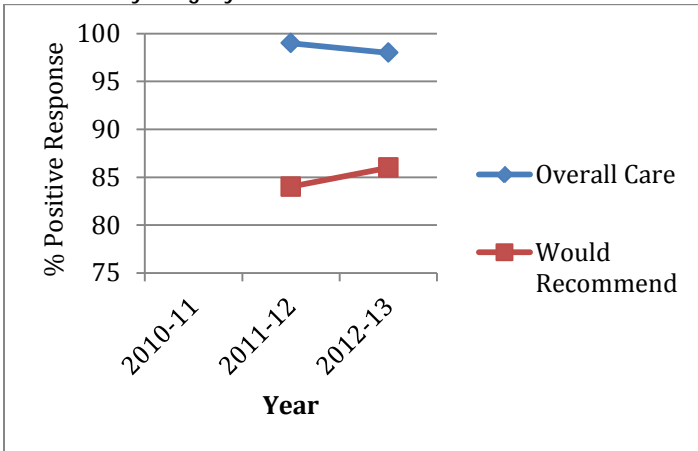


Chart 8: Day Surgery - Median Scores

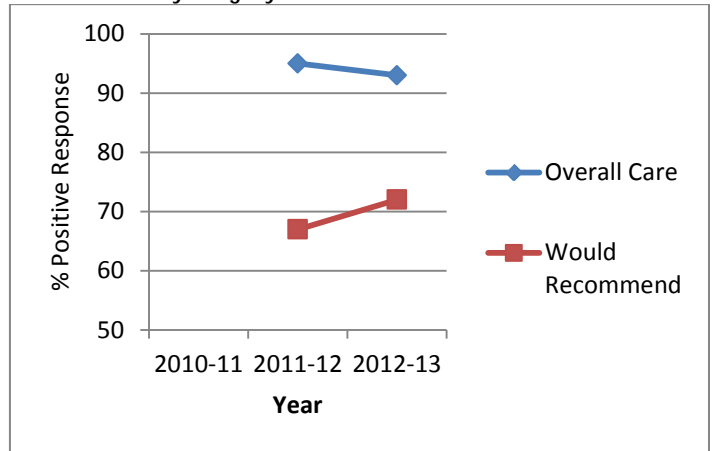


Chart 9: Mental Health Inpatient Short Stay - Median Score

