

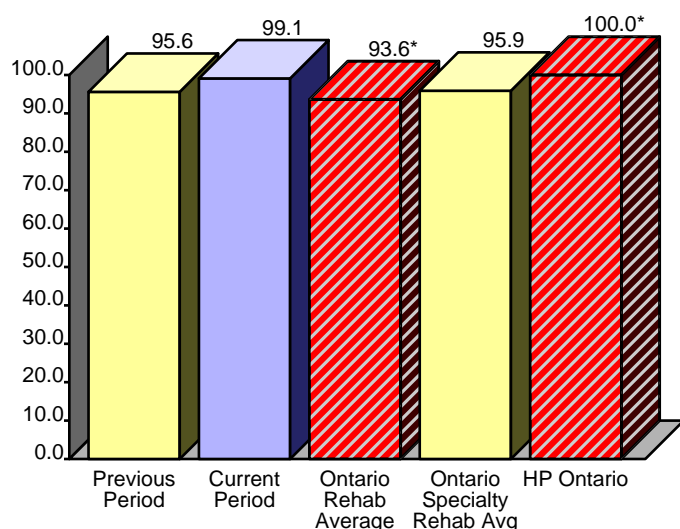


Client Perspectives of Rehabilitation Services-All Dimensions and Overall Ratings

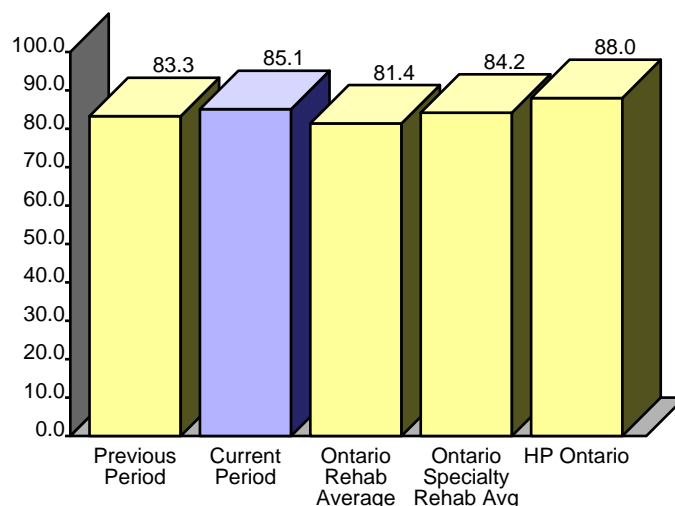
St Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
% Positive Score



All Dimensions Combined (Reh Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

Previous Period	Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score				

94.2%	Your therapists (Reh)	95.2%	92.9%	95.2%	98.8%↓
74.9%	Evaluation of outcomes from the client's perspective (Reh)	82.7%	78.8%	82.6%	89.9%↓
82.2%	Family involvement (Reh)	81.8%	78.8%	82.0%	88.5%↓
83.6%	Client participation in decision-making and goal setting (Reh)	90.2%	84.2%	87.4%	97.6%↓
87.4%	Emotional support (Reh)	93.4%	86.3%↑	89.0%	96.3%
76.7%	Continuity and transition (Reh)	77.0%	72.7%	76.2%	81.8%
72.1%	Coordination (Reh)	73.0%	73.3%	76.0%	81.9%↓
95.8%	Your nurses (Reh)	96.2%	90.5%↑	93.2%	98.9%↓
78.0%	Client-centred education (Reh)	79.5%	75.0%	77.2%	87.9%↓
91.5%	Physical comfort (Reh)	92.1%	90.6%	92.2%	95.3%
93.5%	Your doctors (Reh)	89.9%	87.0%	89.3%	95.2%↓

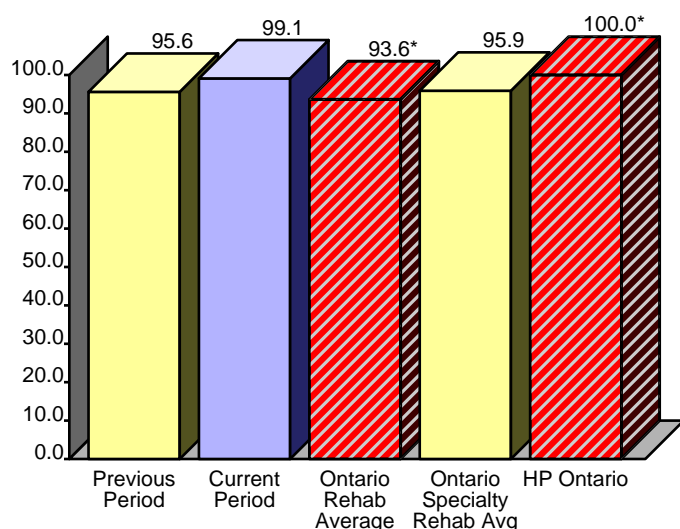
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
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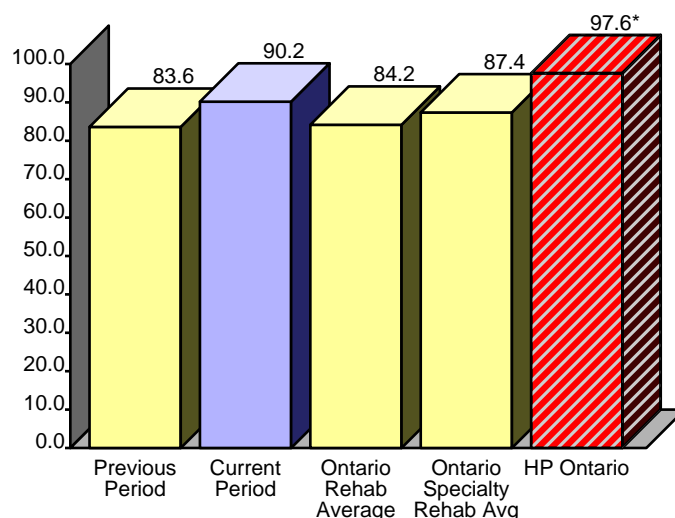
Client Perspectives of Rehabilitation Services-Client Participation in Decision-Making & Goal Setting

St Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
% Positive Score




















Client participation in decision-making and goal setting (Reh)
% Positive Score



* Significantly Different from Your Current Score

Detail

		Detail		Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
Previous Period			Highest correlation with "Quality of care/services received (Reh)"			
% Positive Score						
91.1%	Treatment needs/goals important (Reh)		95.5%	87.3% 	90.6%	97.7%
86.8% 	Staff considered needs in care plan (Reh)		94.7%	88.1% 	90.9%	100.0% 
93.3%	Encouraged to participate in goal setting (Reh)		91.8%	84.6% 	88.6%	100.0% 
66.7% 	Decided w/staff what would help (Reh)		80.4%	75.1%	78.2%	97.5% 
78.7%	Treatment choices fully explained (Reh)		85.5%	81.6%	84.6%	92.5% 
84.4%	Accommodated needs w/therapy schedule (Reh)		92.8%	87.7%	90.9%	97.6% 

