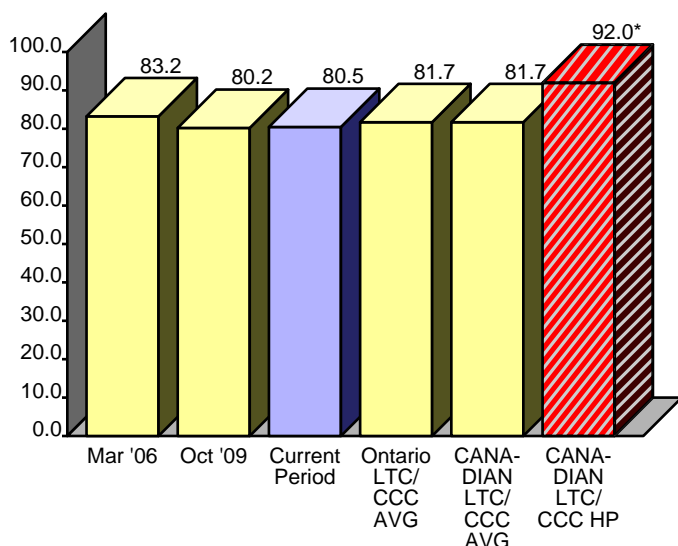


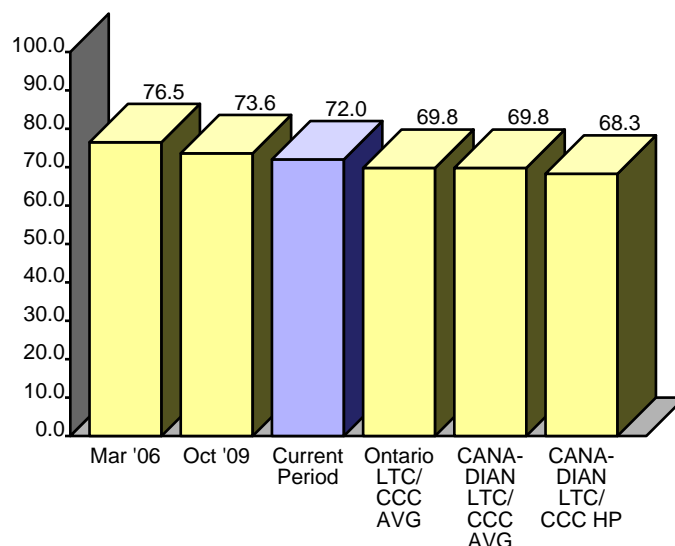


LTC Resident Experience of Care-All Domains and Overall Ratings Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Overall quality of care/services (RES)
% Positive Score



CCC/LTC All Domains Combined
% Positive Score



* Significantly Different from Your Current Score

Detail

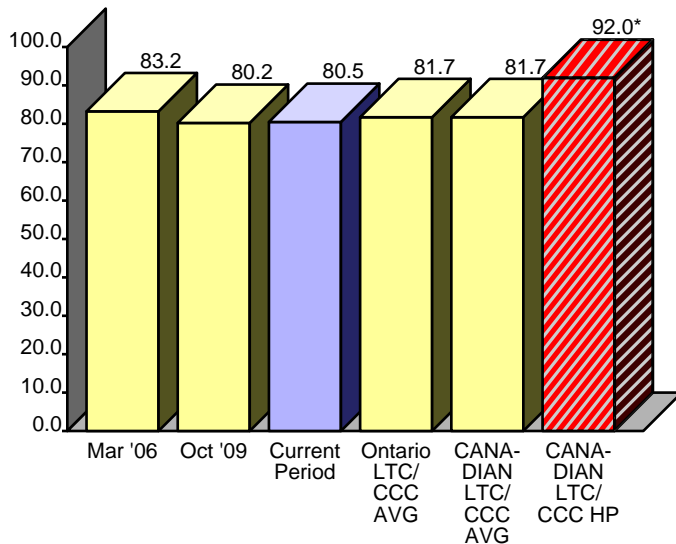
Mar '06	Oct '09	Highest correlation with "Overall quality of care/services (RES)"	Ontario LTC/CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
% Positive Score					
72.9%	67.6%	CCC/LTC Staff (RES)	64.7%	62.7%	62.7%
74.9%	68.9%	CCC/LTC Activities (RES)	69.9%	65.7%	65.7%
84.8%	81.9%	CCC/LTC Dignity (RES)	81.3%	77.0%	77.0%
83.2%	80.5%	CCC/LTC Medical Care & Treatment (RES)	82.2%	78.6%	78.6%
76.6%	80.1%↓	CCC/LTC Living Environment (RES)	70.5%	72.3%	72.3%
77.3%	71.9%	CCC/LTC Food (RES)	76.1%	69.5%	69.5%
70.4%	67.9%	CCC/LTC Autonomy (RES)	66.5%	66.8%	66.8%

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

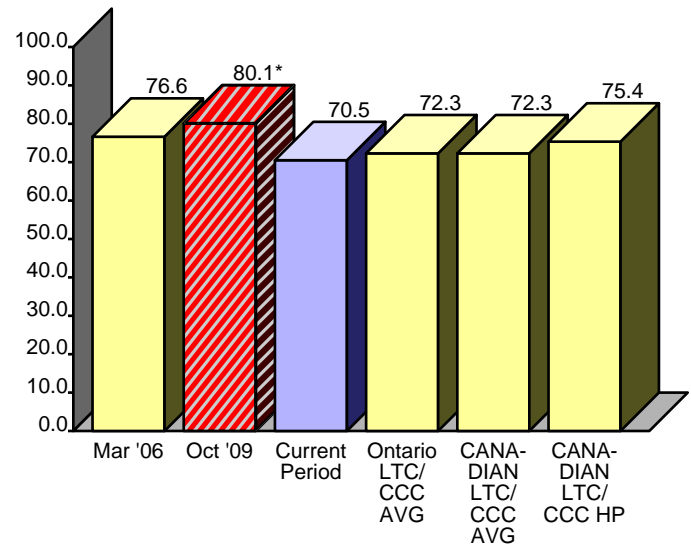


LTC Resident Experience of Care-Living Environment Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Overall quality of care/services (RES)
% Positive Score



CCC/LTC Living Environment (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

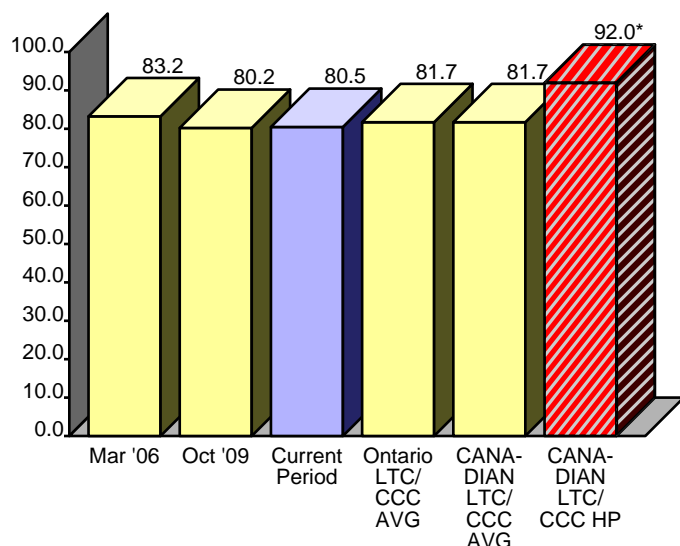
Mar '06	Oct '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario LTC/CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
% Positive Score						
81.7%	85.9%	Enough privacy (RES)	79.6%	75.4%	75.4%	84.8%
82.6%	77.8%	Comfortable place to live (RES)	76.6%	72.9%	72.9%	81.1%
75.1%	80.4%	Room is how you like it (RES)	72.8%	71.2%	71.2%	72.9%
71.3%	76.9%↓	*Noise doesn't bother you (RES)	64.7%	65.0%	65.0%	66.7%
83.7%	81.6%	Personal belongings are safe (RES)	77.9%	77.9%	77.9%	81.3%
81.9%	85.7%↓	*Smell of facility doesn't bother you (RES)	77.0%	77.5%	77.5%	92.2%↓
90.7%	91.6%	Residence clean/tidy (RES)	88.5%	88.7%	88.7%	93.9%↓
71.9%↓	79.8%↓	*Place doesn't need fixing up (RES)	53.4%	61.9%↓	61.9%↓	75.0%↓
46.4%	60.4%↓	*Someone would know if you hurt yourself (RES)	42.0%	58.5%↓	58.5%↓	65.3%↓

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Your current score is: higher ↑ or lower ↓.

