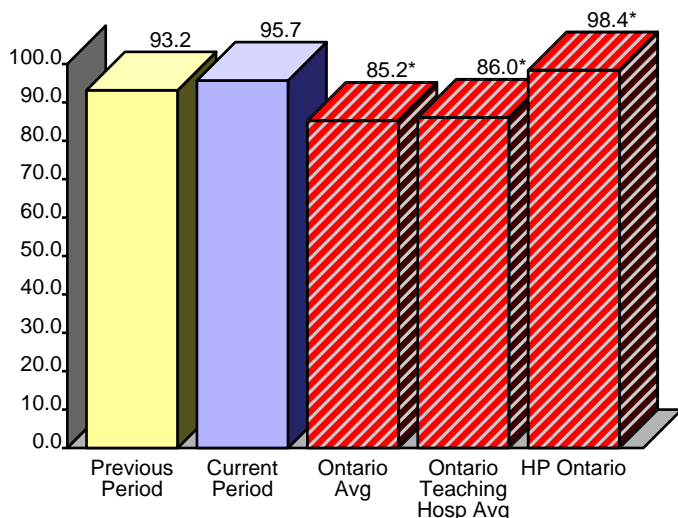




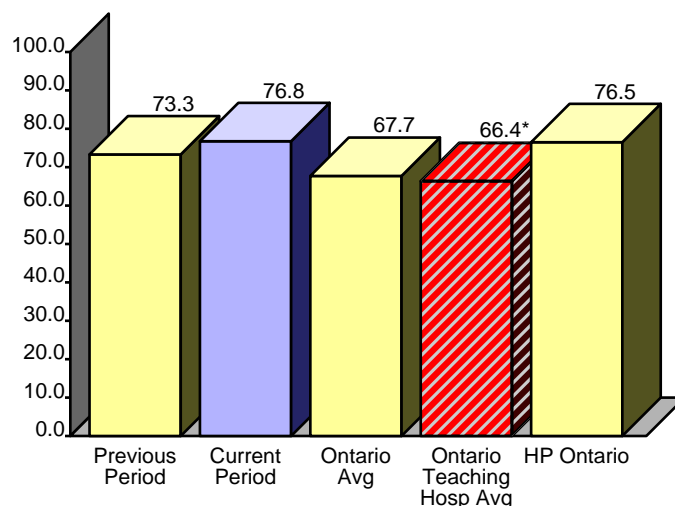
Emergency Department Patient Experience-All Dimensions and Overall Ratings

St. Joseph's Health Care London Corporate
Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Overall quality of ED care
% Positive Score



All Dimensions Combined (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

Previous Period	Highest correlation with "Overall quality of ED care"		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
% Positive Score					
66.2%	Emotional Support (ED Can)	72.6%	64.1%	63.4%	75.4%
62.4%	Physical Comfort (ED Can)	67.9%	63.2%	65.4%	89.3%↓
71.9%	Information and Education (ED Can)	76.4%	64.5%↑	64.0%↑	81.2%
84.7%	Respect for Patient Preferences (ED Can)	85.3%	78.2%	76.7%↑	91.4%↓
73.8%	Access and Coordination (ED Can)	77.2%	67.1%↑	63.6%↑	79.6%
67.9%	Continuity and Transition (ED Can)	71.3%	64.4%	65.3%	78.6%

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

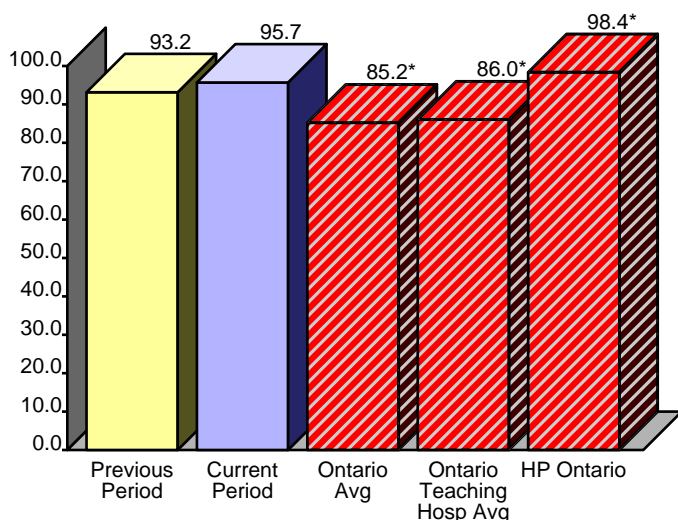


Emergency Department Patient Experience-Access and Coordination

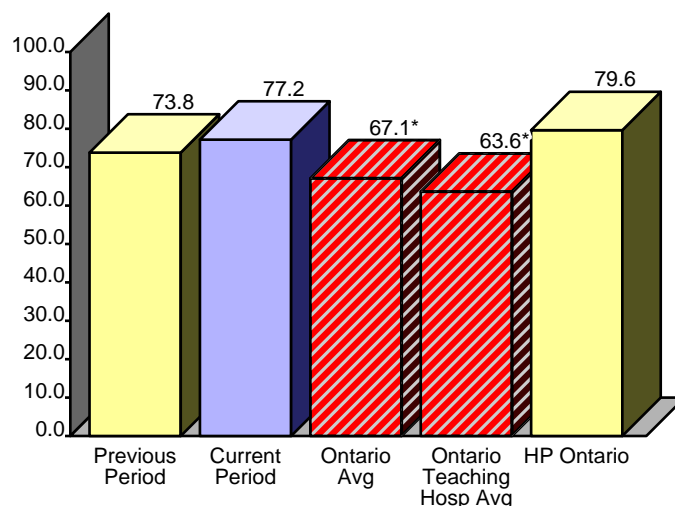
St. Joseph's Health Care London Corporate

Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Overall quality of ED care
% Positive Score

