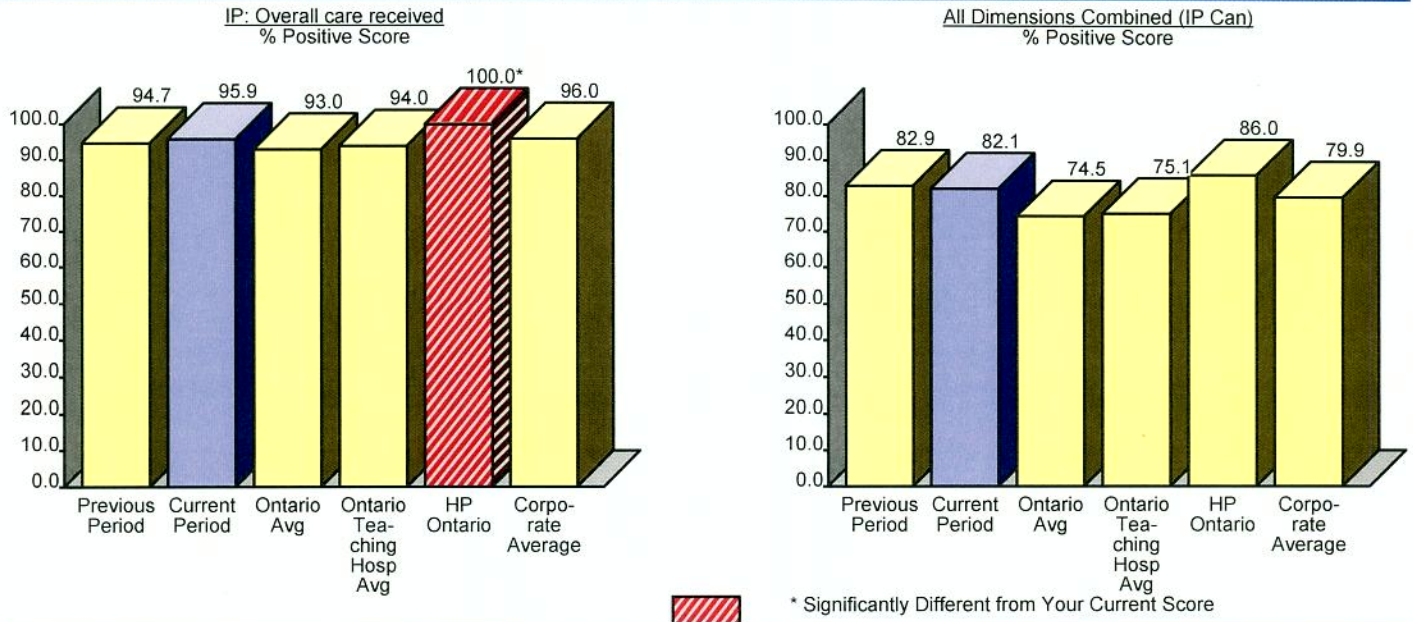




Acute Care Patient Experience-All Dimensions and Overall Ratings Thunder Bay Regional Health Sciences Centre Surgery Jan 1, 2011 - Mar 31, 2011 (n=73, Response Rate= 54.5%)



		<i>Detail</i>				
Previous Period	Highest correlation with "IP: Overall care received"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario	Corporate Average	
<i>% Positive Score</i>						
87.5%	Access to Care (IP Can)	91.2%	82.7%	83.7%	95.1%	89.1%
84.6%	Respect for Patient Preferences (IP Can)	82.2%	78.3%	78.0%	88.1%	79.7%
78.1%	Emotional Support (IP Can)	78.4%	69.3%	70.0%	81.5%	73.8%
74.2%	Involvement of Family (IP Can)	78.3%	70.7%	72.1%	90.0%↓	78.6%
80.4%	Information and Education (IP Can)	80.9%	75.2%	76.6%	88.4%↓	80.4%
80.2%	Continuity and Transition (IP Can)	78.9%	66.8%↑	68.6%	82.4%	77.0%
87.0%	Coordination of Care (IP Can)	81.3%	75.2%	74.6%	90.2%↓	79.4%
88.1%	Physical Comfort (IP Can)	86.5%	79.8%	80.1%	90.9%	83.4%

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