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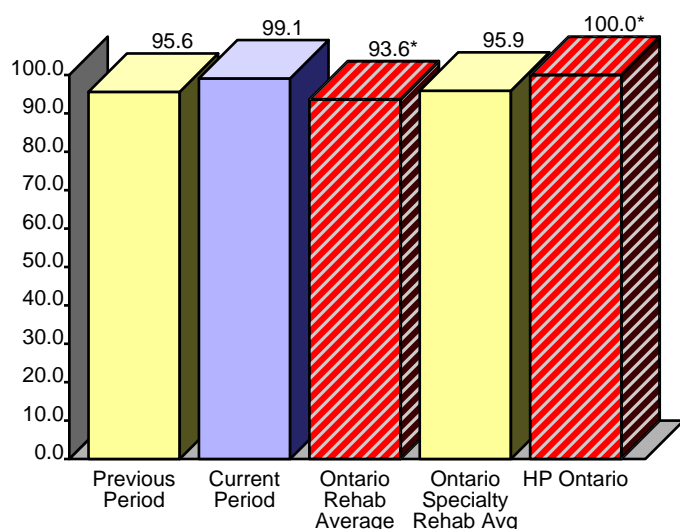


Client Perspectives of Rehabilitation Services-Client-Centred Education

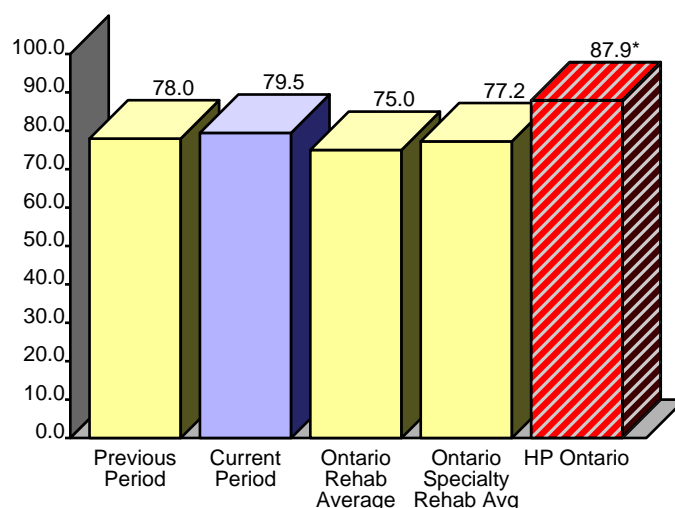
St Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
% Positive Score





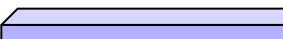






Client-centred education (Reh)
% Positive Score



* Significantly Different from Your Current Score

Detail

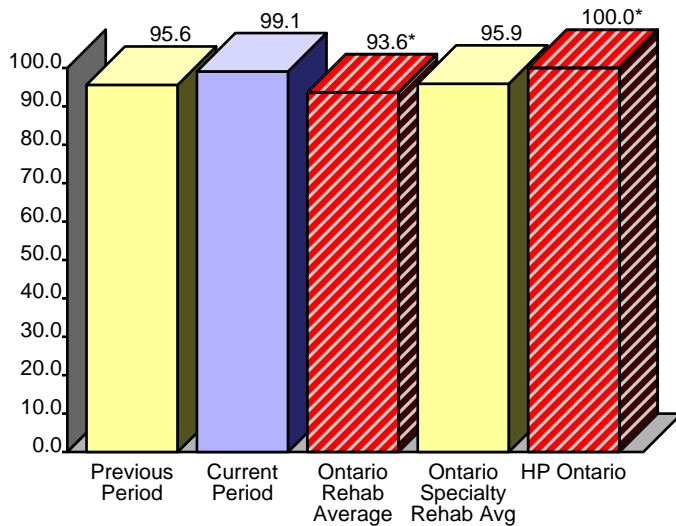
		Detail		Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
Previous Period		Highest correlation with "Quality of care/services received (Reh)"				
% Positive Score						
78.3%	Received needed info when wanted (Reh)		84.3%	78.2%	82.5%	97.4%↓
77.9%	Told what to expect when home (Reh)		77.5%	76.2%	77.4%	96.8%↓
73.6%	Difficulty getting needed info (Reh)		72.5%	70.0%	73.3%	90.0%↓
86.5%	Given adequate info re: support services (Reh)		89.3%	76.4%▲	77.9%▲	92.3%
87.8%	Therapy program explained understandably (Reh)		91.7%	89.0%	91.6%	100.0%↓
80.7%	Know who to contact after discharge (Reh)		81.4%	73.1%	77.6%	97.4%↓
86.4%	Knew who to contact if problem (Reh)		88.0%	81.9%	85.6%	100.0%↓
52.3%	Received more info than ready for (Reh)		49.5%	53.5%	50.4%	73.2%↓

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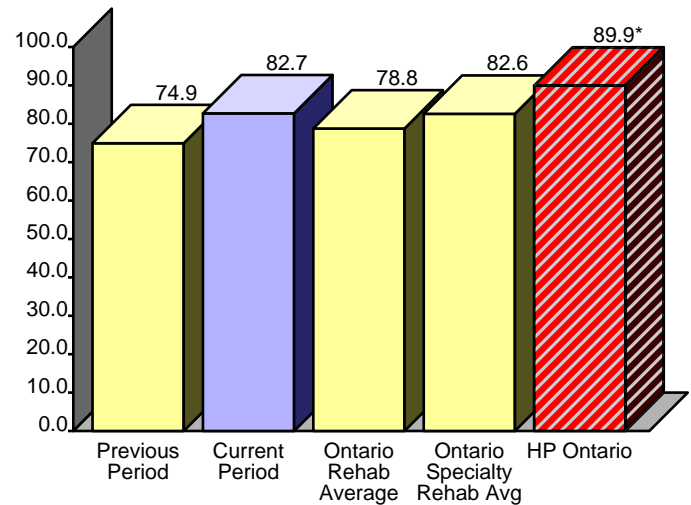


Client Perspectives of Rehabilitation Services-Evaluation of Outcomes
from the Client's Perspective
St Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
% Positive Score



Evaluation of outcomes from the client's perspective (Reh)
% Positive Score



* Significantly Different from Your Current Score

Detail

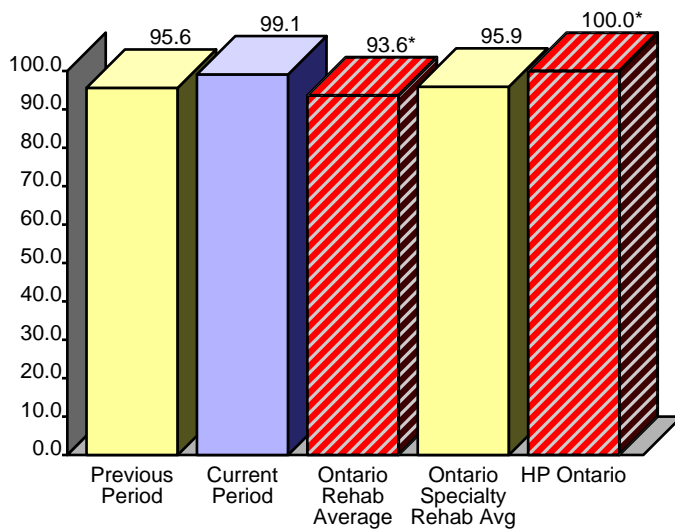
Previous Period		Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score					
72.5%	Accomplished what expected (Reh)	74.5%	77.6%	81.0%	87.6%↓
80.0%	Kept well-informed re: progress (Reh)	87.2%	80.6%	84.3%	97.4%↓
78.0%	Learned to manage condition at home (Reh)	88.3%	82.6%	85.4%	94.9%↓
69.2%	Discussed progress/made changes (Reh)	81.1%	74.2%	79.6%	88.0%↓