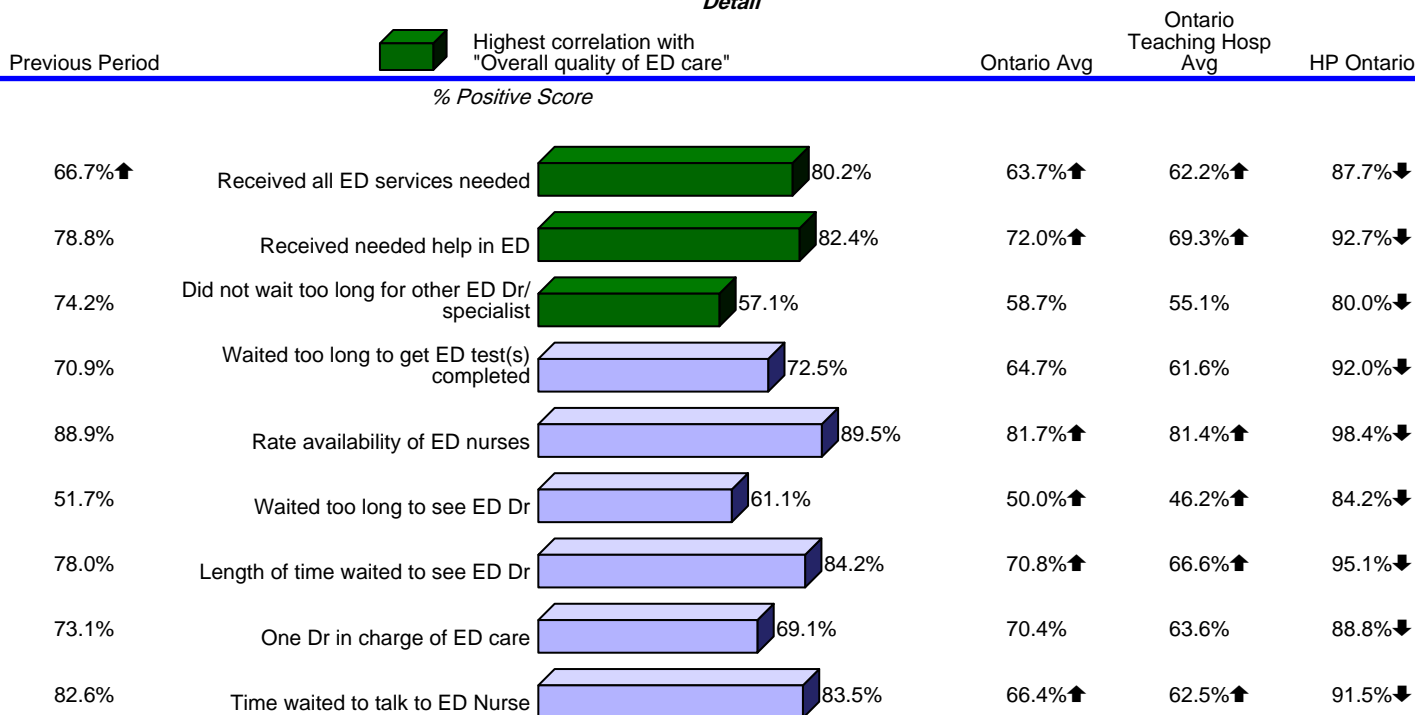


Access and Coordination (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail



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

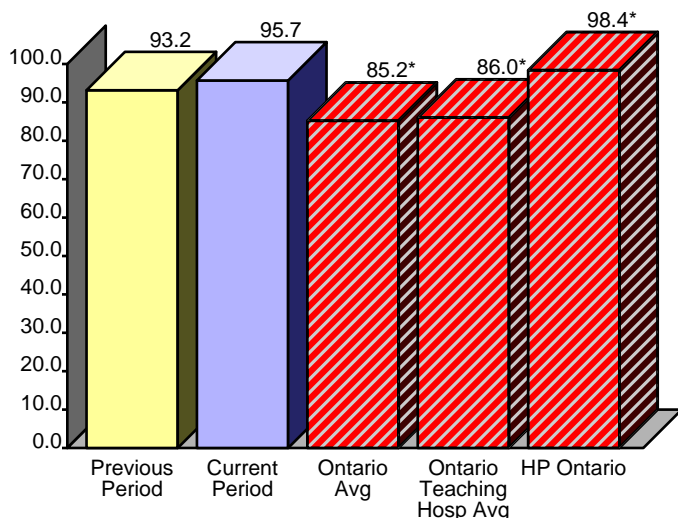


Emergency Department Patient Experience-Continuity and Transition

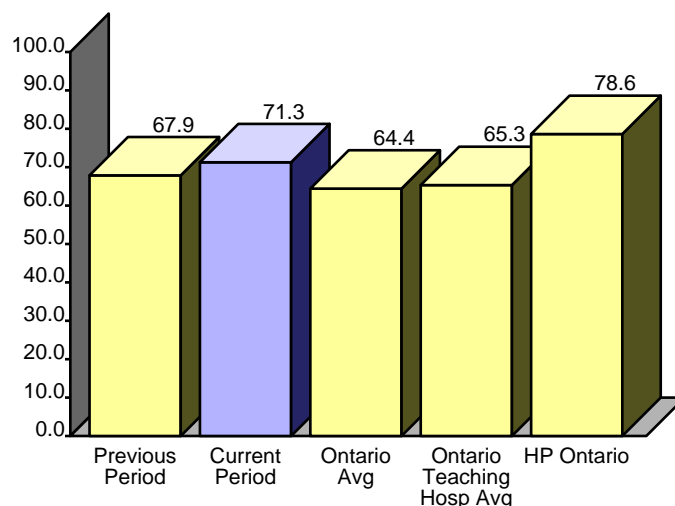
St. Joseph's Health Care London Corporate

Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Overall quality of ED care
% Positive Score



Continuity and Transition (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

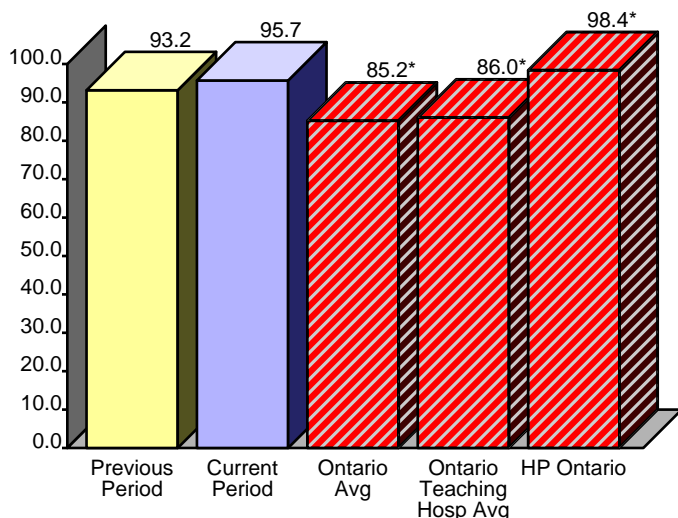
Previous Period	Highest correlation with "Overall quality of ED care"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
% Positive Score				
46.9%	ED explained danger signals to watch for	51.1%	53.4%	70.8%↓
67.6%	Knew who to call w/ questions when left ED	60.8%	58.9%	87.5%↓
79.6%	ED explained medication side effects	70.2%↑	71.9%	84.7%
44.4%	Appt for treatment made before left ED	48.2%	51.5%	67.6%
90.1%	ED explained how to take new medications	82.9%↑	84.4%↑	96.4%