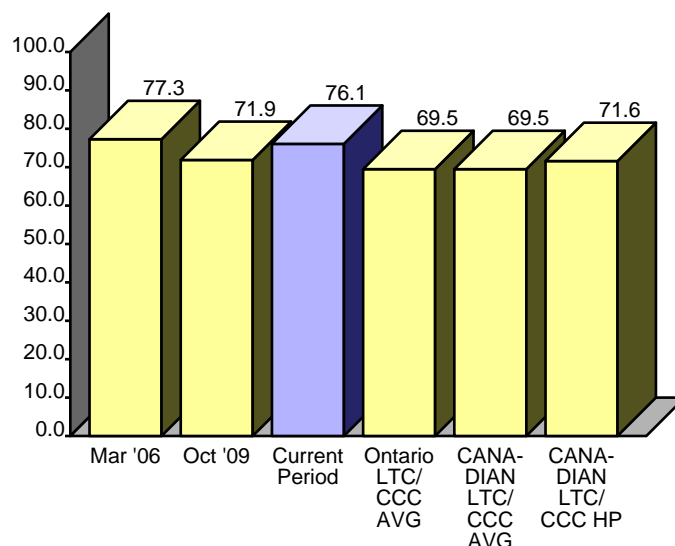


LTC Resident Experience of Care-Food Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Overall quality of care/services (RES)
% Positive Score



CCC/LTC Food (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

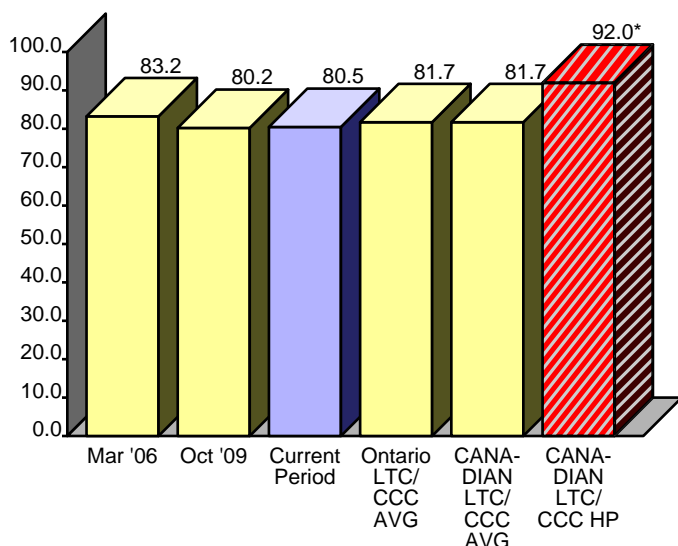
Mar '06	Oct '09	Highest correlation with "Overall quality of care/services (RES)"	Ontario LTC/CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
% Positive Score					
77.0%	70.0%	Food tastes ok (RES)	77.4%	62.3%↑	62.3%↑
68.8%	59.0%	Enough food choices (RES)	68.4%	59.4%↑	59.4%↑
62.0%	54.8%	Can get foods you like to eat (RES)	55.0%	46.8%	46.8%
79.2%	67.8%	Food available when hungry (RES)	75.7%	74.1%	74.1%
86.4%	76.8%	Get help to eat when needed (RES)	78.6%	73.6%	73.6%
92.0%	93.6%	Given enough time to eat (RES)	91.0%	88.8%	88.8%
72.0%	69.7%	Temperature of food ok (RES)	75.7%	71.2%	71.2%
85.7%	86.2%	Given right amount of food (RES)	87.8%	82.7%	82.7%

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Your current score is: higher ↑ or lower ↓.

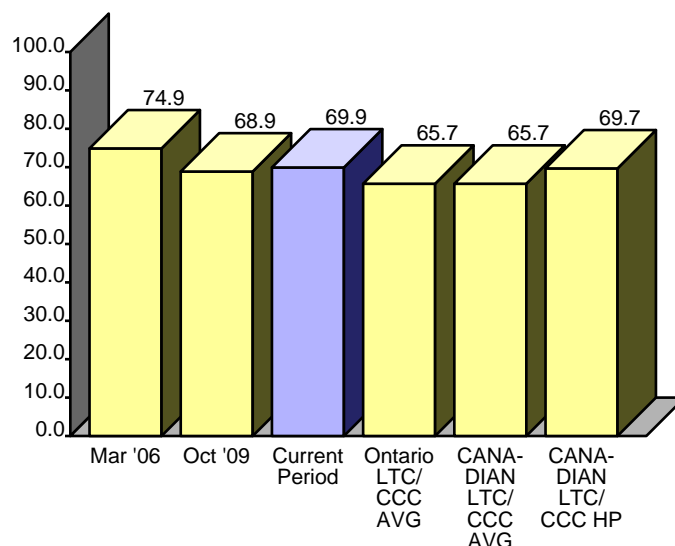


LTC Resident Experience of Care-Activities Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Overall quality of care/services (RES)
% Positive Score



CCC/LTC Activities (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

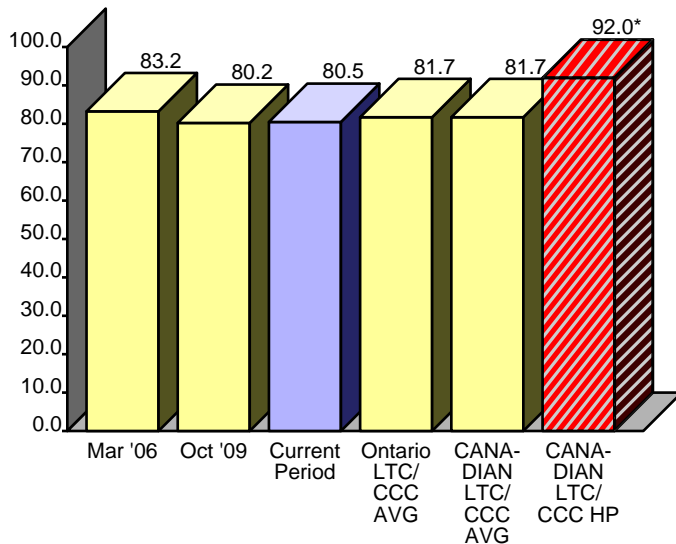
Mar '06	Oct '09	Highest correlation with "Overall quality of care/services (RES)"	Ontario LTC/CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
% Positive Score					
77.7%	63.3%	Enough activities that use your mind (RES)	66.0%	66.1%	71.0%
88.9%	86.6%	Get help needed w/activities (RES)	81.2%	73.6%	80.6%
67.3%	55.0% ▲	Enough activities on the unit (RES)	70.2%	54.6% ▲	65.2%
75.8% ▼	68.5%	Enough trips/outings (RES)	58.1%	53.7%	58.7%
77.1%	73.1%	Enough games offered (RES)	73.6%	71.1%	71.7%
33.9%	28.3%	Participate in activities (RES)	36.3%	30.1%	52.3% ▼
75.5%	66.9%	Activities offered at right time (RES)	68.9%	73.7%	80.0% ▼
88.5% ▼	76.9%	Enough entertainment (RES)	72.4%	73.2%	80.4% ▼
80.7%	77.0%	Told of activities available (RES)	77.3%	72.1%	78.2%
96.8%	95.8%	Enough opportunity for personal activities (RES)	96.9%	91.5% ▲	96.7%

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Your current score is: higher ▲ or lower ▼.