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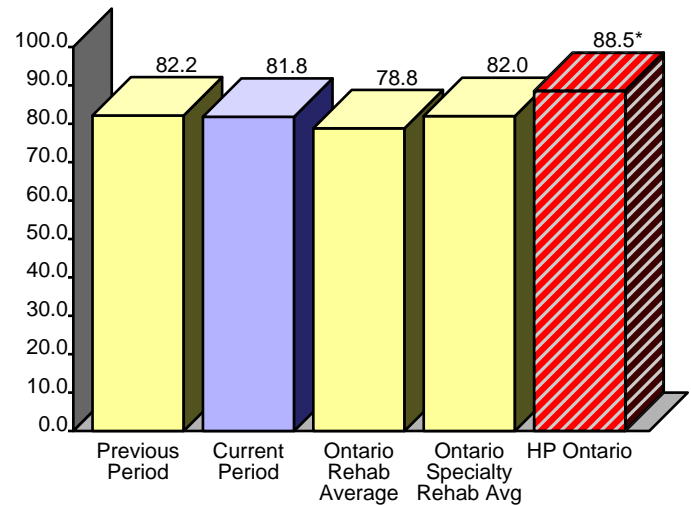


Client Perspectives of Rehabilitation Services-Family Involvement
St Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
% Positive Score



Family involvement (Reh)
% Positive Score



* Significantly Different from Your Current Score

Detail

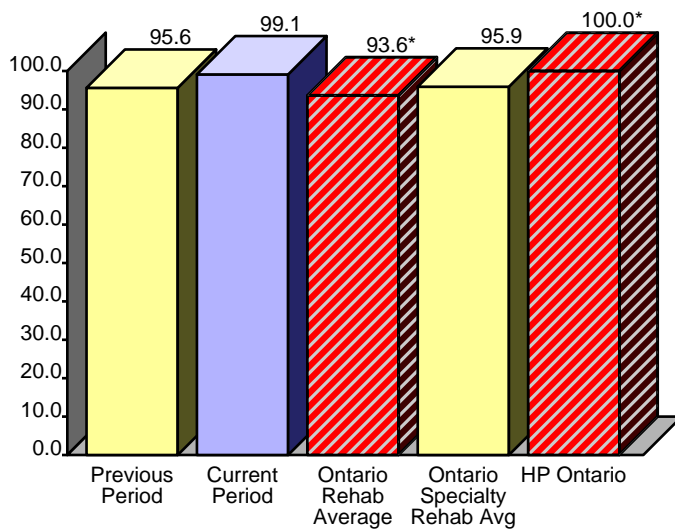
Previous Period		Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score					
74.4%	Family given info they wanted (Reh)	75.0%	74.0%	76.8%	86.8%↓
76.5%	Family given needed support (Reh)	75.7%	71.3%	74.8%	81.8%
79.5%	Family given info to assist w/home care (Reh)	73.2%	74.1%	77.5%	93.5%↓
85.7%	Family involved as wanted (Reh)	86.4%	80.9%	84.7%	95.7%↓
94.3%	Family treated w/respect (Reh)	97.3%	92.6%	94.9%	100.0%↓

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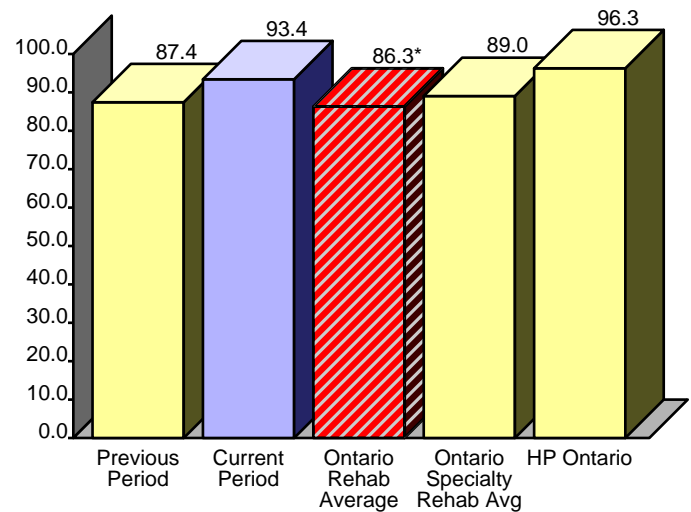


Client Perspectives of Rehabilitation Services-Emotional Support
St Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
% Positive Score



Emotional support (Reh)
% Positive Score



* Significantly Different from Your Current Score

Detail

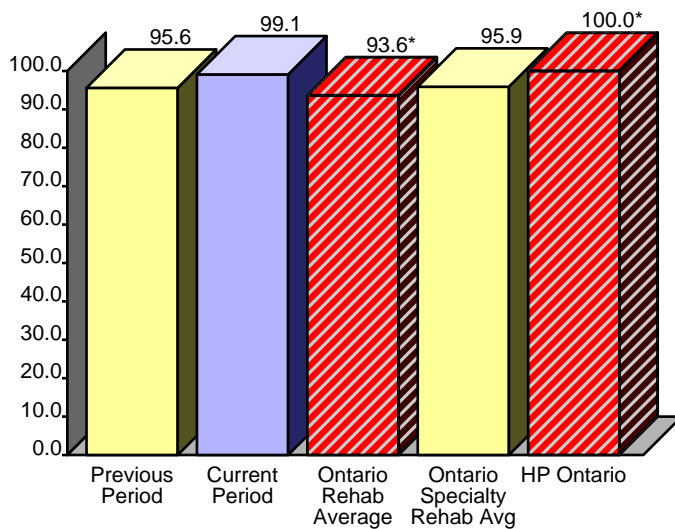
Previous Period	Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score				
80.5%	Emotional needs addressed (Reh)	88.7%	78.9%↑	83.7%
83.3%↑	Comfortable expressing feelings to staff (Reh)	92.7%	84.2%↑	86.2%↑
90.0%	Treated as person not another case (Reh)	96.4%	89.9%↑	92.5%
95.6%	Treated w/respect/dignity (Reh)	95.6%	91.7%	93.4%

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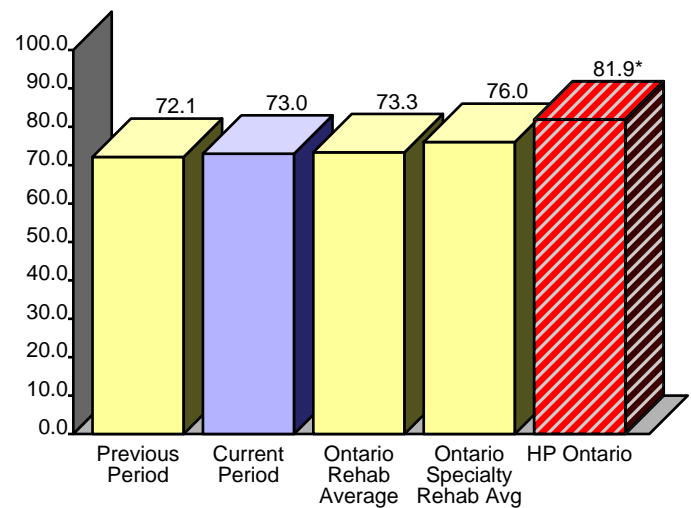