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

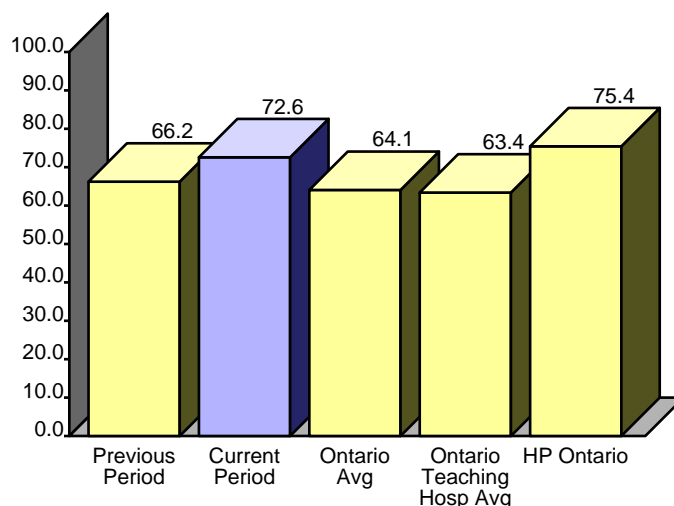


Emergency Department Patient Experience-Emotional Support
St. Joseph's Health Care London Corporate
Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Overall quality of ED care
 % Positive Score





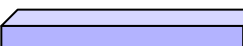



Emotional Support (ED Can)
 % Positive Score



* Significantly Different from Your Current Score

Detail

		Detail		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
Previous Period		Highest correlation with "Overall quality of ED care"				
% Positive Score						
54.3%		ED Dr discussed fears/anxieties	 63.6%	57.0%	57.7%	82.4%↓
60.0%		ED got messages to family/friends	 84.6%	53.1%▲	53.1%▲	76.5%
48.3%		ED Nurse discussed fears/anxieties	 52.3%	45.7%	44.2%	70.6%↓
72.9%		Confidence/trust in ED Drs	 76.3%	72.8%	72.9%	90.0%↓
76.3%		Confidence/trust in ED Nurses	 81.9%	72.3%▲	71.8%▲	92.0%↓

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

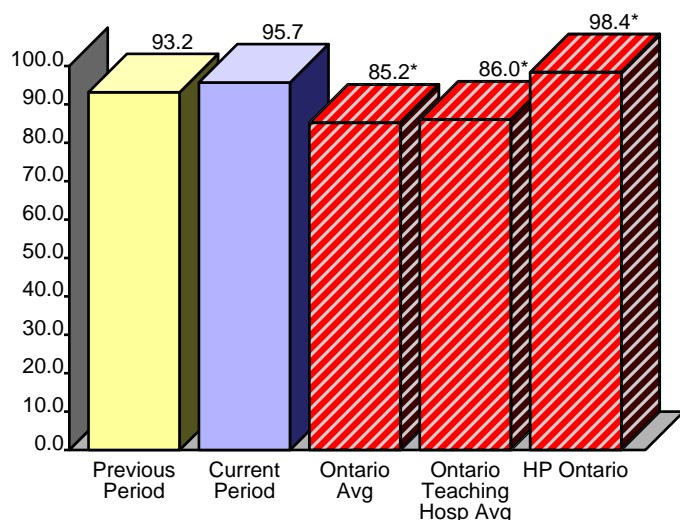


Emergency Department Patient Experience-Information and Education

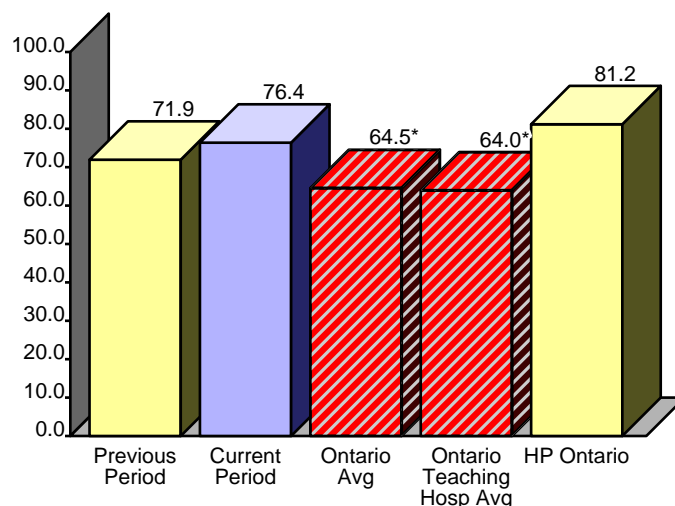
St. Joseph's Health Care London Corporate

Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Overall quality of ED care
% Positive Score



Information and Education (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

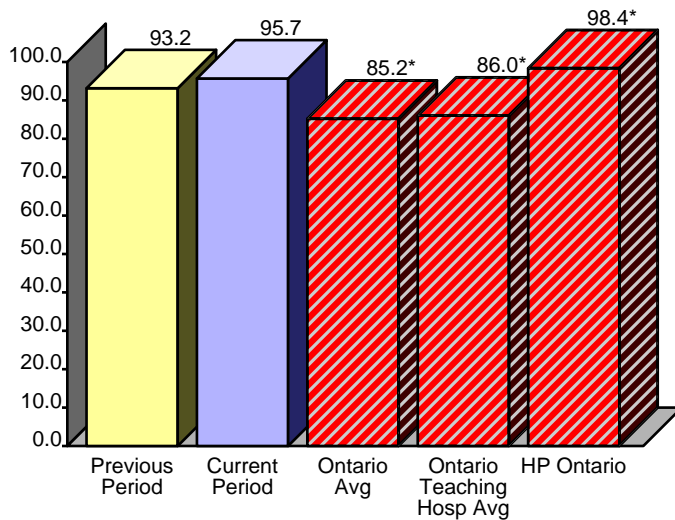
Previous Period	Highest correlation with "Overall quality of ED care"		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
% Positive Score					
72.0%	ED explained causes for problem understandably	74.4%	67.3%	66.2%	83.4%↓
75.2%	ED Dr answered questions understandably	77.9%	71.7%	72.1%	89.5%↓
77.5%	ED Nurses answered questions understandably	83.6%	68.0%↑	66.8%↑	86.9%
82.1%	ED explained test results understandably	76.0%	65.6%	65.6%	88.1%↓
78.6%	ED explained reasons for tests understandably	82.0%	68.9%↑	69.5%	88.3%
88.1%	ED admission answered questions	91.0%	74.8%↑	72.5%↑	95.1%
27.0%↑	Explained reason for ED wait	43.6%	30.5%↑	31.2%↑	62.0%↓