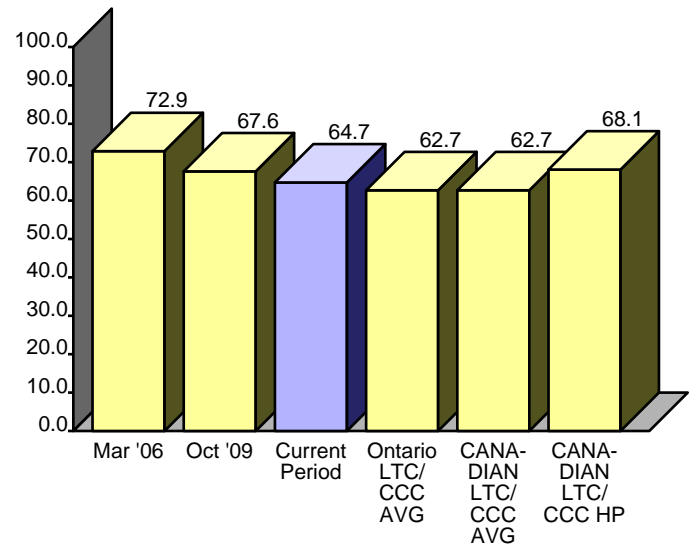


LTC Resident Experience of Care-Staff Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Overall quality of care/services (RES)
% Positive Score



CCC/LTC Staff (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

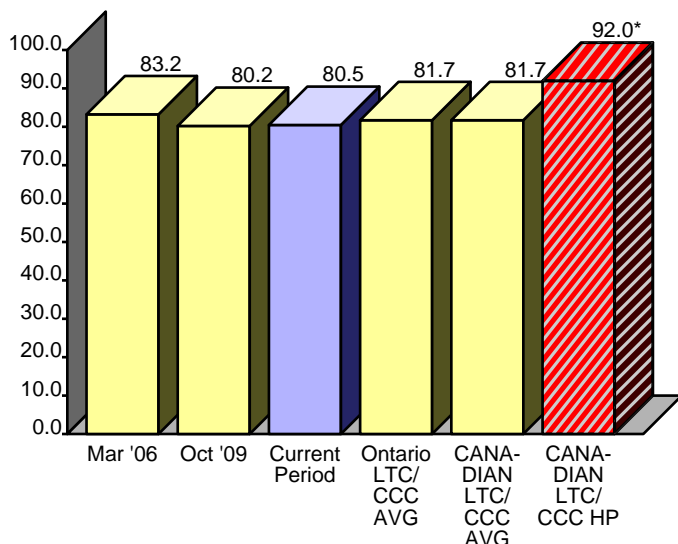
Mar '06	Oct '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario LTC/CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
% Positive Score						
75.7%	72.8%	Staff show they care (RES)	72.9%	65.0%	65.0%	73.3%
84.1%	81.1%	Staff help when needed (RES)	80.0%	75.1%	75.1%	80.4%
76.1%↓	76.6%↓	Staff respect wishes (RES)	65.6%	70.4%	70.4%	78.3%↓
70.0%	61.9%	Staff try to understand feelings (RES)	59.2%	60.0%	60.0%	61.0%
53.9%	47.8%	Staff involve you in decisions re: care (RES)	53.4%	50.0%	50.0%	56.8%
78.9%	74.6%	Staff skilled/knowledgeable (RES)	70.5%	72.0%	72.0%	83.3%↓
61.4%↓	47.4%	Staff promptly answer your calls (RES)	40.7%	41.1%	41.1%	46.9%
79.8%	74.6%	Staff tell you why they come to your room (RES)	73.2%	66.4%	66.4%	76.9%

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

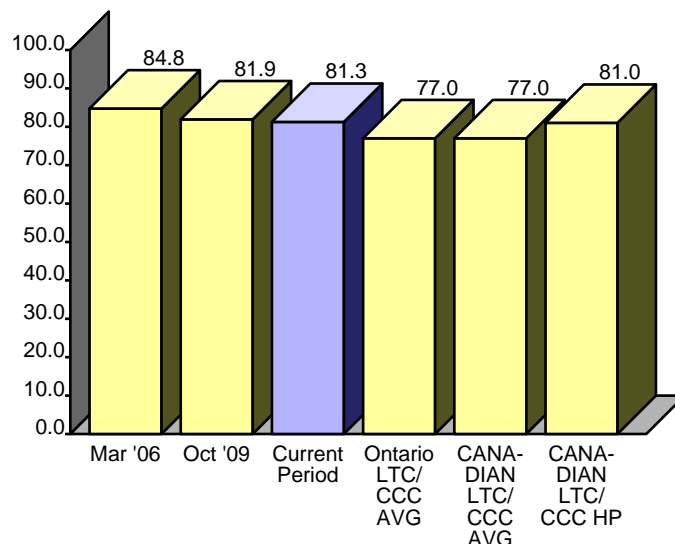


LTC Resident Experience of Care-Dignity Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Overall quality of care/services (RES)
% Positive Score



CCC/LTC Dignity (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

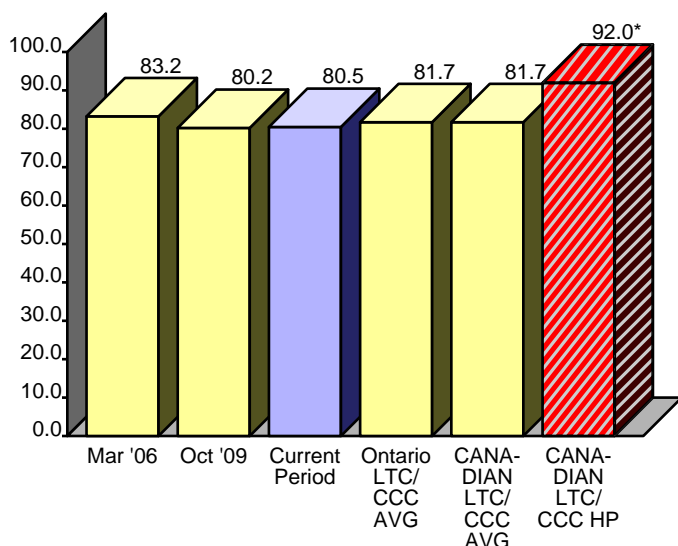
Mar '06	Oct '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario LTC/CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
% Positive Score						
82.4%	71.7%	Treated how you want to be treated (RES)	75.9%	67.3%↑	67.3%↑	75.0%
93.2%	93.8%↓	*Staff don't take advantage of you (RES)	87.0%	87.8%	87.8%	91.4%
89.5%	88.0%	Personal/physical privacy respected (RES)	88.6%	83.6%	83.6%	84.9%
74.4%	67.8%	*Not ignored by staff (RES)	69.8%	65.0%	65.0%	67.5%
79.7%	76.4%	*Staff don't make you feel like burden (RES)	74.4%	71.1%	71.1%	77.8%
89.2%	93.6%	Staff call you by name (RES)	91.2%	87.2%	87.2%	93.1%

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

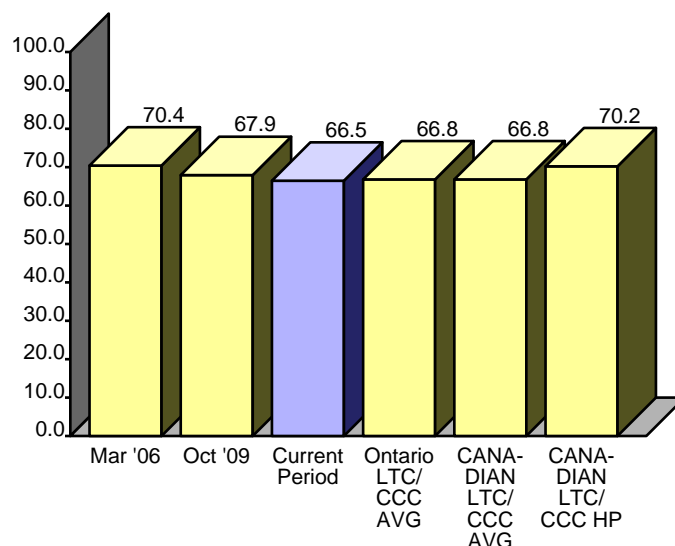


LTC Resident Experience of Care-Autonomy Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Overall quality of care/services (RES)
% Positive Score



