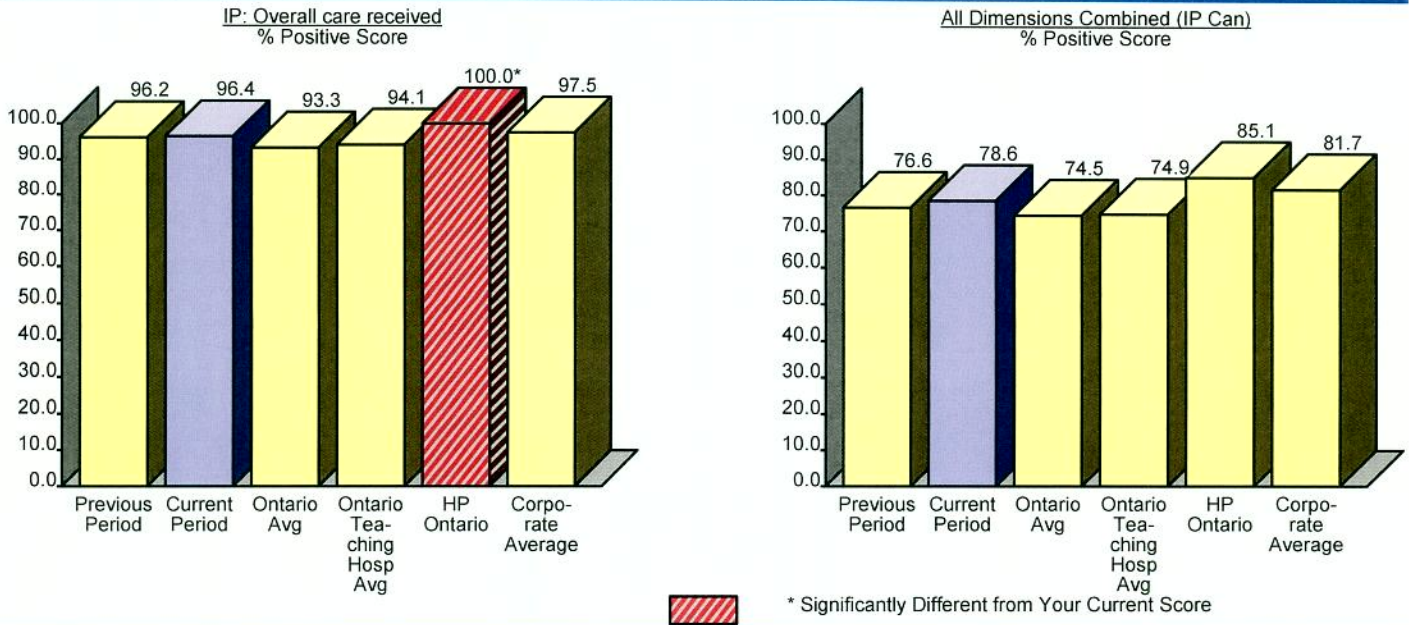




Acute Care Patient Experience-All Dimensions and Overall Ratings
Thunder Bay Regional Health Sciences Centre Medicine
Apr 1, 2011 - Jun 30, 2011 (n=60, Response Rate= 41.1%)



Detail

Previous Period	Highest correlation with "IP: Overall care received"	% Positive Score	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Corporate Average
86.2%	Access to Care (IP Can)	88.1%	83.0%	83.6%	96.0%↓	88.7%
77.8%	Physical Comfort (IP Can)	83.6%	80.1%	80.1%	91.4%↓	86.5%
79.1%	Involvement of Family (IP Can)	78.3%	70.7%	71.4%	84.5%	76.2%
67.5%	Emotional Support (IP Can)	77.8%	69.5%	70.0%	85.2%	81.5%
76.3%	Respect for Patient Preferences (IP Can)	76.3%	78.4%	78.4%	93.8%↓	81.4%
79.7%	Information and Education (IP Can)	78.6%	75.4%	76.6%	89.1%↓	81.9%
74.2%	Continuity and Transition (IP Can)	69.6%	66.6%	67.9%	82.1%↓	72.6%
76.8%	Coordination of Care (IP Can)	79.8%	74.8%	73.8%	89.2%↓	85.0%

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