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

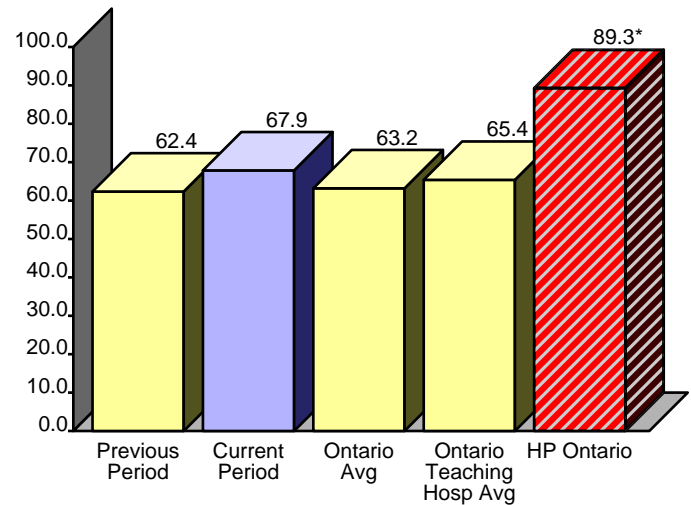


Emergency Department Patient Experience-Physical Comfort
St. Joseph's Health Care London Corporate
Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Overall quality of ED care
 % Positive Score

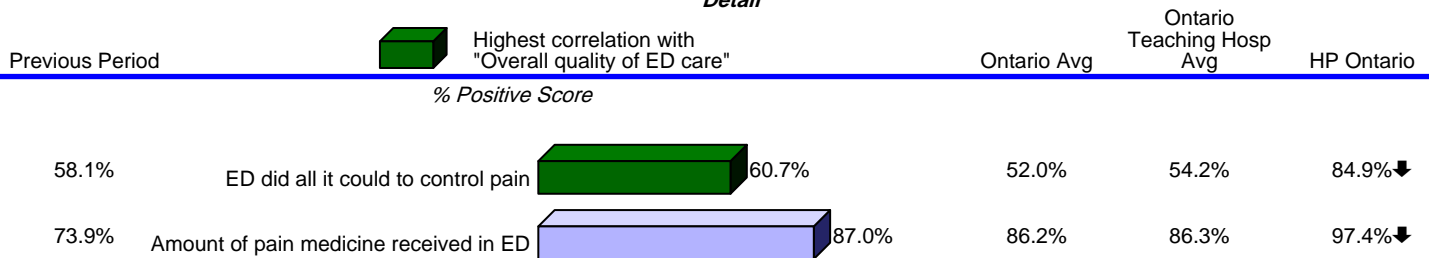


Physical Comfort (ED Can)
 % Positive Score



* Significantly Different from Your Current Score

Detail

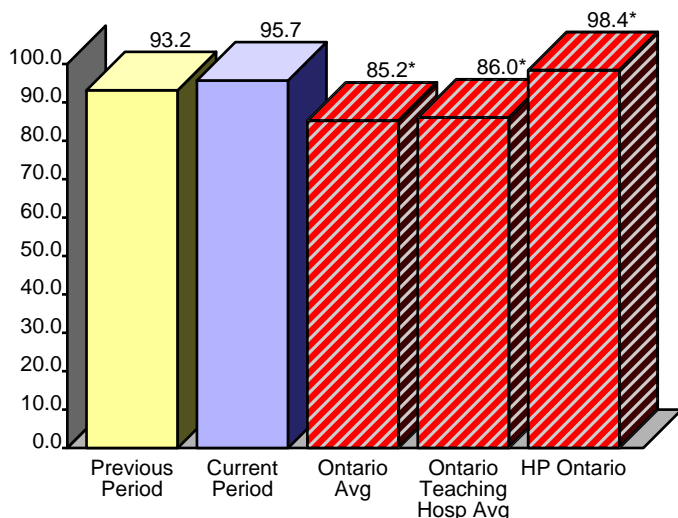


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

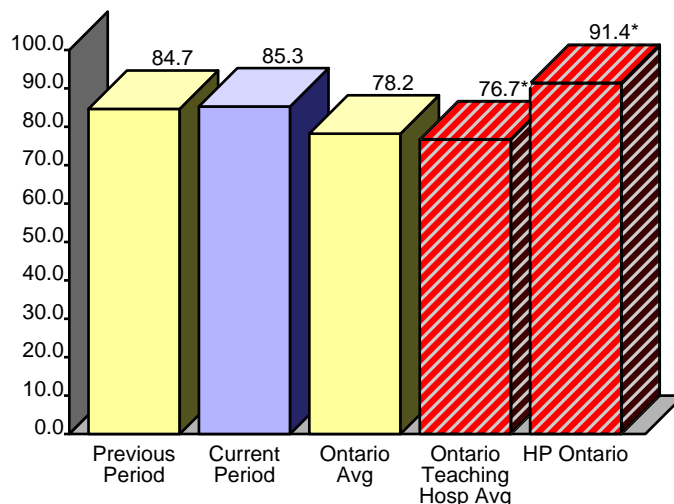


Emergency Department Patient Experience-Respect for Patient Preferences
St. Joseph's Health Care London Corporate
Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Overall quality of ED care
% Positive Score





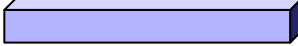



Respect for Patient Preferences (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

		Detail				Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario		
Previous Period			Highest correlation with "Overall quality of ED care"							
% Positive Score										
70.4%	Had enough say about ED care		75.6%		64.6%	▲	63.5%	▲	84.3%	▼
85.6%	Dignity/respect by ED staff		84.9%		78.8%		79.2%		94.5%	▼
83.8%	Enough privacy during ED visit		83.9%		72.2%	▲	69.0%	▲	93.2%	▼
94.1%	ED Nurses talked as if patient wasn't there		90.2%		86.3%		85.0%		96.9%	▼
89.0%	ED Dr talked as if patient wasn't there		91.5%		88.5%		86.0%		98.4%	▼

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

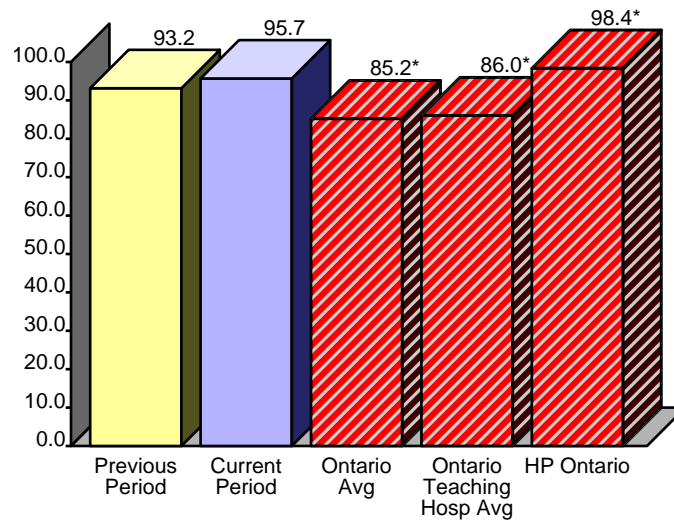


Emergency Department Patient Experience-Overall Impressions

St. Joseph's Health Care London Corporate

Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Overall quality of ED care
% Positive Score



* Significantly Different from Your Current Score

Detail

Previous Period	Highest correlation with "Overall quality of ED care"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
% Positive Score				