CCC/LTC Autonomy (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

Mar '06	Oct '09	Highest correlation with "Overall quality of care/services (RES)"	Ontario LTC/CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
% Positive Score					
59.8%	56.4%	Encouraged to participate in decisions (RES)	58.1%	59.3%	59.3%
77.3%↓	70.2%	Free to make own choices (RES)	64.2%	74.5%↓	74.5%↓
74.2%	67.8%	Feel you can express feelings/opinions (RES)	67.2%	71.5%	71.5%
70.6%	72.6%	You decide what you do each day (RES)	64.6%	54.9%↑	54.9%↑
82.8%	84.8%↓	Free to come/go as you please (RES)	75.6%	71.7%	71.7%
27.9%	17.7%↑	Choose when to have bath/shower (RES)	33.9%	44.8%↓	44.8%↓
80.5%	82.4%	Spiritual/religious needs met (RES)	79.6%	77.2%	77.2%
84.3%	88.2%	*Not forced to do things you don't want (RES)	80.5%	83.0%	83.0%
75.4%	72.5%	*Staff will not get back at you (RES)	75.3%	66.7%	66.7%

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

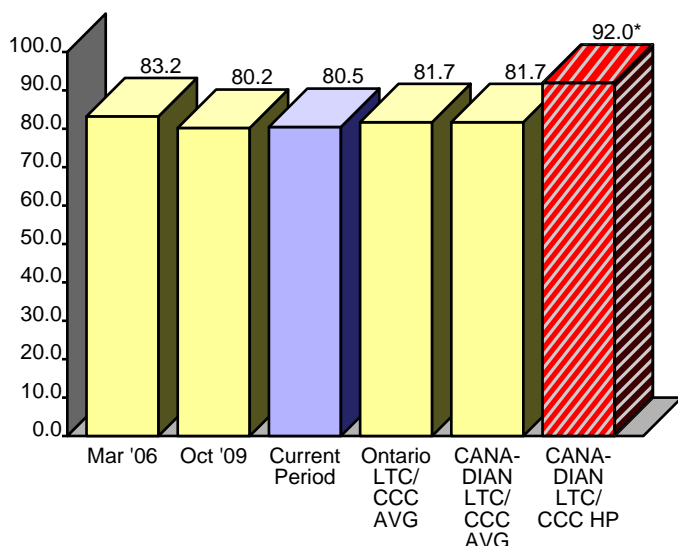


LTC Resident Experience of Care-Medical Care & Treatment

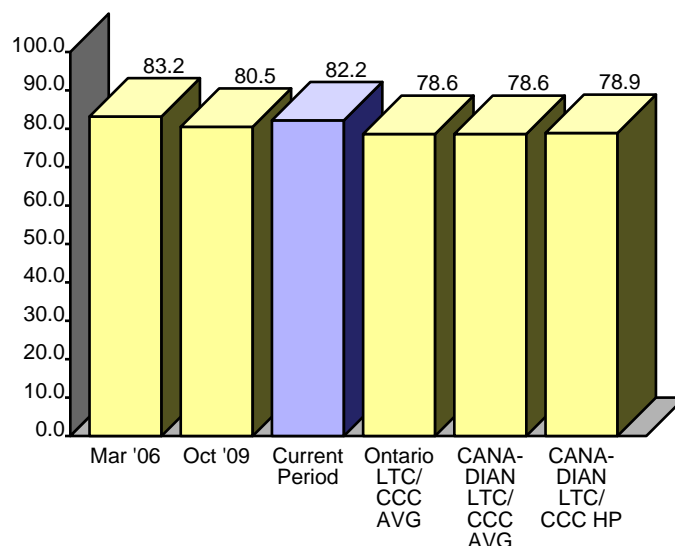
Mount Hope Centre for Long Term Care - Corporate

October 2011 (n=312)

Overall quality of care/services (RES)
% Positive Score




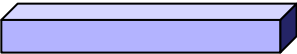



CCC/LTC Medical Care & Treatment (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

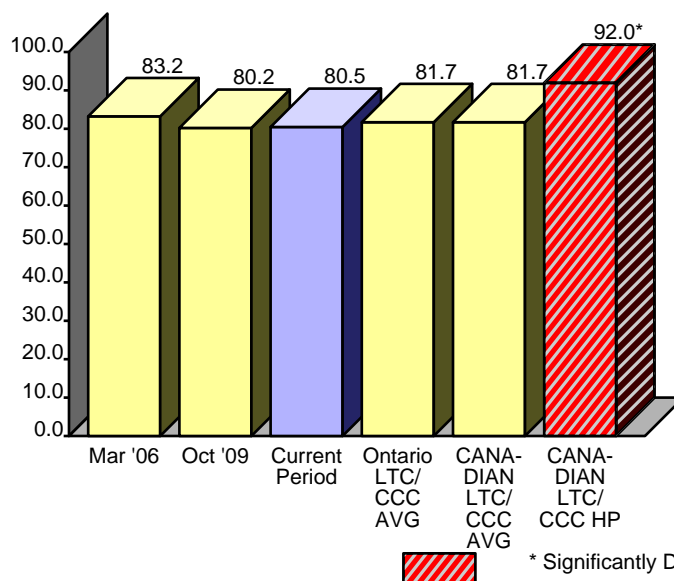
Mar '06	Oct '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario LTC/CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
% Positive Score						
88.3%	86.2%	Receive medical help when needed (RES)		86.8%	86.2%	84.8%
78.3%↓	55.4%	Can talk to Dr when needed (RES)		63.1%	60.5%	70.5%
70.2%↑	80.0%	Receive therapy if needed (RES)		80.7%	73.6%	81.0%
88.3%	89.1%	Helped if in pain/uncomfortable (RES)		88.0%	84.9%	87.0%
90.2%	92.4%	Receive treatment/meds when needed (RES)		90.9%	87.7%	90.1%

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



LTC Resident Experience of Care-Additional Questions Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Overall quality of care/services (RES)
% Positive Score



Detail

Mar '06	Oct '09		Ontario LTC/CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
Would recommend facility (RES)					
73.3%	73.9%	Yes	73.3%	73.3%	78.1%↓
9.1%	8.5%	No	15.0%↓	15.0%↓	12.3%
17.6%	17.6%	Maybe	11.7%↑	11.7%↑	9.6%↑
Have periods of happiness (RES)					
69.4%	61.2%	Yes	60.9%	60.9%	65.9%
21.2%	31.1%	Sometimes	24.1%	24.1%	16.5%↑
9.3%	7.7%	No	15.0%↓	15.0%↓	17.6%↓
Health compared to others (RES)					
13.2%	14.1%	Excellent	14.6%	14.6%	
60.9%	56.3%	Good	51.7%↑	51.7%↑	
21.3%	24.5%	Fair	27.5%↓	27.5%↓	
4.6%	4.7%	Poor	3.0%	3.0%	
0.0%	0.5%	Terrible	3.3%	3.3%	

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



LTC Resident Experience of Care-Final Outcome Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

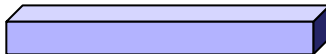
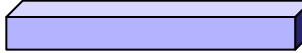