Client Perspectives of Rehabilitation Services-Coordination
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
 % Positive Score









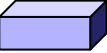



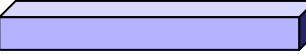



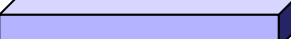



Coordination (Reh)
 % Positive Score



* Significantly Different from Your Current Score

Detail

		Detail		Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
Previous Period		 Highest correlation with "Quality of care/services received (Reh)"				
% Positive Score						
91.1%	Things done in reasonable amt of time (Reh)	 94.6%		86.1% 	89.2%	94.6%
83.6%	Transfers between units handled well (Reh)	 83.5%		86.9%	88.9%	96.4% 
57.6%	Therapist/nurse/Drs said different things (Reh)	 62.4%		69.0%	71.6% 	85.4% 
28.9%	Repeat info to different staff (Reh)	 28.7%		37.8% 	38.9% 	52.6% 
88.0%	Therapist/nurse/Drs worked well together (Reh)	 94.6%		86.4% 	91.4%	96.4%
64.7%	One person coordinated care (Reh)	 57.0%		59.2%	62.5%	79.6% 
92.0%	Tests/treatment performed on time (Reh)	 88.2%		86.2%	88.8%	94.4% 

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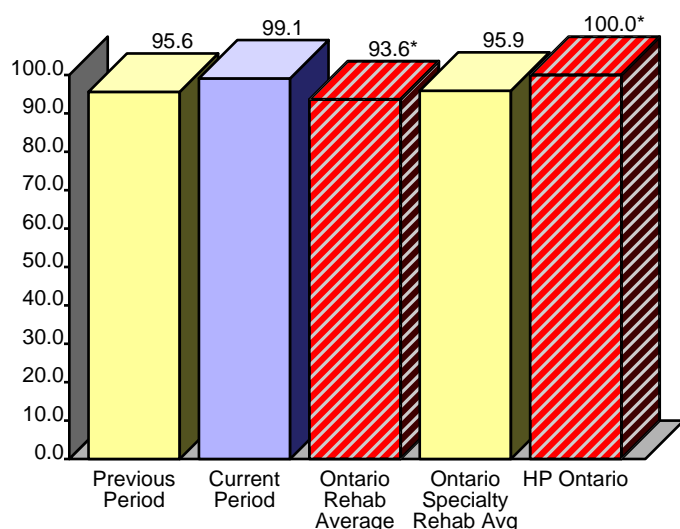


Client Perspectives of Rehabilitation Services-Continuity and Transition

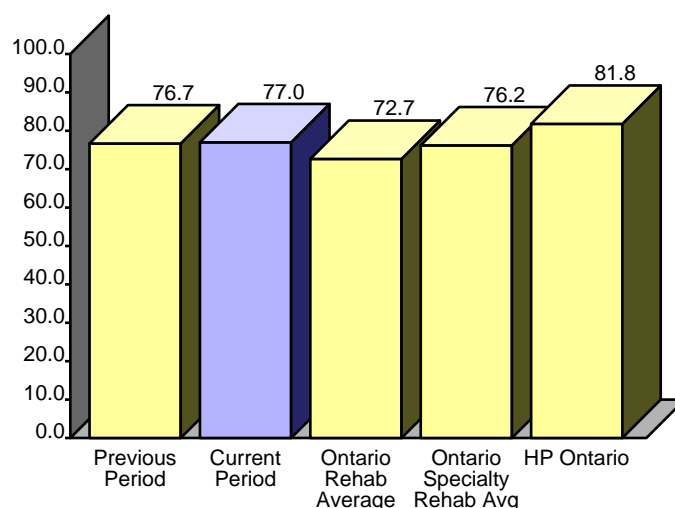
St Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
% Positive Score



Continuity and transition (Reh)
% Positive Score



* Significantly Different from Your Current Score

Detail

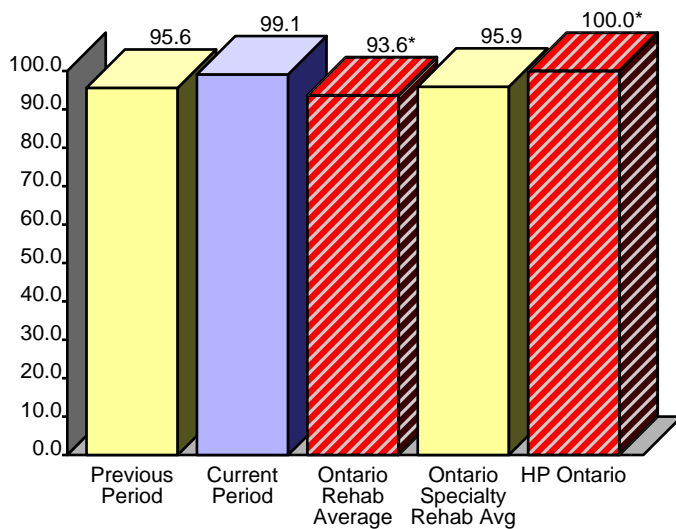
Previous Period	Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score				
85.4%	Explained home meds understandably (Reh)	82.7%	80.0%	84.9%
76.9%	Provided follow-up care at hospital (Reh)	74.4%	70.3%	75.8%
64.2%	Given info to monitor for problems (Reh)	63.9%	61.1%	66.7%
78.1%	Made referrals re: needed homecare (Reh)	83.8%	76.8%	78.4%
77.6%	Told of expected progress at home (Reh)	72.5%	72.1%	74.5%
50.0%	Told of med side effects to watch for (Reh)	56.7%	48.7%	52.6%
87.7%	Discussed changes to home (Reh)	81.8%	80.5%	84.2%
76.5%	Told activities could/couldn't do at home (Reh)	74.7%	70.3%	74.5%
74.7%	Sent home before felt ready (Reh)	83.8%	77.7%	77.7%
92.1%	Told in advance when going home (Reh)	92.5%	86.2%	90.2%

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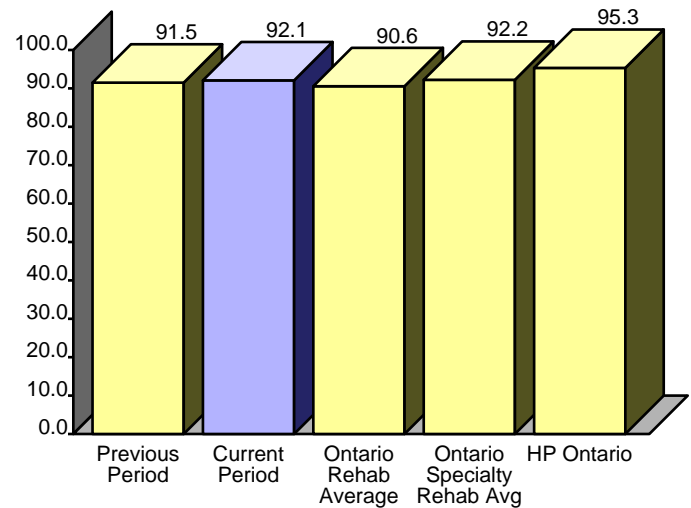