91.3%	Explanation of what ED did	93.5%	87.6%	88.1%	97.3%↓
74.4%	Rate amt of time spent in ED	79.6%	63.1%↑	61.0%↑	93.8%↓
80.3%	Cleanliness of ED	79.3%	70.5%	69.0%↑	95.5%↓
93.9%	How well ED Drs/Nurses worked together	95.7%	89.7%	90.0%	98.6%↓

Previous Period		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
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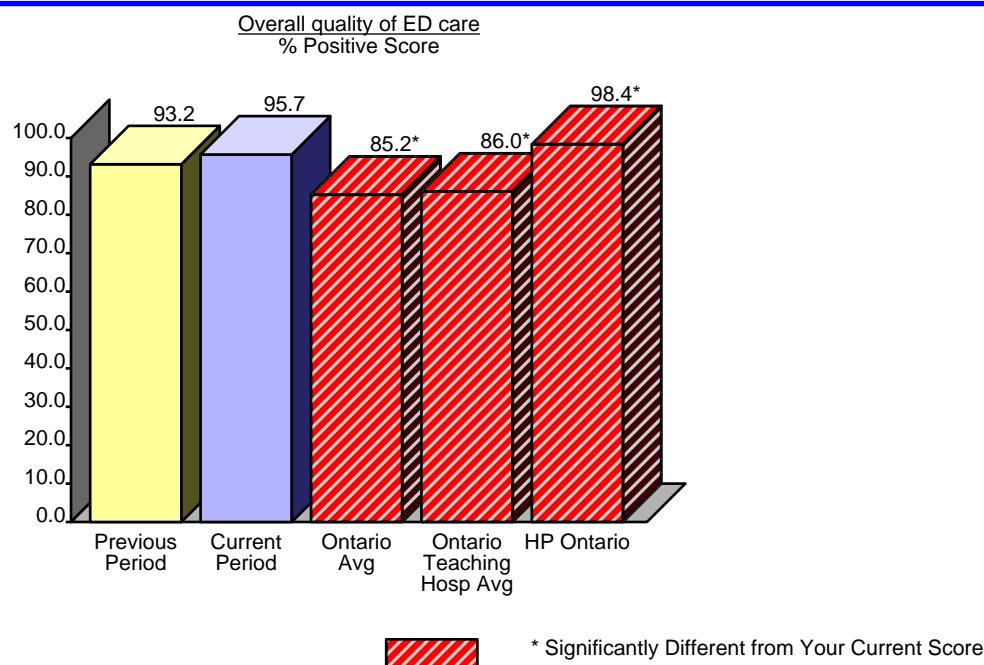
Would recommend for ED services

72.0%	Yes, definitely	77.4%	59.3%↑	61.6%↑	90.7%↓
27.1%	Yes, probably	19.4%	30.6%↓	29.6%↓	9.3%↑
0.8%	No	3.2%	10.1%↓	8.8%	0.0%↑

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



Emergency Department Patient Experience-Courtesy
St. Joseph's Health Care London Corporate
Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

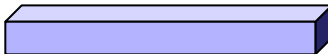
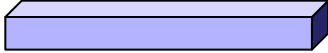










Detail				
Previous Period	Highest correlation with "Overall quality of ED care"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
% Positive Score				
95.8%	Courtesy of ED staff	96.8%	89.3%↑	89.9%↑
94.0%	Courtesy of ED Nurses	96.8%	90.6%↑	91.1%
94.9%	Courtesy of ED Drs	94.6%	91.2%	92.0%
97.5%	Courtesy of the ED admit person	97.9%	90.4%↑	89.8%↑

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



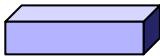
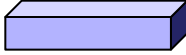








Emergency Department Patient Experience-Highest Percent Positive
(Strengths)
St. Joseph's Health Care London Corporate
Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Detail					
Previous Period	Items ranked in descending order by current score		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
% Positive Score					
97.5%	Courtesy of the ED admit person	 97.9%	90.4%▲	89.8%▲	100.0%▼
94.0%	Courtesy of ED Nurses	 96.8%	90.6%▲	91.1%	100.0%▼
95.8%	Courtesy of ED staff	 96.8%	89.3%▲	89.9%▲	98.9%
93.9%	How well ED Drs/Nurses worked together	 95.7%	89.7%	90.0%	98.6%▼
94.9%	Courtesy of ED Drs	 94.6%	91.2%	92.0%	97.8%▼
91.3%	Explanation of what ED did	 93.5%	87.6%	88.1%	97.3%▼
90.1%	ED explained how to take new medications	 92.9%	82.9%▲	84.4%▲	96.4%
89.0%	ED Dr talked as if patient wasn't there	 91.5%	88.5%	86.0%	98.4%▼
88.1%	ED admission answered questions	 91.0%	74.8%▲	72.5%▲	95.1%
94.1%	ED Nurses talked as if patient wasn't there	 90.2%	86.3%	85.0%	96.9%▼

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



Emergency Department Patient Experience-Lowest Percent Positive
(Areas for Improvement)
St. Joseph's Health Care London Corporate
Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Detail					
Previous Period	Items ranked in ascending order by current score		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
% Positive Score					
27.0%▲	Explained reason for ED wait	 43.6%	30.5%▲	31.2%▲	62.0%▼
48.3%	ED Nurse discussed fears/anxieties	 52.3%	45.7%	44.2%	70.6%▼
46.9%	ED explained danger signals to watch for	 54.5%	51.1%	53.4%	70.8%▼
74.2%	Did not wait too long for other ED Dr/ specialist	 57.1%	58.7%	55.1%	80.0%▼
44.4%	Appt for treatment made before left ED	 60.0%	48.2%	51.5%	67.6%
58.1%	ED did all it could to control pain	 60.7%	52.0%	54.2%	84.9%▼
51.7%	Waited too long to see ED Dr	 61.1%	50.0%▲	46.2%▲	84.2%▼
67.6%	Knew who to call w/ questions when left ED	 62.2%	60.8%	58.9%	87.5%▼
54.3%	ED Dr discussed fears/anxieties	 63.6%	57.0%	57.7%	82.4%▼
73.1%	One Dr in charge of ED care	 69.1%	70.4%	63.6%	88.8%▼

