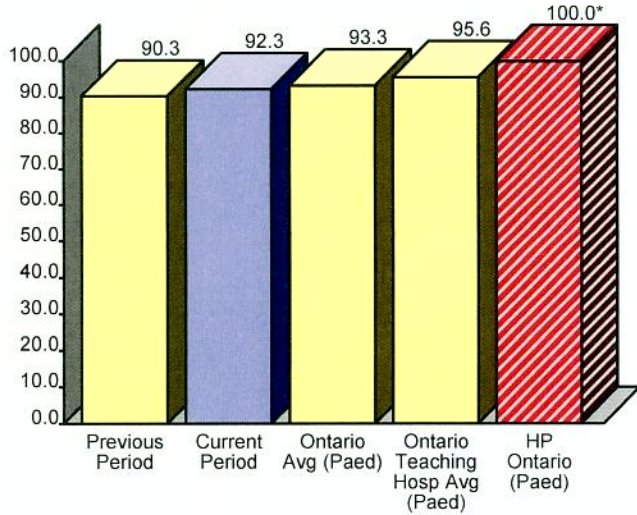


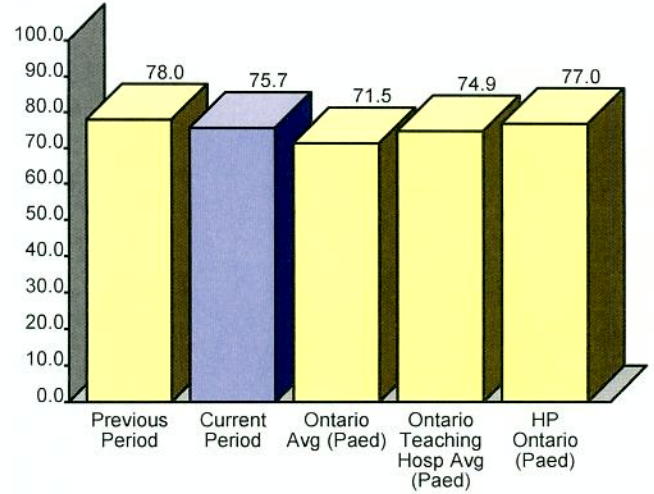


Paediatric Patient Experience-All Dimensions and Overall Ratings
Thunder Bay Regional Health Sciences Centre Corporate
Oct 1, 2010 - Mar 31, 2011 (n=39, Response Rate= 16.7%)

Overall satisfaction with child IP care
 % Positive Score



All Dimensions Combined (Ped Can)
 % Positive Score



* Significantly Different from Your Current Score

Detail

| Previous Period | Highest correlation with "Overall satisfaction with child IP care" | Ontario Avg (Paed) | Ontario Teaching Hosp Avg (Paed) | HP Ontario (Paed) |
|-----------------|--|--------------------|----------------------------------|-------------------|
| 68.4% | Information, Education, Communication to Child (Ped Can) 70.6% | 70.5% | 72.6% | 76.0% |
| 80.0% | Access to Care (Ped Can) 74.0% | 78.0% | 77.9% | 86.0%↓ |
| 73.6% | Information, Education, Communication to Parents (Ped Can) 73.5% | 67.7% | 72.4% | 75.8% |
| 81.9% | Coordination and Integration of Care (Ped Can) 77.2% | 69.5% | 72.0% | 74.2% |
| 83.0% | Partnership between Parents & Clinicians (Ped Can) 80.5% | 75.9% | 77.5% | 84.0% |
| 70.0% | Physical Comfort (Ped Can) 76.8% | 71.6% | 74.7% | 75.7% |
| 76.7% | Continuity and Transition (Ped Can) 72.2% | 70.5% | 76.3% | 78.9% |

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