Detail

Mar '06	Oct '09		n size
Final Outcome (Res)			
48.3%	59.7%↓	Complete Interview	132
4.0%	4.2%	Partial Interview	9
14.2%↑	16.6%↑	Refused	87
8.7%↓	1.3%	Too ill	2
1.1%	1.6%↓	Unresponsive	0
8.7%	5.5%	Confused	20
0.0%↑	0.3%	Aggressive	4
2.6%	3.2%	Language	14
0.3%	0.6%	Could not locate	4
1.8%	0.3%	Deceased	5
0.3%	0.0%	Discharged	2
2.6%	0.6%	Moved Units	6
0.0%	0.0%	Rehab Bed	0
0.0%	0.0%	Already interviewed in past 90 days	0
7.4%	5.8%	Other (please specify below)	27

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



LTC Resident Experience of Care-Strengths Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

<i>Detail</i>						
Mar '06	Oct '09	Items ranked in descending order by current score		Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP
% Positive Score						
96.8%	95.8%	Enough opportunity for personal activities (RES)		96.9%	91.5%▲	91.5%▲
89.2%	93.6%	Staff call you by name (RES)		91.2%	87.2%	87.2%
92.0%	93.6%	Given enough time to eat (RES)		91.0%	88.8%	88.8%
90.2%	92.4%	Receive treatment/meds when needed (RES)		90.9%	87.7%	87.7%
89.5%	88.0%	Personal/physical privacy respected (RES)		88.6%	83.6%	83.6%
90.7%	91.6%	Residence clean/tidy (RES)		88.5%	88.7%	88.7%
88.3%	89.1%	Helped if in pain/uncomfortable (RES)		88.0%	84.9%	84.9%
85.7%	86.2%	Given right amount of food (RES)		87.8%	82.7%	82.7%
93.2%	93.8%▼	*Staff don't take advantage of you (RES)		87.0%	87.8%	87.8%
88.3%	86.2%	Receive medical help when needed (RES)		86.8%	86.2%	86.2%

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



LTC Resident Experience of Care-Areas for Improvement

Mount Hope Centre for Long Term Care - Corporate

October 2011 (n=312)

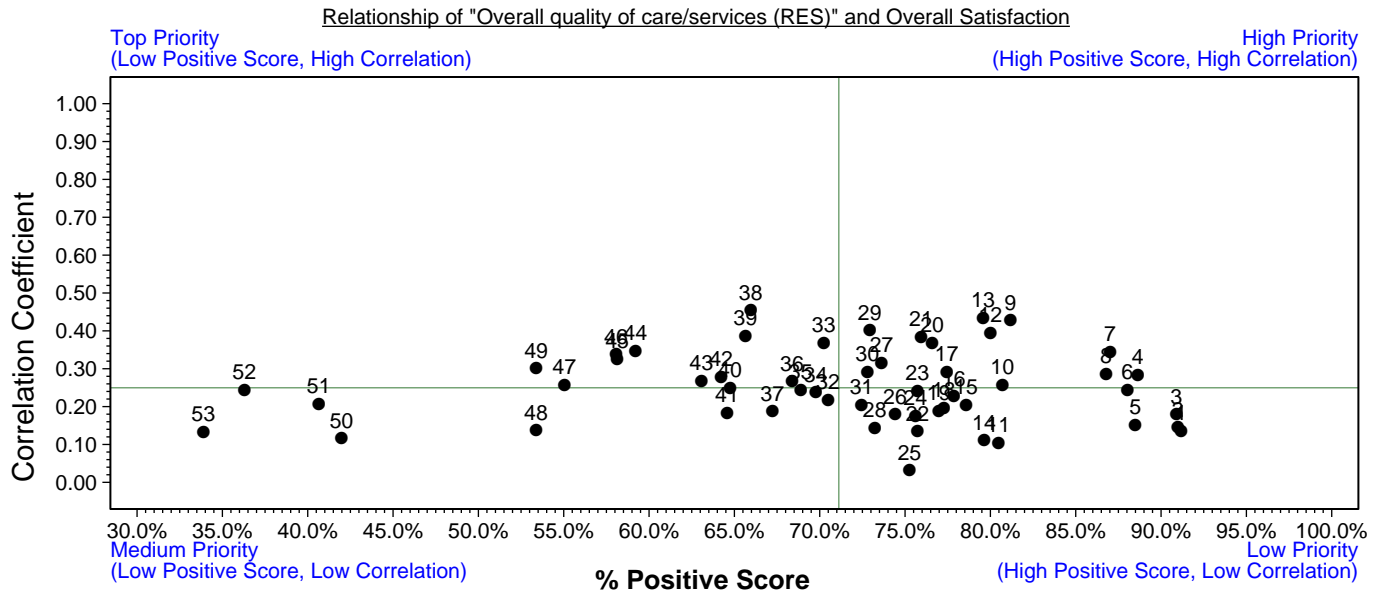
Detail

Mar '06	Oct '09	Items ranked in ascending order by current score	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	CANADIAN LTC/CCC HP	
% Positive Score						
27.9%	17.7%▲	Choose when to have bath/shower (RES)	33.9%	44.8%▼	44.8%▼	51.7%▼
33.9%	28.3%	Participate in activities (RES)	36.3%	30.1%	30.1%	52.3%▼
61.4%▼	47.4%	Staff promptly answer your calls (RES)	40.7%	41.1%	41.1%	46.9%
46.4%	60.4%▼	*Someone would know if you hurt yourself (RES)	42.0%	58.5%▼	58.5%▼	65.3%▼
71.9%▼	79.8%▼	*Place doesn't need fixing up (RES)	53.4%	61.9%▼	61.9%▼	75.0%▼
53.9%	47.8%	Staff involve you in decisions re: care (RES)	53.4%	50.0%	50.0%	56.8%
62.0%	54.8%	Can get foods you like to eat (RES)	55.0%	46.8%	46.8%	53.1%
75.8%▼	68.5%	Enough trips/outings (RES)	58.1%	53.7%	53.7%	58.7%
59.8%	56.4%	Encouraged to participate in decisions (RES)	58.1%	59.3%	59.3%	69.8%▼
70.0%	61.9%	Staff try to understand feelings (RES)	59.2%	60.0%	60.0%	61.0%

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



LTC Resident Experience of Care-Priority Matrix Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)



- | | |
|--|--|
| 1 Staff call you by name (RES) | 28 Staff tell you why they come to your room (RES) |
| 2 Given enough time to eat (RES) | 29 Staff show they care (RES) |
| 3 Receive treatment/meds when needed (RES) | 30 Room is how you like it (RES) |
| 4 Personal/physical privacy respected (RES) | 31 Enough entertainment (RES) |
| 5 Residence clean/tidy (RES) | 32 Staff skilled/knowledgeable (RES) |
| 6 Helped if in pain/uncomfortable (RES) | 33 Enough activities on the unit (RES) |
| 7 *Staff don't take advantage of you (RES) | 34 *Not ignored by staff (RES) |
| 8 Receive medical help when needed (RES) | 35 Activities offered at right time (RES) |
| 9 Get help needed w/activities (RES) | 36 Enough food choices (RES) |
| 10 Receive therapy if needed (RES) | 37 Feel you can express feelings/opinions (RES) |
| 11 *Not forced to do things you don't want (RES) | 38 Enough activities that use your mind (RES) |
| 12 Staff help when needed (RES) | 39 Staff respect wishes (RES) |
| 13 Enough privacy (RES) | 40 *Noise doesn't bother you (RES) |
| 14 Spiritual/religious needs met (RES) | 41 You decide what you do each day (RES) |
| 15 Get help to eat when needed (RES) | 42 Free to make own choices (RES) |
| 16 Personal belongings are safe (RES) | 43 Can talk to Dr when needed (RES) |
| 17 Food tastes ok (RES) | 44 Staff try to understand feelings (RES) |
| 18 Told of activities available (RES) | 45 Enough trips/outings (RES) |
| 19 *Smell of facility doesn't bother you (RES) | 46 Encouraged to participate in decisions (RES) |
| 20 Comfortable place to live (RES) | 47 Can get foods you like to eat (RES) |
| 21 Treated how you want to be treated (RES) | 48 *Place doesn't need fixing up (RES) |
| 22 Temperature of food ok (RES) | 49 Staff involve you in decisions re: care (RES) |
| 23 Food available when hungry (RES) | 50 *Someone would know if you hurt yourself (RES) |
| 24 Free to come/go as you please (RES) | 51 Staff promptly answer your calls (RES) |
| 25 *Staff will not get back at you (RES) | 52 Participate in activities (RES) |
| 26 *Staff don't make you feel like burden (RES) | 53 Choose when to have bath/shower (RES) |
| 27 Enough games offered (RES) | |