Client Perspectives of Rehabilitation Services-Physical Comfort
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
 % Positive Score



Physical comfort (Reh)
 % Positive Score



* Significantly Different from Your Current Score

Detail

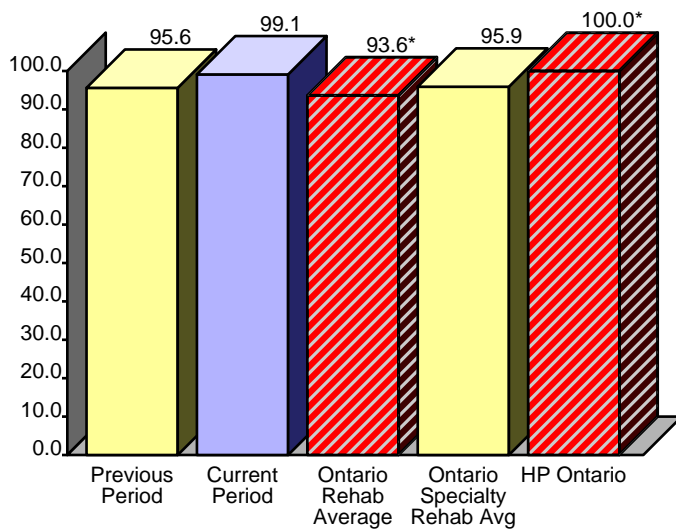
Previous Period	Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score				
92.1%	Staff tried to ensure comfort (Reh)	96.3%	91.0%	92.5%
92.0%	Had adequate time for rest/sleep (Reh)	91.7%	91.0%	91.7%
91.4%	Pain acknowledged by staff (Reh)	91.9%	90.2%	92.4%
90.4%	Pain controlled as much as possible (Reh)	88.2%	90.0%	92.2%

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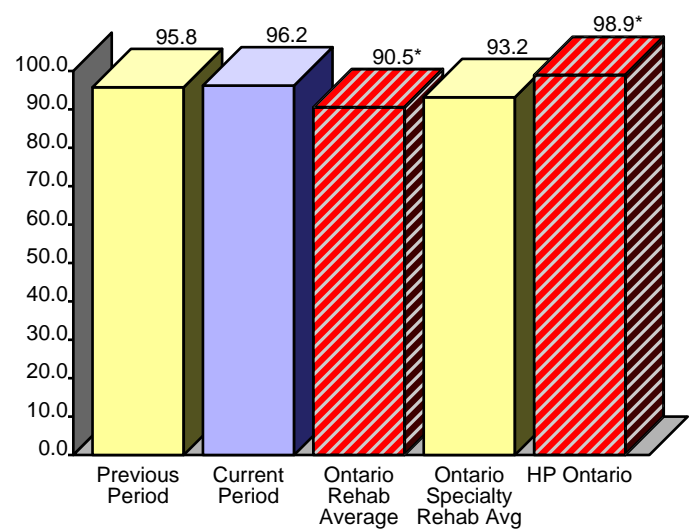


Client Perspectives of Rehabilitation Services-Your Nurses
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
 % Positive Score



Your nurses (Reh)
 % Positive Score



* Significantly Different from Your Current Score

Detail

Previous Period		Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score					
89.9%	Nurses response to calls (Reh)	93.6%	84.8%↑	88.6%	100.0%↓
96.7%	Attention of nurses to condition (Reh)	96.4%	89.9%↑	92.9%	97.3%
98.9%	Concern/caring by nurses (Reh)	96.4%	93.3%	94.8%	100.0%↓
95.6%	Info given by nurses (Reh)	95.6%	90.3%	93.6%	98.7%↓
97.7%	Skill/competence of nurses (Reh)	99.1%	94.3%↑	95.9%	100.0%↓

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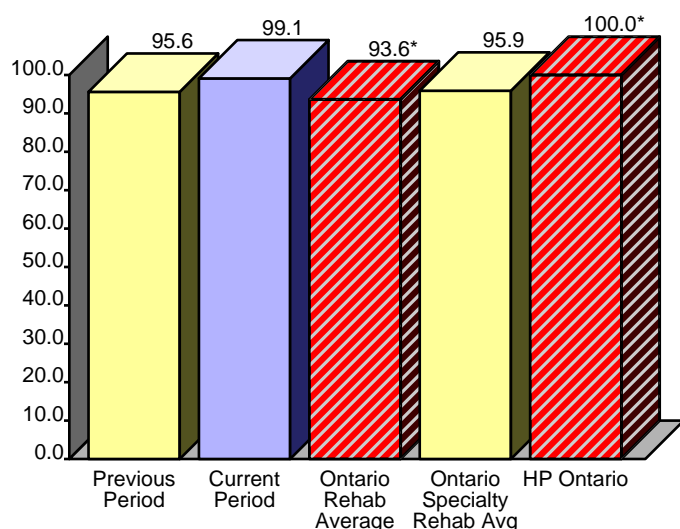


Client Perspectives of Rehabilitation Services-Your Therapists

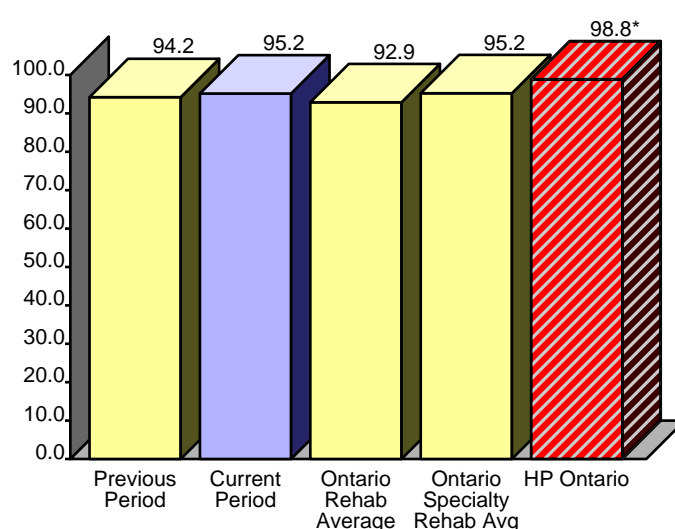
St Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
% Positive Score