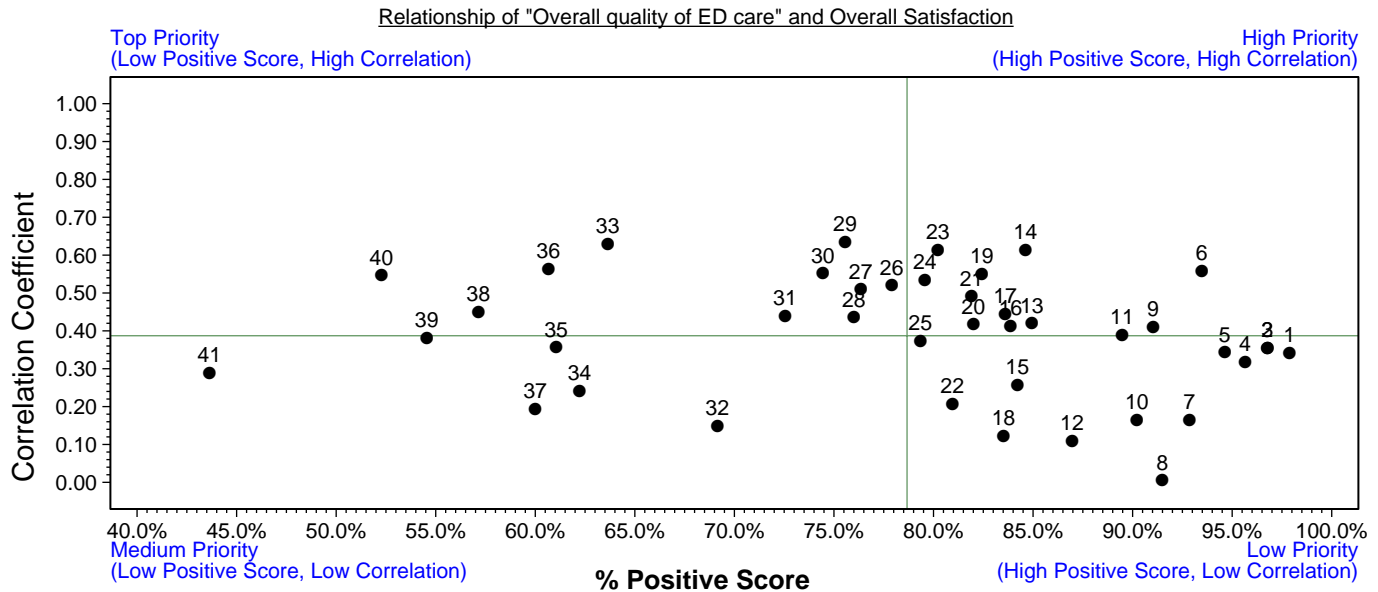
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



Emergency Department Patient Experience-Priority Matrix

St. Joseph's Health Care London Corporate

Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)



- | | |
|--|---|
| 1 Courtesy of the ED admit person | 22 ED explained medication side effects |
| 2 Courtesy of ED Nurses | 23 Received all ED services needed |
| 3 Courtesy of ED staff | 24 Rate amt of time spent in ED |
| 4 How well ED Drs/Nurses worked together | 25 Cleanliness of ED |
| 5 Courtesy of ED Drs | 26 ED Dr answered questions understandably |
| 6 Explanation of what ED did | 27 Confidence/trust in ED Drs |
| 7 ED explained how to take new medications | 28 ED explained test results understandably |
| 8 ED Dr talked as if patient wasn't there | 29 Had enough say about ED care |
| 9 ED admission answered questions | 30 ED explained causes for problem understandably |
| 10 ED Nurses talked as if patient wasn't there | 31 Waited too long to get ED test(s) completed |
| 11 Rate availability of ED nurses | 32 One Dr in charge of ED care |
| 12 Amount of pain medicine received in ED | 33 ED Dr discussed fears/anxieties |
| 13 Dignity/respect by ED staff | 34 Knew who to call w/ questions when left ED |
| 14 ED got messages to family/friends | 35 Waited too long to see ED Dr |
| 15 Length of time waited to see ED Dr | 36 ED did all it could to control pain |
| 16 Enough privacy during ED visit | 37 Appt for treatment made before left ED |
| 17 ED Nurses answered questions understandably | 38 Did not wait too long for other ED Dr/specialist |
| 18 Time waited to talk to ED Nurse | 39 ED explained danger signals to watch for |
| 19 Received needed help in ED | 40 ED Nurse discussed fears/anxieties |
| 20 ED explained reasons for tests understandably | 41 Explained reason for ED wait |
| 21 Confidence/trust in ED Nurses | |

Detail

Previous Period	Highest correlation with "Overall quality of ED care"	Correlation Coefficient	n size
	% Positive Score		
70.4%	Had enough say about ED care 75.6%	0.635	90
54.3%	ED Dr discussed fears/anxieties 63.6%	0.630	55
66.7%↑	Received all ED services needed 80.2%	0.614	91
60.0%	ED got messages to family/friends 84.6%	0.613	13

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



Emergency Department Patient Experience-Priority Matrix (continued)
 St. Joseph's Health Care London Corporate
 Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
58.1%	ED did all it could to control pain	0.563	61
91.3%	Explanation of what ED did	0.559	92
72.0%	ED explained causes for problem understandably	0.552	90
78.8%	Received needed help in ED	0.551	74
48.3%	ED Nurse discussed fears/anxieties	0.546	44
74.4%	Rate amt of time spent in ED	0.534	93
75.2%	ED Dr answered questions understandably	0.520	86
72.9%	Confidence/trust in ED Drs	0.509	93
76.3%	Confidence/trust in ED Nurses	0.491	94
74.2%	Did not wait too long for other ED Dr/ specialist	0.450	28
77.5%	ED Nurses answered questions understandably	0.445	61
70.9%	Waited too long to get ED test(s) completed	0.440	51
82.1%	ED explained test results understandably	0.435	50
85.6%	Dignity/respect by ED staff	0.420	93
78.6%	ED explained reasons for tests understandably	0.417	50
83.8%	Enough privacy during ED visit	0.413	93
88.1%	ED admission answered questions	0.410	78
88.9%	Rate availability of ED nurses	0.389	95
46.9%	ED explained danger signals to watch for	0.382	88
80.3%	Cleanliness of ED	0.374	92
51.7%	Waited too long to see ED Dr	0.356	95
94.0%	Courtesy of ED Nurses	0.356	93
95.8%	Courtesy of ED staff	0.356	93

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



Emergency Department Patient Experience-Priority Matrix (continued)
 St. Joseph's Health Care London Corporate
 Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
94.9%	Courtesy of ED Drs	0.344	93
97.5%	Courtesy of the ED admit person	0.343	94
93.9%	How well ED Drs/Nurses worked together	0.318	92
27.0%↑	Explained reason for ED wait	0.290	55
78.0%	Length of time waited to see ED Dr	0.258	95
67.6%	Knew who to call w/ questions when left ED	0.242	90
79.6%	ED explained medication side effects	0.207	84
44.4%	Appt for treatment made before left ED	0.195	30
94.1%	ED Nurses talked as if patient wasn't there	0.166	92
90.1%	ED explained how to take new medications	0.165	84
73.1%	One Dr in charge of ED care	0.149	94
82.6%	Time waited to talk to ED Nurse	0.123	91
73.9%	Amount of pain medicine received in ED	0.110	23
89.0%	ED Dr talked as if patient wasn't there	0.005	94

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



Emergency Department Patient Experience-Overall Impressions Breakout
St. Joseph's Health Care London Corporate
Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Detail