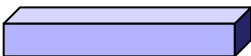
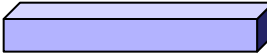

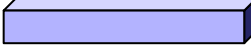




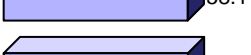


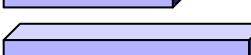

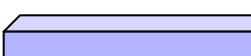
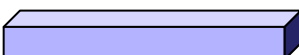
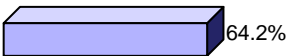
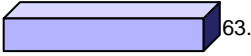

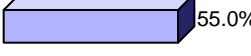



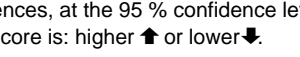
Detail

Mar '06	Oct '09	Highest correlation with "Overall quality of care/services (RES)"	Correlation Coefficient	n size
% Positive Score				
77.7%	63.3%	Enough activities that use your mind (RES)	0.454	94
81.7%	85.9%	Enough privacy (RES)	0.435	142
88.9%	86.6%	Get help needed w/activities (RES)	0.428	85

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







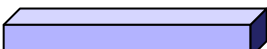
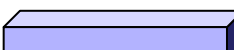
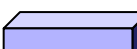

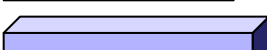
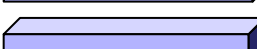
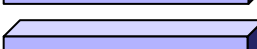

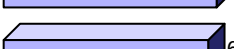


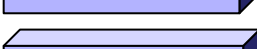







LTC Resident Experience of Care-Priority Matrix (continued) Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Mar '06	Oct '09	Detail		Correlation Coefficient	n size
% Positive Score					
75.7%	72.8%	Staff show they care (RES)	 72.9%	0.401	133
84.1%	81.1%	Staff help when needed (RES)	 80.0%	0.395	130
76.1%↓	76.6%↓	Staff respect wishes (RES)	 65.6%	0.387	131
82.4%	71.7%	Treated how you want to be treated (RES)	 75.9%	0.384	133
82.6%	77.8%	Comfortable place to live (RES)	 76.6%	0.369	141
67.3%	55.0%↑	Enough activities on the unit (RES)	 70.2%	0.369	84
70.0%	61.9%	Staff try to understand feelings (RES)	 59.2%	0.348	125
93.2%	93.8%↓	*Staff don't take advantage of you (RES)	 87.0%	0.344	131
59.8%	56.4%	Encouraged to participate in decisions (RES)	 58.1%	0.338	93
75.8%↓	68.5%	Enough trips/outings (RES)	 58.1%	0.326	86
77.1%	73.1%	Enough games offered (RES)	 73.6%	0.315	91
53.9%	47.8%	Staff involve you in decisions re: care (RES)	 53.4%	0.301	118
77.0%	70.0%	Food tastes ok (RES)	 77.4%	0.293	133
75.1%	80.4%	Room is how you like it (RES)	 72.8%	0.291	136
88.3%	86.2%	Receive medical help when needed (RES)	 86.8%	0.287	121
89.5%	88.0%	Personal/physical privacy respected (RES)	 88.6%	0.284	132
77.3%↓	70.2%	Free to make own choices (RES)	 64.2%	0.279	123
78.3%↓	55.4%	Can talk to Dr when needed (RES)	 63.1%	0.268	111
68.8%	59.0%	Enough food choices (RES)	 68.4%	0.267	136
62.0%	54.8%	Can get foods you like to eat (RES)	 55.0%	0.258	129
70.2%↑	80.0%	Receive therapy if needed (RES)	 80.7%	0.257	114
71.3%	76.9%↓	*Noise doesn't bother you (RES)	 64.7%	0.249	139
88.3%	89.1%	Helped if in pain/uncomfortable (RES)	 88.0%	0.245	117

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



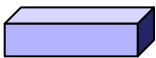
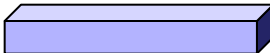


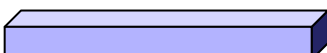
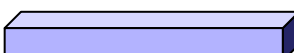
LTC Resident Experience of Care-Priority Matrix (continued) Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

Mar '06	Oct '09	Detail	Correlation Coefficient	n size
% Positive Score				
75.5%	66.9%	Activities offered at right time (RES) 	0.244	90
33.9%	28.3%	Participate in activities (RES) 	0.244	135
79.2%	67.8%	Food available when hungry (RES) 	0.241	103
74.4%	67.8%	*Not ignored by staff (RES) 	0.238	129
83.7%	81.6%	Personal belongings are safe (RES) 	0.227	131
78.9%	74.6%	Staff skilled/knowledgeable (RES) 	0.218	122
61.4%↓	47.4%	Staff promptly answer your calls (RES) 	0.207	123
88.5%↓	76.9%	Enough entertainment (RES) 	0.204	98
86.4%	76.8%	Get help to eat when needed (RES) 	0.204	56
80.7%	77.0%	Told of activities available (RES) 	0.197	132
81.9%	85.7%↓	*Smell of facility doesn't bother you (RES) 	0.189	139
74.2%	67.8%	Feel you can express feelings/opinions (RES) 	0.188	119
70.6%	72.6%	You decide what you do each day (RES) 	0.184	127
90.2%	92.4%	Receive treatment/meds when needed (RES) 	0.180	121
79.7%	76.4%	*Staff don't make you feel like burden (RES) 	0.179	129
82.8%	84.8%↓	Free to come/go as you please (RES) 	0.175	123
90.7%	91.6%	Residence clean/tidy (RES) 	0.153	139
92.0%	93.6%	Given enough time to eat (RES) 	0.145	133
79.8%	74.6%	Staff tell you why they come to your room (RES) 	0.143	127
71.9%↓	79.8%↓	*Place doesn't need fixing up (RES) 	0.137	133
89.2%	93.6%	Staff call you by name (RES) 	0.136	136
72.0%	69.7%	Temperature of food ok (RES) 	0.135	136
27.9%	17.7%↑	Choose when to have bath/shower (RES) 	0.133	121

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



LTC Resident Experience of Care-Priority Matrix (continued)
 Mount Hope Centre for Long Term Care - Corporate
 October 2011 (n=312)

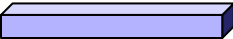


Mar '06	Oct '09	Detail	Correlation Coefficient	n size
% Positive Score				
46.4%	60.4%↓	*Someone would know if you hurt yourself (RES)  42.0%	0.116	131
80.5%	82.4%	Spiritual/religious needs met (RES)  79.6%	0.111	108
84.3%	88.2%	*Not forced to do things you don't want (RES)  80.5%	0.104	128
75.4%	72.5%	*Staff will not get back at you (RES)  75.3%	0.032	93
96.8%	95.8%	Enough opportunity for personal activities (RES)  96.9%	-0.121	129
85.7%	86.2%	Given right amount of food (RES)  87.8%	-0.124	131



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



LTC Resident Experience of Care-Would Recommend Question
Mount Hope Centre for Long Term Care - Corporate
October 2011 (n=312)

Detail

Mar '06	Oct '09		n size
Would recommend facility (RES)			
73.3%	73.9%	Yes  69.8%	88
9.1%	8.5%	No  8.7%	11
17.6%	17.6%	Maybe  21.4%	27