Your therapists (Reh)
% Positive Score



* Significantly Different from Your Current Score

Detail

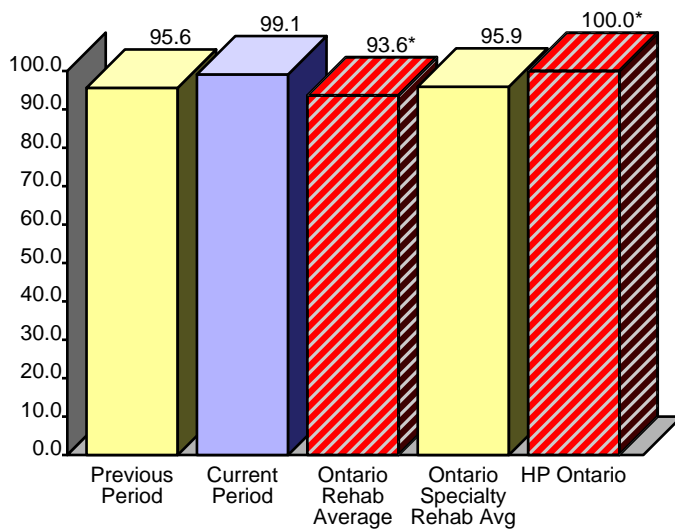
Previous Period		Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score					
94.3%	Info given by therapists (Reh)	94.6%	93.1%	95.6%	98.8%↓
98.9%	Concern/caring by therapists (Reh)	97.4%	96.0%	97.3%	100.0%↓
92.3%	Availability of therapists (Reh)	93.6%	89.9%	93.2%	98.8%↓
95.6%	Skill/competence of therapists (Reh)	97.3%	95.9%	97.3%	100.0%↓
90.1%	Time spent in therapy (Reh)	92.8%	89.6%	92.8%	97.6%↓

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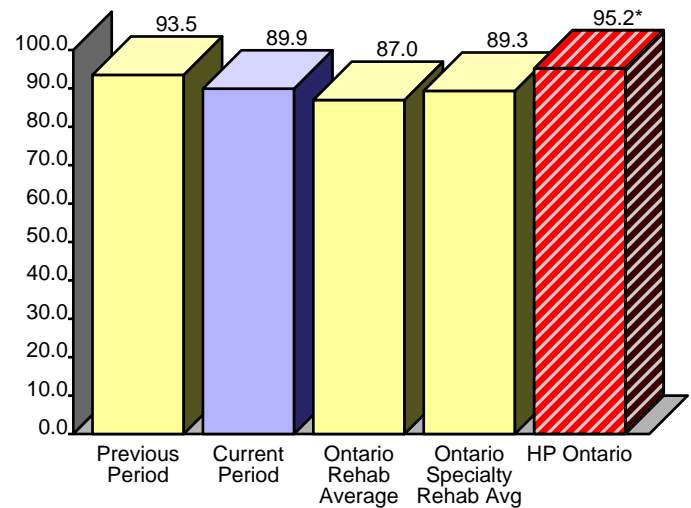


Client Perspectives of Rehabilitation Services-Your Doctors
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
 % Positive Score



Your doctors (Reh)
 % Positive Score



* Significantly Different from Your Current Score

Detail

Previous Period		Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score					
87.3%	Availability of Drs (Reh)	77.8%	78.3%	82.2%	92.8%↓
97.7%	Skill of Drs (Reh)	95.2%	90.8%	92.1%	100.0%↓
90.9%	Attention of Drs to your condition (Reh)	87.0%	85.1%	87.9%	94.7%↓
94.3%	Dr's respect for you (Reh)	94.4%	88.7%	91.0%	97.6%↓
96.7%	Concern/caring by Drs (Reh)	94.4%	91.5%	93.1%	97.7%↓

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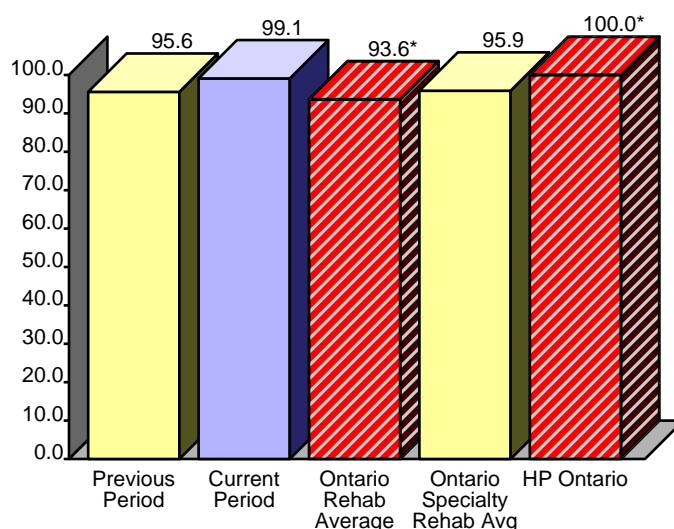


Client Perspectives of Rehabilitation Services-Overall Impressions

St Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Quality of care/services received (Reh)
% Positive Score



* Significantly Different from Your Current Score

Detail

Previous Period	Highest correlation with "Quality of care/services received (Reh)"	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score				

76.9%	Quality of food: taste/temperature/variety (Reh)	76.1%	67.4%↑	71.8%	90.0%↓
83.9%	How much helped by care (Reh)	88.1%	85.4%	89.8%	97.5%↓
92.4%	Condition of room/hospital environment (Reh)	94.6%	88.3%↑	90.1%	98.2%↓

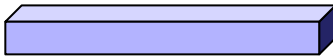
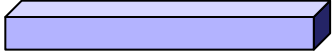








Previous Period	Would recommend hospital (Reh)	Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
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4.4%	Don't know	4.5%	3.0%	3.4%	0.6%↑
92.3%	Yes	94.6%	92.2%	93.9%	99.4%↓
3.3%	No	0.9%	4.8%	2.7%	0.0%↑

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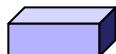
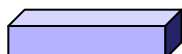

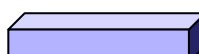
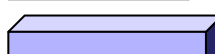
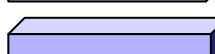




Client Perspectives of Rehabilitation Services-Highest Percent Positive
(Strengths)
St Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Detail					
Previous Period	Items ranked in descending order by current score		Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score					
97.7%	Skill/competence of nurses (Reh)	 99.1%	94.3%↑	95.9%	100.0%↓
98.9%	Concern/caring by therapists (Reh)	 97.4%	96.0%	97.3%	100.0%↓
94.3%	Family treated w/respect (Reh)	 97.3%	92.6%	94.9%	100.0%↓
95.6%	Skill/competence of therapists (Reh)	 97.3%	95.9%	97.3%	100.0%↓
96.7%	Attention of nurses to condition (Reh)	 96.4%	89.9%↑	92.9%	97.3%
98.9%	Concern/caring by nurses (Reh)	 96.4%	93.3%	94.8%	100.0%↓
90.0%	Treated as person not another case (Reh)	 96.4%	89.9%↑	92.5%	97.6%
92.1%	Staff tried to ensure comfort (Reh)	 96.3%	91.0%	92.5%	96.7%
95.6%	Info given by nurses (Reh)	 95.6%	90.3%	93.6%	98.7%↓
95.6%	Treated w/respect/dignity (Reh)	 95.6%	91.7%	93.4%	97.7%

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Your current score is: higher ↑ or lower ↓.