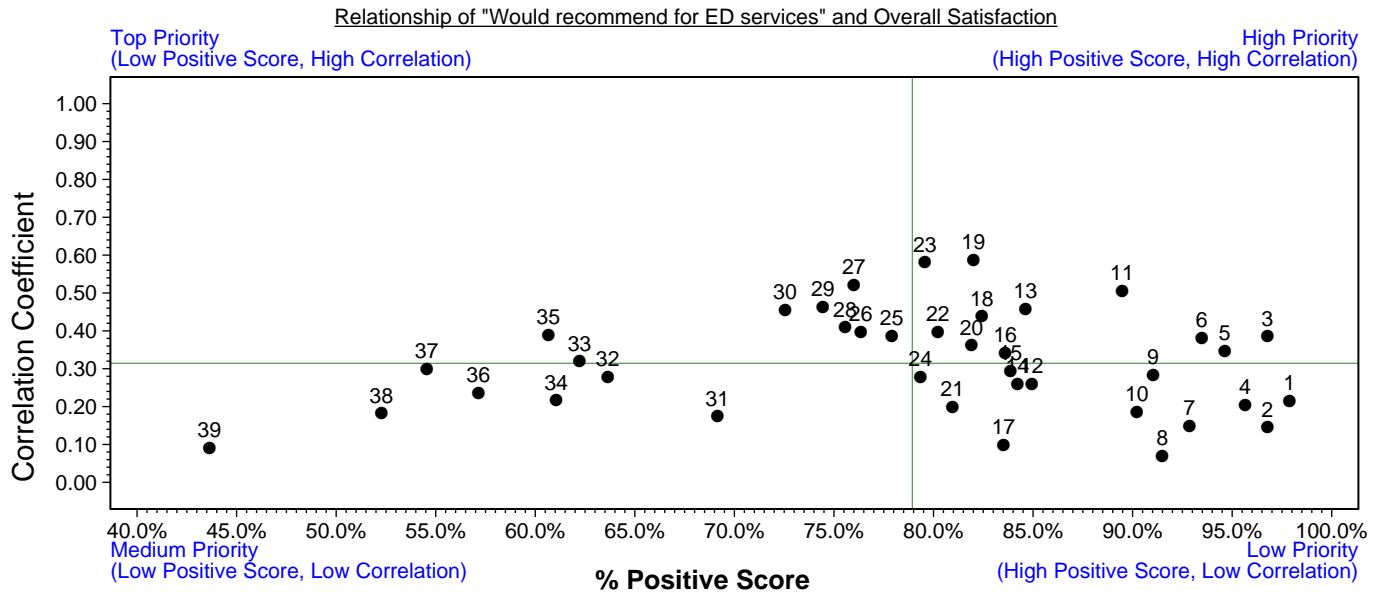
Previous Period		n size
Would recommend for ED services		
72.0%	Yes, definitely 77.4%	72
27.1%	Yes, probably 19.4%	18
0.8%	No 3.2%	3
Overall quality of ED care		
37.6%	Excellent 41.9%	39
36.8%	Very Good 36.6%	34
18.8%	Good 17.2%	16
6.0%	Fair 2.2%	2
0.9%	Poor 2.2%	2

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



Emergency Department Patient Experience-Priority Matrix - Would Recommend Question

St. Joseph's Health Care London Corporate
Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)



- | | |
|--|---|
| 1 Courtesy of the ED admit person | 21 ED explained medication side effects |
| 2 Courtesy of ED Nurses | 22 Received all ED services needed |
| 3 Courtesy of ED staff | 23 Rate amt of time spent in ED |
| 4 How well ED Drs/Nurses worked together | 24 Cleanliness of ED |
| 5 Courtesy of ED Drs | 25 ED Dr answered questions understandably |
| 6 Explanation of what ED did | 26 Confidence/trust in ED Drs |
| 7 ED explained how to take new medications | 27 ED explained test results understandably |
| 8 ED Dr talked as if patient wasn't there | 28 Had enough say about ED care |
| 9 ED admission answered questions | 29 ED explained causes for problem understandably |
| 10 ED Nurses talked as if patient wasn't there | 30 Waited too long to get ED test(s) completed |
| 11 Rate availability of ED nurses | 31 One Dr in charge of ED care |
| 12 Dignity/respect by ED staff | 32 ED Dr discussed fears/anxieties |
| 13 ED got messages to family/friends | 33 Knew who to call w/ questions when left ED |
| 14 Length of time waited to see ED Dr | 34 Waited too long to see ED Dr |
| 15 Enough privacy during ED visit | 35 ED did all it could to control pain |
| 16 ED Nurses answered questions understandably | 36 Did not wait too long for other ED Dr/specialist |
| 17 Time waited to talk to ED Nurse | 37 ED explained danger signals to watch for |
| 18 Received needed help in ED | 38 ED Nurse discussed fears/anxieties |
| 19 ED explained reasons for tests understandably | 39 Explained reason for ED wait |
| 20 Confidence/trust in ED Nurses | |

Detail

Previous Period	Highest correlation with "Would recommend for ED services"	Correlation Coefficient	n size
	% Positive Score		
78.6%	ED explained reasons for tests understandably 82.0%	0.588	50
74.4%	Rate amt of time spent in ED 79.6%	0.581	93
82.1%	ED explained test results understandably 76.0%	0.522	50
88.9%	Rate availability of ED nurses 89.5%	0.506	95
72.0%	ED explained causes for problem understandably 74.4%	0.463	90

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



Emergency Department Patient Experience-Priority Matrix - Would Recommend Question (continued)
 St. Joseph's Health Care London Corporate
 Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
60.0%	ED got messages to family/friends	0.458	13
70.9%	Waited too long to get ED test(s) completed	0.456	51
78.8%	Received needed help in ED	0.439	74
70.4%	Had enough say about ED care	0.409	90
66.7% [▲]	Received all ED services needed	0.398	91
72.9%	Confidence/trust in ED Drs	0.397	93
58.1%	ED did all it could to control pain	0.389	61
75.2%	ED Dr answered questions understandably	0.387	86
95.8%	Courtesy of ED staff	0.386	93
91.3%	Explanation of what ED did	0.382	92
76.3%	Confidence/trust in ED Nurses	0.362	94
94.9%	Courtesy of ED Drs	0.347	93
77.5%	ED Nurses answered questions understandably	0.342	61
67.6%	Knew who to call w/ questions when left ED	0.320	90
46.9%	ED explained danger signals to watch for	0.300	88
83.8%	Enough privacy during ED visit	0.295	93
88.1%	ED admission answered questions	0.283	78
54.3%	ED Dr discussed fears/anxieties	0.279	55
80.3%	Cleanliness of ED	0.279	92
85.6%	Dignity/respect by ED staff	0.259	93
78.0%	Length of time waited to see ED Dr	0.259	95
74.2%	Did not wait too long for other ED Dr/ specialist	0.237	28
51.7%	Waited too long to see ED Dr	0.217	95