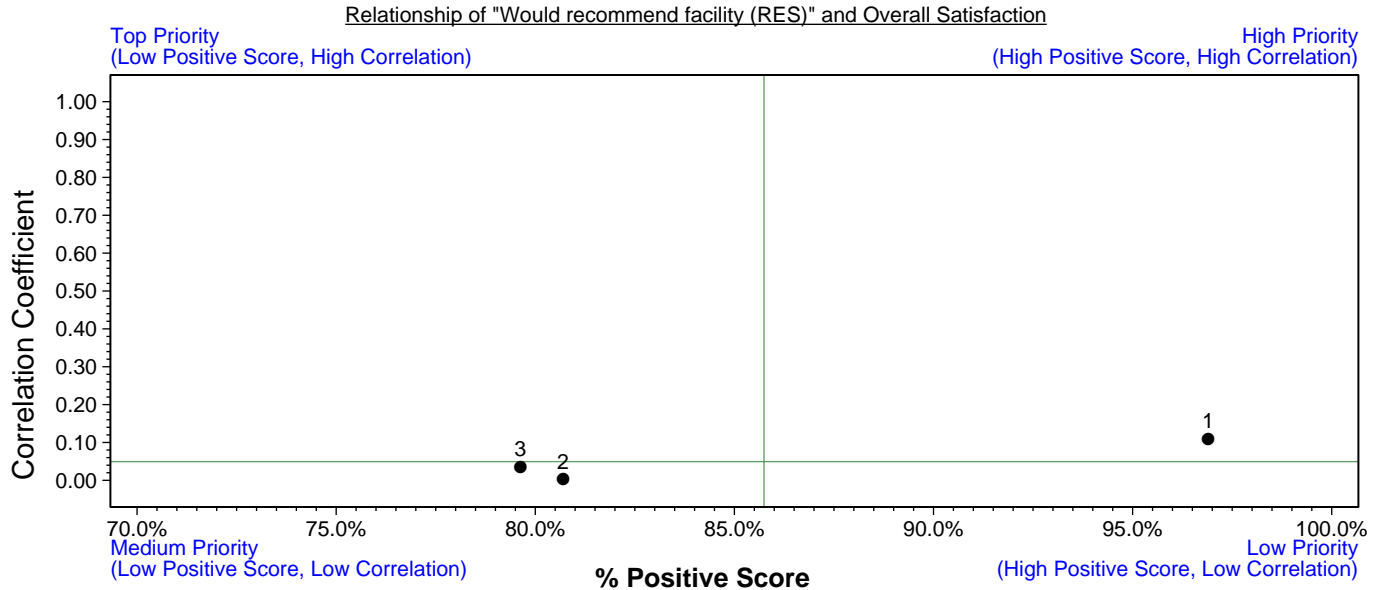
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher  or lower .



LTC Resident Experience of Care-Priority Matrix - Would Recommend Question

Mount Hope Centre for Long Term Care - Corporate

October 2011 (n=312)



1 Enough opportunity for personal activities (RES)
2 Receive therapy if needed (RES)

3 Spiritual/religious needs met (RES)

		<i>Detail</i>		Correlation Coefficient	n size
Mar '06	Oct '09	Highest correlation with "Would recommend facility (RES)"	% Positive Score		
96.8%	95.8%	Enough opportunity for personal activities (RES)	96.9%	0.110	129
80.5%	82.4%	Spiritual/religious needs met (RES)	79.6%	0.036	108
70.2%▲	80.0%	Receive therapy if needed (RES)	80.7%	0.003	114
77.0%	70.0%	Food tastes ok (RES)	77.4%	-0.027	133
92.0%	93.6%	Given enough time to eat (RES)	91.0%	-0.042	133
81.9%	85.7%▼	*Smell of facility doesn't bother you (RES)	77.0%	-0.070	139
70.6%	72.6%	You decide what you do each day (RES)	64.6%	-0.072	127
90.2%	92.4%	Receive treatment/meds when needed (RES)	90.9%	-0.121	121
78.3%▼	55.4%	Can talk to Dr when needed (RES)	63.1%	-0.128	111
85.7%	86.2%	Given right amount of food (RES)	87.8%	-0.136	131
79.8%	74.6%	Staff tell you why they come to your room (RES)	73.2%	-0.139	127

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Your current score is: higher ▲ or lower ▼.







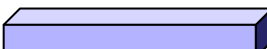
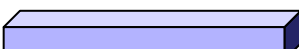
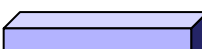

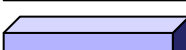
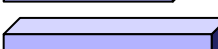
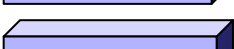

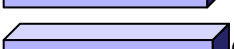


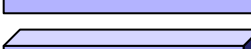





LTC Resident Experience of Care-Priority Matrix - Would Recommend
 Question (continued)
 Mount Hope Centre for Long Term Care - Corporate
 October 2011 (n=312)

Mar '06	Oct '09	Detail	Correlation Coefficient	n size
% Positive Score				
82.8%	84.8%↓	Free to come/go as you please (RES)	-0.143	123
84.3%	88.2%	*Not forced to do things you don't want (RES)	-0.147	128
90.7%	91.6%	Residence clean/tidy (RES)	-0.149	139
88.3%	89.1%	Helped if in pain/uncomfortable (RES)	-0.165	117
71.9%↓	79.8%↓	*Place doesn't need fixing up (RES)	-0.167	133
75.4%	72.5%	*Staff will not get back at you (RES)	-0.175	93
72.0%	69.7%	Temperature of food ok (RES)	-0.179	136
75.5%	66.9%	Activities offered at right time (RES)	-0.201	90
83.7%	81.6%	Personal belongings are safe (RES)	-0.201	131
74.4%	67.8%	*Not ignored by staff (RES)	-0.204	129
27.9%	17.7%↑	Choose when to have bath/shower (RES)	-0.206	121
71.3%	76.9%↓	*Noise doesn't bother you (RES)	-0.212	139
89.2%	93.6%	Staff call you by name (RES)	-0.223	136
61.4%↓	47.4%	Staff promptly answer your calls (RES)	-0.228	123
79.7%	76.4%	*Staff don't make you feel like burden (RES)	-0.255	129
75.1%	80.4%	Room is how you like it (RES)	-0.257	136
93.2%	93.8%↓	*Staff don't take advantage of you (RES)	-0.267	131
46.4%	60.4%↓	*Someone would know if you hurt yourself (RES)	-0.272	131
78.9%	74.6%	Staff skilled/knowledgeable (RES)	-0.274	122
33.9%	28.3%	Participate in activities (RES)	-0.276	135
80.7%	77.0%	Told of activities available (RES)	-0.276	132
88.3%	86.2%	Receive medical help when needed (RES)	-0.279	121
86.4%	76.8%	Get help to eat when needed (RES)	-0.283	56

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 Your current score is: higher ↑ or lower ↓.



LTC Resident Experience of Care-Priority Matrix - Would Recommend
 Question (continued)
 Mount Hope Centre for Long Term Care - Corporate
 October 2011 (n=312)