Client Perspectives of Rehabilitation Services-Lowest Percent Positive
(Areas for Improvement)
St Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Detail					
Previous Period	Items ranked in ascending order by current score		Ontario Rehab Average	Ontario Specialty Rehab Avg	HP Ontario
% Positive Score					
28.9%	Repeat info to different staff (Reh)	 28.7%	37.8%↓	38.9%↓	52.6%↓
52.3%	Received more info than ready for (Reh)	 49.5%	53.5%	50.4%	73.2%↓
50.0%	Told of med side effects to watch for (Reh)	 56.7%	48.7%	52.6%	75.0%↓
64.7%	One person coordinated care (Reh)	 57.0%	59.2%	62.5%	79.6%↓
57.6%	Therapist/nurse/Drs said different things (Reh)	 62.4%	69.0%	71.6%↓	85.4%↓
64.2%	Given info to monitor for problems (Reh)	 63.9%	61.1%	66.7%	81.2%↓
73.6%	Difficulty getting needed info (Reh)	 72.5%	70.0%	73.3%	90.0%↓
77.6%	Told of expected progress at home (Reh)	 72.5%	72.1%	74.5%	82.1%↓
79.5%	Family given info to assist w/home care (Reh)	 73.2%	74.1%	77.5%	93.5%↓
76.9%	Provided follow-up care at hospital (Reh)	 74.4%	70.3%	75.8%	87.7%↓

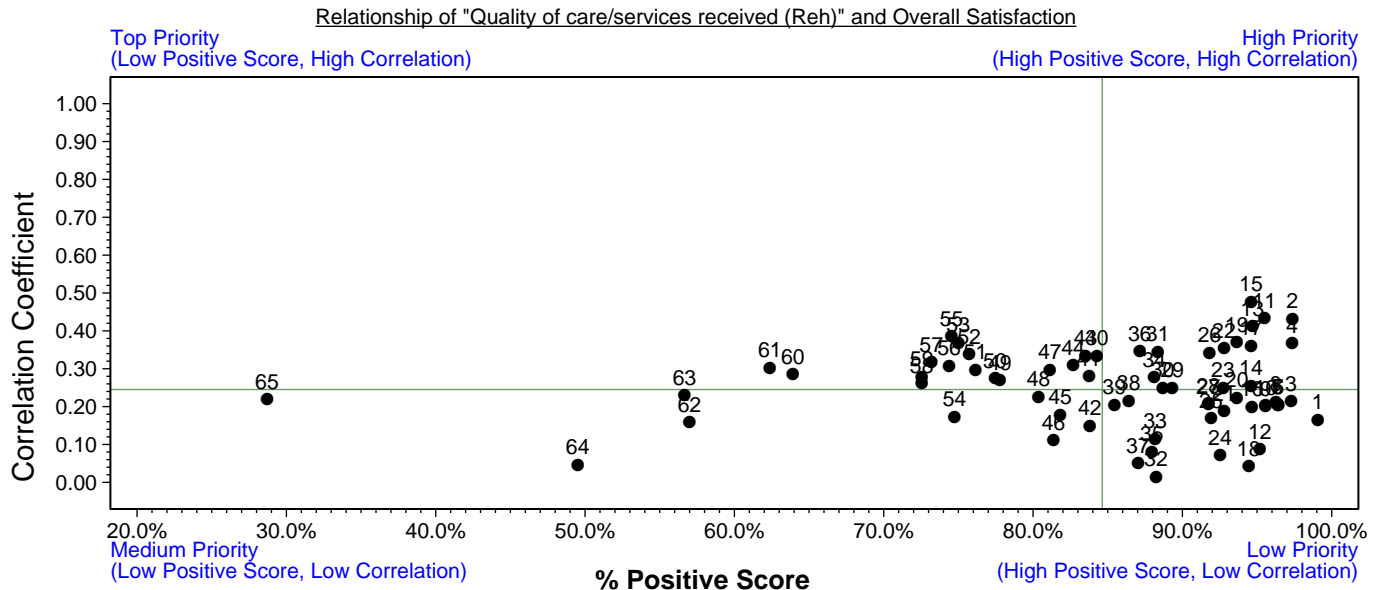
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Your current score is: higher ↑ or lower ↓.



Client Perspectives of Rehabilitation Services-Priority Matrix

St Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)



- | | |
|--|---|
| 1 Skill/competence of nurses (Reh) | 34 How much helped by care (Reh) |
| 2 Concern/caring by therapists (Reh) | 35 Knew who to contact if problem (Reh) |
| 3 Family treated w/respect (Reh) | 36 Kept well-informed re: progress (Reh) |
| 4 Skill/competence of therapists (Reh) | 37 Attention of Drs to your condition (Reh) |
| 5 Attention of nurses to condition (Reh) | 38 Family involved as wanted (Reh) |
| 6 Concern/caring by nurses (Reh) | 39 Treatment choices fully explained (Reh) |
| 7 Treated as person not another case (Reh) | 40 Received needed info when wanted (Reh) |
| 8 Staff tried to ensure comfort (Reh) | 41 Made referrals re: needed homecare (Reh) |
| 9 Info given by nurses (Reh) | 42 Sent home before felt ready (Reh) |
| 10 Treated w/respect/dignity (Reh) | 43 Transfers between units handled well (Reh) |
| 11 Treatment needs/goals important (Reh) | 44 Explained home meds understandably (Reh) |
| 12 Skill of Drs (Reh) | 45 Discussed changes to home (Reh) |
| 13 Staff considered needs in care plan (Reh) | 46 Know who to contact after discharge (Reh) |
| 14 Condition of room/hospital environment (Reh) | 47 Discussed progress/made changes (Reh) |
| 15 Info given by therapists (Reh) | 48 Decided w/staff what would help (Reh) |
| 16 Therapist/nurse/Drs worked well together (Reh) | 49 Availability of Drs (Reh) |
| 17 Things done in reasonable amt of time (Reh) | 50 Told what to expect when home (Reh) |
| 18 Dr's respect for you (Reh) | 51 Quality of food: taste/temperature/variety (Reh) |
| 19 Availability of therapists (Reh) | 52 Family given needed support (Reh) |
| 20 Nurses response to calls (Reh) | 53 Family given info they wanted (Reh) |
| 21 Accommodated needs w/therapy schedule (Reh) | 54 Told activities could/couldn't do at home (Reh) |
| 22 Time spent in therapy (Reh) | 55 Accomplished what expected (Reh) |
| 23 Comfortable expressing feelings to staff (Reh) | 56 Provided follow-up care at hospital (Reh) |
| 24 Told in advance when going home (Reh) | 57 Family given info to assist w/home care (Reh) |
| 25 Pain acknowledged by staff (Reh) | 58 Difficulty getting needed info (Reh) |
| 26 Encouraged to participate in goal setting (Reh) | 59 Told of expected progress at home (Reh) |
| 27 Had adequate time for rest/sleep (Reh) | 60 Given info to monitor for problems (Reh) |
| 28 Therapy program explained understandably (Reh) | 61 Therapist/nurse/Drs said different things (Reh) |
| 29 Given adequate info re: support services (Reh) | 62 One person coordinated care (Reh) |
| 30 Emotional needs addressed (Reh) | 63 Told of med side effects to watch for (Reh) |
| 31 Learned to manage condition at home (Reh) | 64 Received more info than ready for (Reh) |
| 32 Pain controlled as much as possible (Reh) | 65 Repeat info to different staff (Reh) |
| 33 Tests/treatment performed on time (Reh) | |

Detail

Previous Period

Highest correlation with
"Quality of care/services received (Reh)"Correlation
Coefficient

n size

% Positive Score

94.3%

Info given by therapists (Reh)



94.6%

0.476

111

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher ↑ or lower ↓.