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



Emergency Department Patient Experience-Priority Matrix - Would Recommend Question (continued)
 St. Joseph's Health Care London Corporate
 Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
97.5%	Courtesy of the ED admit person	0.215	94
93.9%	How well ED Drs/Nurses worked together	0.204	92
79.6%	ED explained medication side effects	0.199	84
94.1%	ED Nurses talked as if patient wasn't there	0.187	92
48.3%	ED Nurse discussed fears/anxieties	0.182	44
73.1%	One Dr in charge of ED care	0.174	94
90.1%	ED explained how to take new medications	0.150	84
94.0%	Courtesy of ED Nurses	0.145	93
82.6%	Time waited to talk to ED Nurse	0.100	91
27.0%↑	Explained reason for ED wait	0.091	55
89.0%	ED Dr talked as if patient wasn't there	0.071	94
44.4%	Appt for treatment made before left ED	-0.081	30
73.9%	Amount of pain medicine received in ED	-0.147	23

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

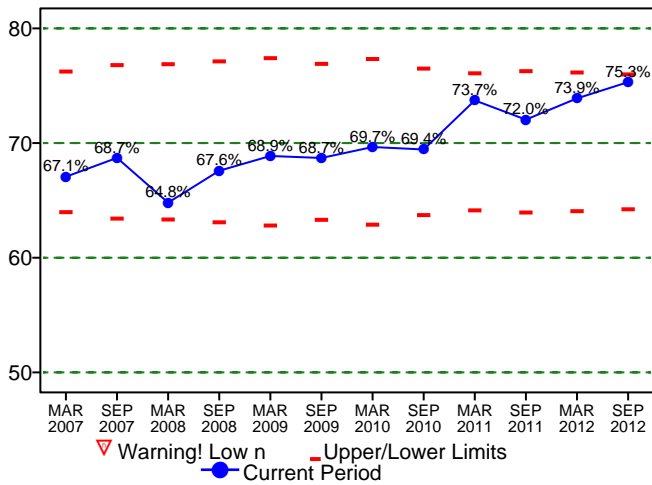


Emergency Department Patient Experience-Performance Across Time

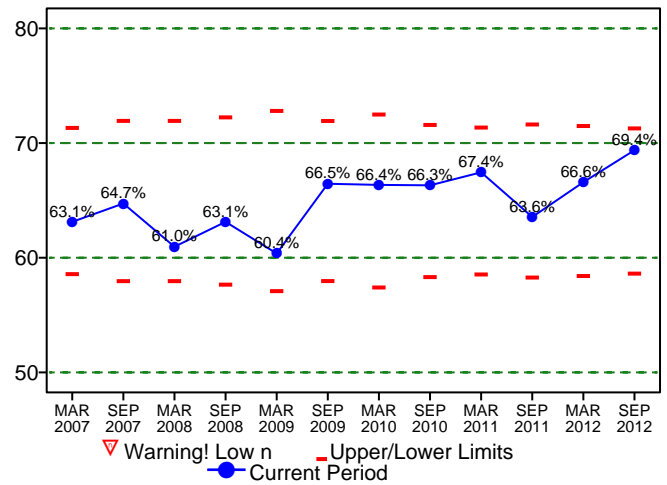
St. Joseph's Health Care London Corporate

Jul 1, 2012 - Sep 30, 2012 (n=99, Response Rate= 25.1%)

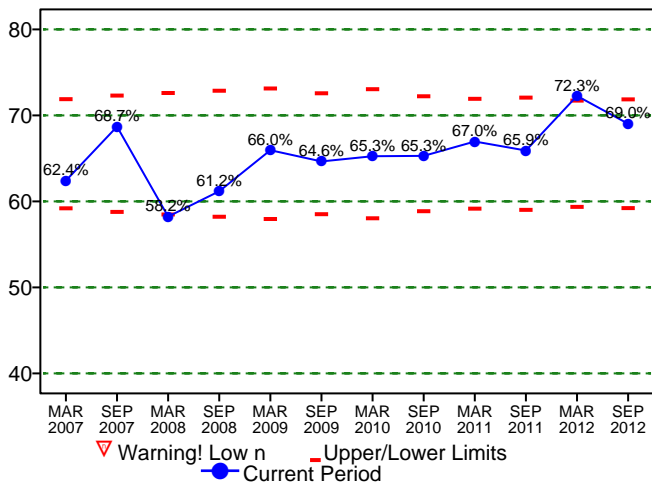
Access and Coordination (ED Can)
% Positive Score



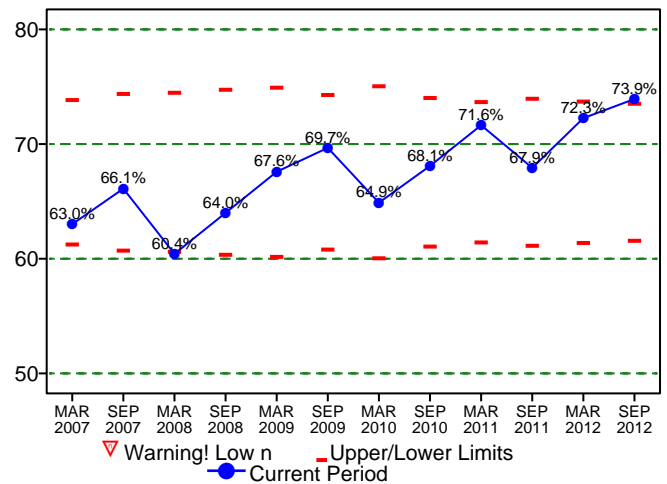
Continuity and Transition (ED Can)
% Positive Score



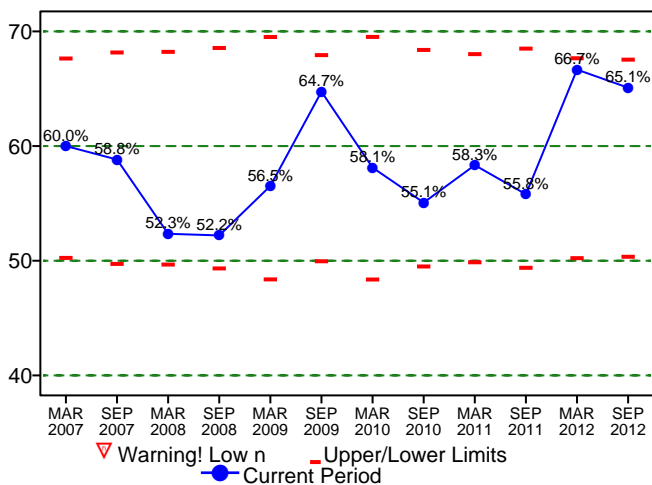
Emotional Support (ED Can)
% Positive Score



Information and Education (ED Can)
% Positive Score



Physical Comfort (ED Can)
% Positive Score



Respect for Patient Preferences (ED Can)
% Positive Score