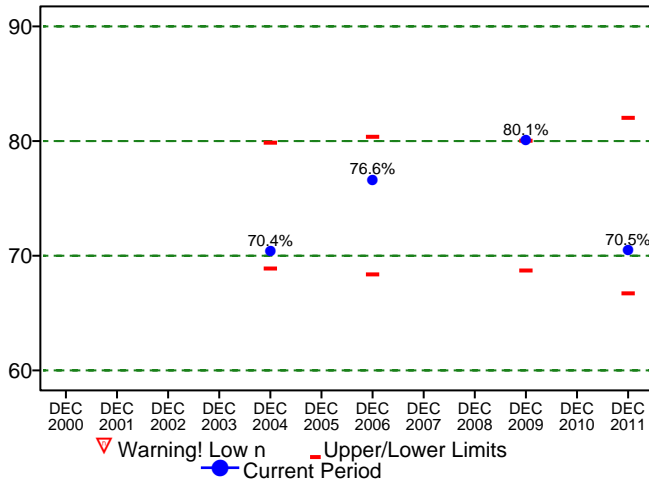
Mar '06	Oct '09	Detail		Correlation Coefficient	n size
% Positive Score					
68.8%	59.0%	Enough food choices (RES)	 68.4%	-0.304	136
62.0%	54.8%	Can get foods you like to eat (RES)	 55.0%	-0.308	129
75.7%	72.8%	Staff show they care (RES)	 72.9%	-0.312	133
67.3%	55.0%↑	Enough activities on the unit (RES)	 70.2%	-0.317	84
81.7%	85.9%	Enough privacy (RES)	 79.6%	-0.329	142
89.5%	88.0%	Personal/physical privacy respected (RES)	 88.6%	-0.332	132
70.0%	61.9%	Staff try to understand feelings (RES)	 59.2%	-0.338	125
82.4%	71.7%	Treated how you want to be treated (RES)	 75.9%	-0.341	133
53.9%	47.8%	Staff involve you in decisions re: care (RES)	 53.4%	-0.349	118
76.1%↓	76.6%↓	Staff respect wishes (RES)	 65.6%	-0.363	131
74.2%	67.8%	Feel you can express feelings/opinions (RES)	 67.2%	-0.370	119
77.3%↓	70.2%	Free to make own choices (RES)	 64.2%	-0.381	123
77.7%	63.3%	Enough activities that use your mind (RES)	 66.0%	-0.382	94
88.9%	86.6%	Get help needed w/activities (RES)	 81.2%	-0.409	85
84.1%	81.1%	Staff help when needed (RES)	 80.0%	-0.417	130
79.2%	67.8%	Food available when hungry (RES)	 75.7%	-0.419	103
59.8%	56.4%	Encouraged to participate in decisions (RES)	 58.1%	-0.422	93
75.8%↓	68.5%	Enough trips/outings (RES)	 58.1%	-0.441	86
82.6%	77.8%	Comfortable place to live (RES)	 76.6%	-0.444	141
88.5%↓	76.9%	Enough entertainment (RES)	 72.4%	-0.487	98
77.1%	73.1%	Enough games offered (RES)	 73.6%	-0.502	91

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 Your current score is: higher ↑ or lower ↓.

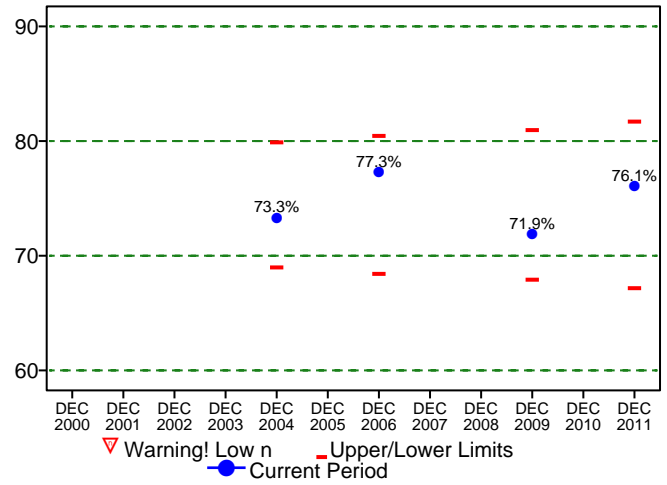


LTC Resident Experience of Care-Performance Across Time Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

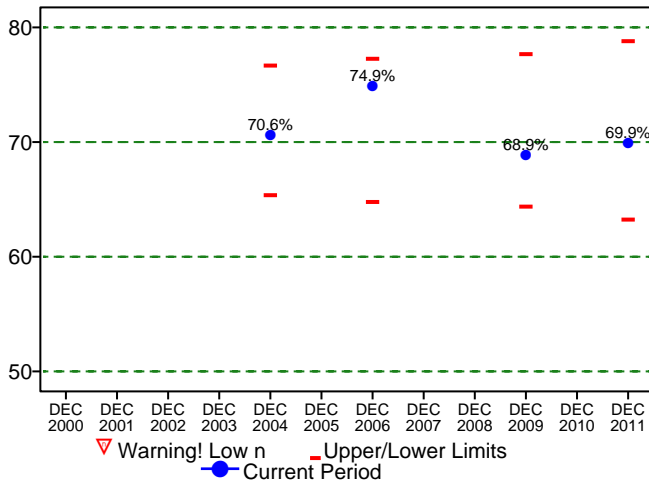
CCC/LTC Living Environment (RES)
% Positive Score



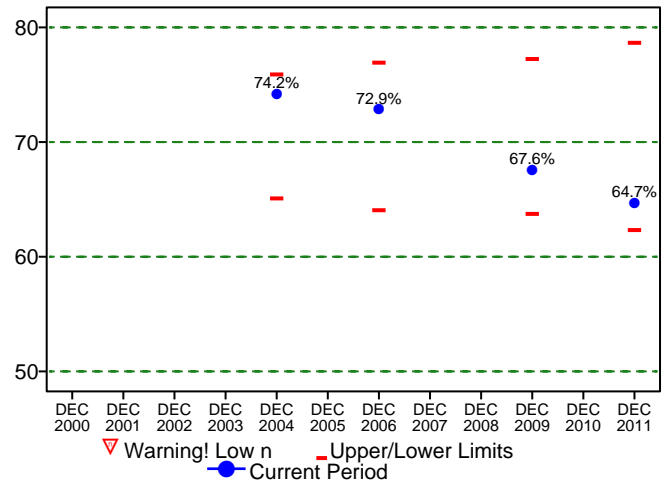
CCC/LTC Food (RES)
% Positive Score



CCC/LTC Activities (RES)
% Positive Score



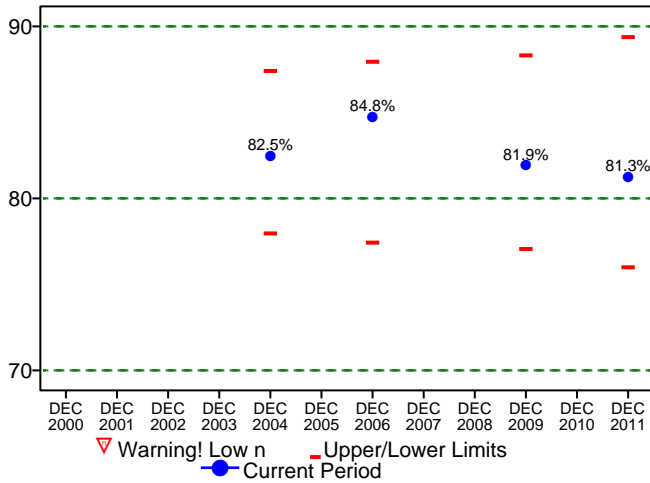
CCC/LTC Staff (RES)
% Positive Score



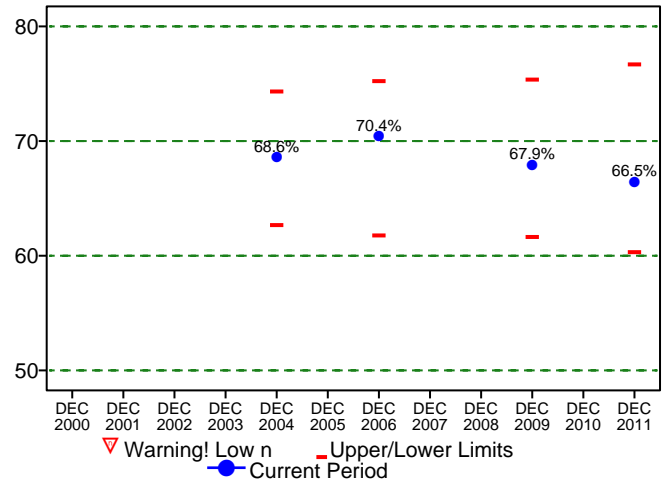


LTC Resident Experience of Care-Performance Across Time Mount Hope Centre for Long Term Care - Corporate October 2011 (n=312)

CCC/LTC Dignity (RES)
% Positive Score



CCC/LTC Autonomy (RES)
% Positive Score



CCC/LTC Medical Care & Treatment (RES)
% Positive Score

