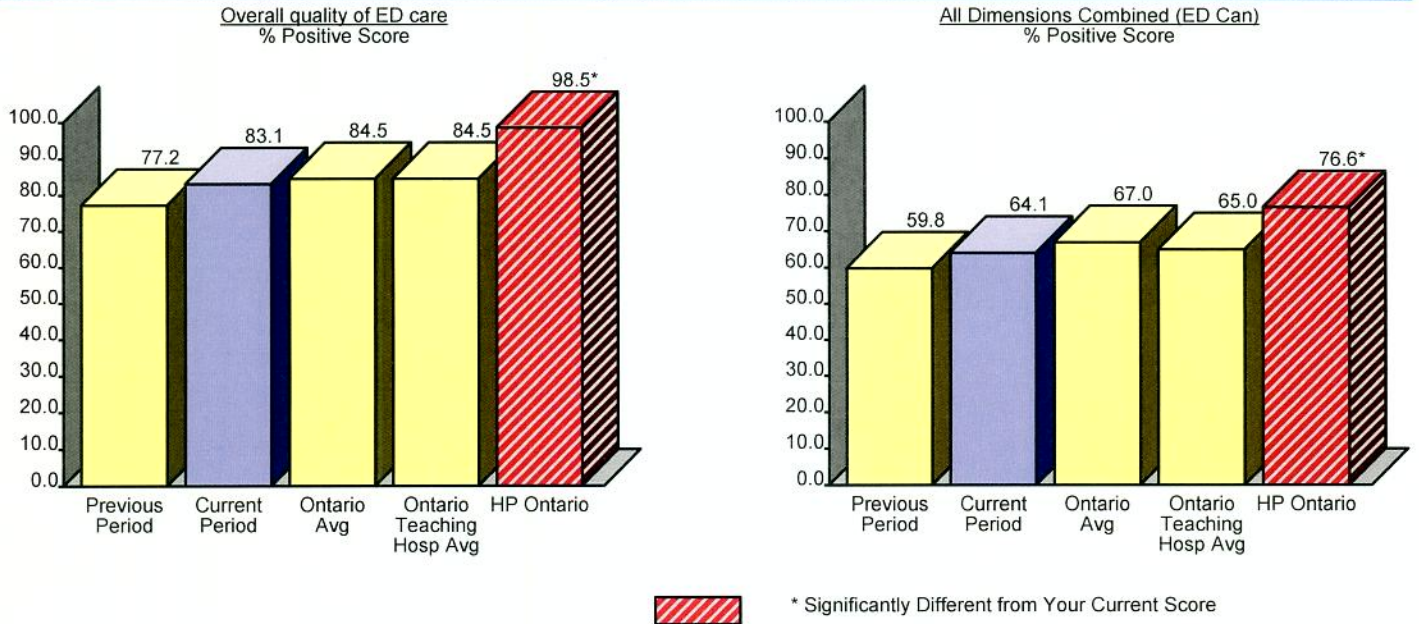




Emergency Department Patient Experience-All Dimensions and Overall Ratings

Thunder Bay Regional Health Sciences Centre Corporate

Jan 1, 2011 - Mar 31, 2011 (n=74, Response Rate= 16.6%)



| | | Detail | | | |
|-------------------------|---|---------------|---------------------------|------------|--|
| Previous Period | Highest correlation with "Overall quality of ED care" | Ontario Avg | Ontario Teaching Hosp Avg | HP Ontario | |
| <i>% Positive Score</i> | | | | | |
| 49.6% | Emotional Support (ED Can) | 52.4% | 63.4%↓ | 61.7% | |
| 60.2% | Physical Comfort (ED Can) | 64.5% | 62.9% | 63.1% | |
| 68.7% | Respect for Patient Preferences (ED Can) | 73.9% | 77.5% | 75.5% | |
| 62.1% | Access and Coordination (ED Can) | 68.9% | 66.1% | 62.0% | |
| 56.7% | Information and Education (ED Can) | 58.8% | 63.8% | 63.0% | |
| 57.8% | Continuity and Transition (ED Can) | 59.9% | 64.2% | 64.4% | |

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