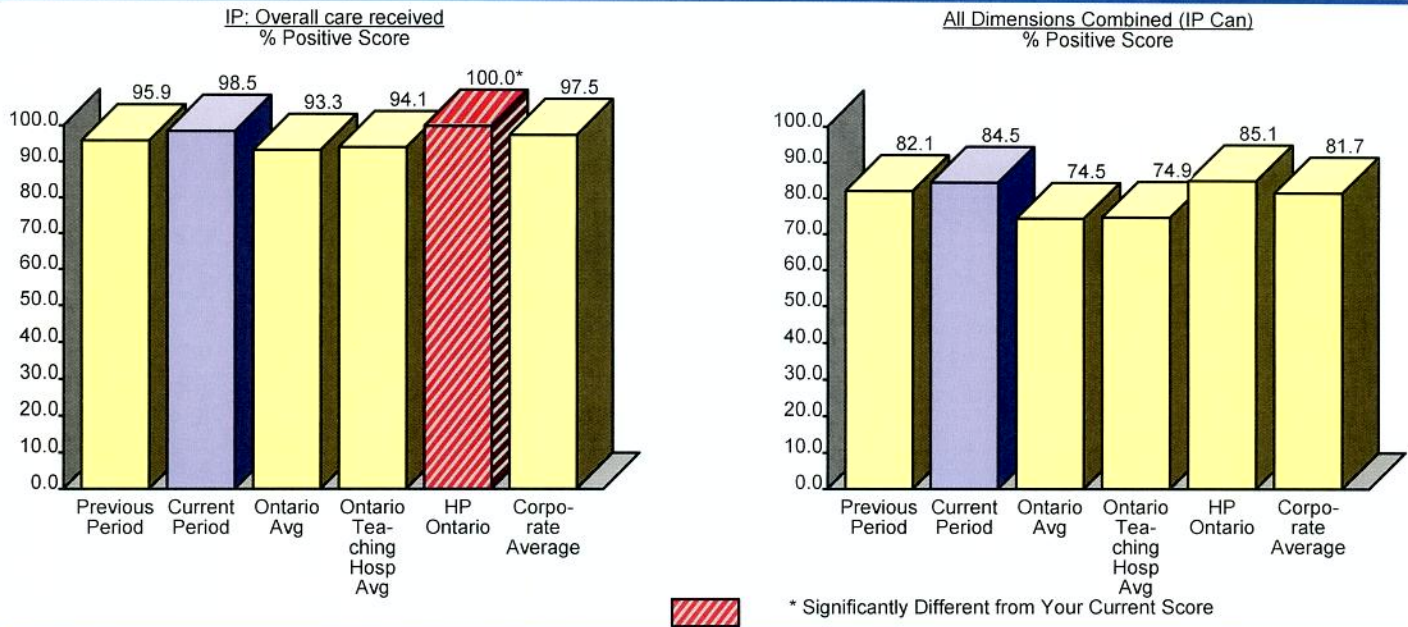




Acute Care Patient Experience-All Dimensions and Overall Ratings

Thunder Bay Regional Health Sciences Centre Surgery

Apr 1, 2011 - Jun 30, 2011 (n=67, Response Rate= 50.8%)



Detail

Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Corporate Average
78.3%	Involvement of Family (IP Can) 74.5%	70.7%	71.4%	84.5%↓	76.2%
78.9%	Continuity and Transition (IP Can) 75.2%	66.6%	67.9%	82.1%	72.6%
91.2%	Access to Care (IP Can) 89.3%	83.0%	83.6%	96.0%↓	88.7%
80.9%	Information and Education (IP Can) 84.9%	75.4%	76.6%	89.1%	81.9%
78.4%	Emotional Support (IP Can) 85.1%	69.5%↑	70.0%↑	85.2%	81.5%
86.5%	Physical Comfort (IP Can) 88.8%	80.1%	80.1%	91.4%	86.5%
82.2%	Respect for Patient Preferences (IP Can) 86.1%	78.4%	78.4%	93.8%↓	81.4%
81.3%	Coordination of Care (IP Can) 89.8%	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 ↓.