Client Perspectives of Rehabilitation Services-Priority Matrix (continued)
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
98.9%	Concern/caring by therapists (Reh)	0.433	114
91.1%	Treatment needs/goals important (Reh)	0.433	111
86.8%▲	Staff considered needs in care plan (Reh)	0.412	113
72.5%	Accomplished what expected (Reh)	0.386	110
92.3%	Availability of therapists (Reh)	0.370	110
74.4%	Family given info they wanted (Reh)	0.369	104
95.6%	Skill/competence of therapists (Reh)	0.367	113
91.1%	Things done in reasonable amt of time (Reh)	0.361	111
90.1%	Time spent in therapy (Reh)	0.354	111
80.0%	Kept well-informed re: progress (Reh)	0.346	109
78.0%	Learned to manage condition at home (Reh)	0.345	103
93.3%	Encouraged to participate in goal setting (Reh)	0.341	110
76.5%	Family given needed support (Reh)	0.338	103
78.3%	Received needed info when wanted (Reh)	0.334	108
83.6%	Transfers between units handled well (Reh)	0.334	91
79.5%	Family given info to assist w/home care (Reh)	0.317	97
85.4%	Explained home meds understandably (Reh)	0.309	104
76.9%	Provided follow-up care at hospital (Reh)	0.308	82
57.6%	Therapist/nurse/Drs said different things (Reh)	0.302	101
69.2%	Discussed progress/made changes (Reh)	0.297	106
76.9%	Quality of food: taste/temperature/variety (Reh)	0.297	109
64.2%	Given info to monitor for problems (Reh)	0.285	97
78.1%	Made referrals re: needed homecare (Reh)	0.280	80

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Your current score is: higher ▲ or lower ▼.



Client Perspectives of Rehabilitation Services-Priority Matrix (continued)
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
77.6%	Told of expected progress at home (Reh)	0.280	102
83.9%	How much helped by care (Reh)	0.278	101
77.9%	Told what to expect when home (Reh)	0.275	102
87.3%	Availability of Drs (Reh)	0.269	99
73.6%	Difficulty getting needed info (Reh)	0.261	102
92.4%	Condition of room/hospital environment (Reh)	0.255	111
83.3%↑	Comfortable expressing feelings to staff (Reh)	0.250	110
80.5%	Emotional needs addressed (Reh)	0.250	106
86.5%	Given adequate info re: support services (Reh)	0.249	103
50.0%	Told of med side effects to watch for (Reh)	0.230	90
66.7%↑	Decided w/staff what would help (Reh)	0.226	107
89.9%	Nurses response to calls (Reh)	0.223	110
28.9%	Repeat info to different staff (Reh)	0.220	108
85.7%	Family involved as wanted (Reh)	0.215	103
94.3%	Family treated w/respect (Reh)	0.214	110
92.1%	Staff tried to ensure comfort (Reh)	0.212	107
87.8%	Therapy program explained understandably (Reh)	0.209	109
96.7%	Attention of nurses to condition (Reh)	0.206	110
92.0%	Had adequate time for rest/sleep (Reh)	0.206	109
98.9%	Concern/caring by nurses (Reh)	0.205	112
90.0%	Treated as person not another case (Reh)	0.205	111
78.7%	Treatment choices fully explained (Reh)	0.205	110
95.6%	Treated w/respect/dignity (Reh)	0.203	113

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Client Perspectives of Rehabilitation Services-Priority Matrix (continued)
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

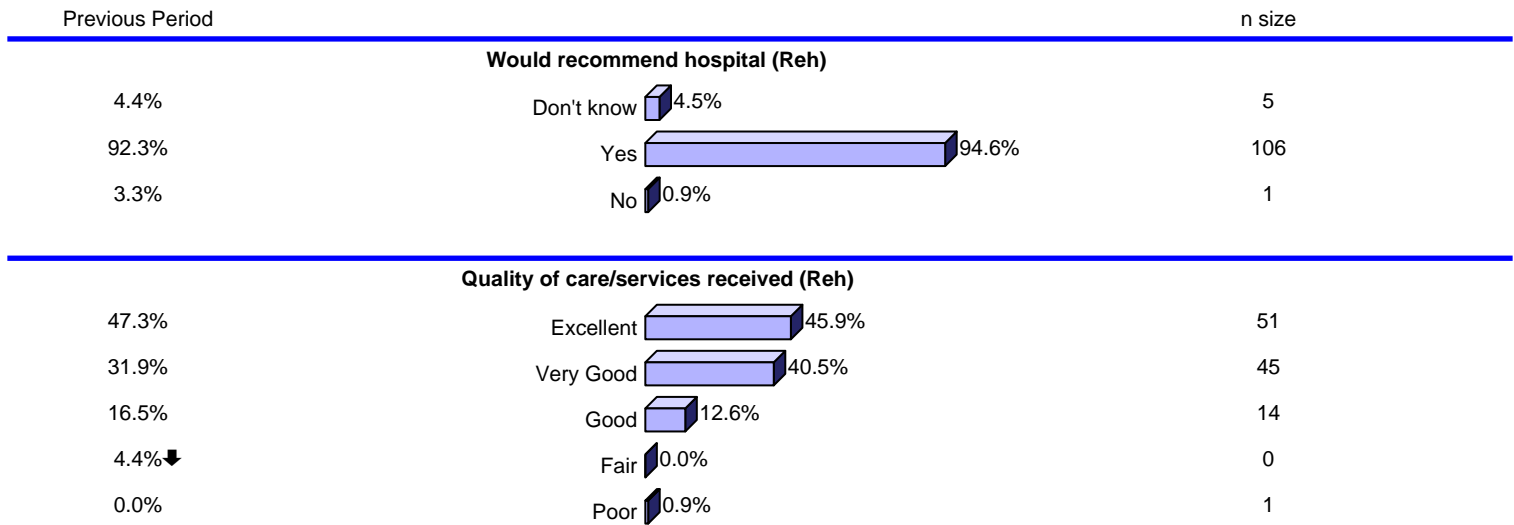
Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
95.6%	Info given by nurses (Reh)	0.201	113
88.0%	Therapist/nurse/Drs worked well together (Reh)	0.199	112
84.4%	Accommodated needs w/therapy schedule (Reh)	0.188	111
87.7%	Discussed changes to home (Reh)	0.177	99
76.5%	Told activities could/couldn't do at home (Reh)	0.173	99
91.4%	Pain acknowledged by staff (Reh)	0.169	99
97.7%	Skill/competence of nurses (Reh)	0.165	108
64.7%	One person coordinated care (Reh)	0.159	100
74.7%	Sent home before felt ready (Reh)	0.149	105
92.0%	Tests/treatment performed on time (Reh)	0.114	110
80.7%	Know who to contact after discharge (Reh)	0.111	102
97.7%	Skill of Drs (Reh)	0.087	104
86.4%	Knew who to contact if problem (Reh)	0.080	108
92.1%	Told in advance when going home (Reh)	0.071	107
90.9%	Attention of Drs to your condition (Reh)	0.050	108
52.3%	Received more info than ready for (Reh)	0.047	103
94.3%	Dr's respect for you (Reh)	0.042	108
90.4%	Pain controlled as much as possible (Reh)	0.014	102
96.7%	Concern/caring by Drs (Reh)	-0.007	107

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Client Perspectives of Rehabilitation Services-Overall Impressions
Breakout
St Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Detail



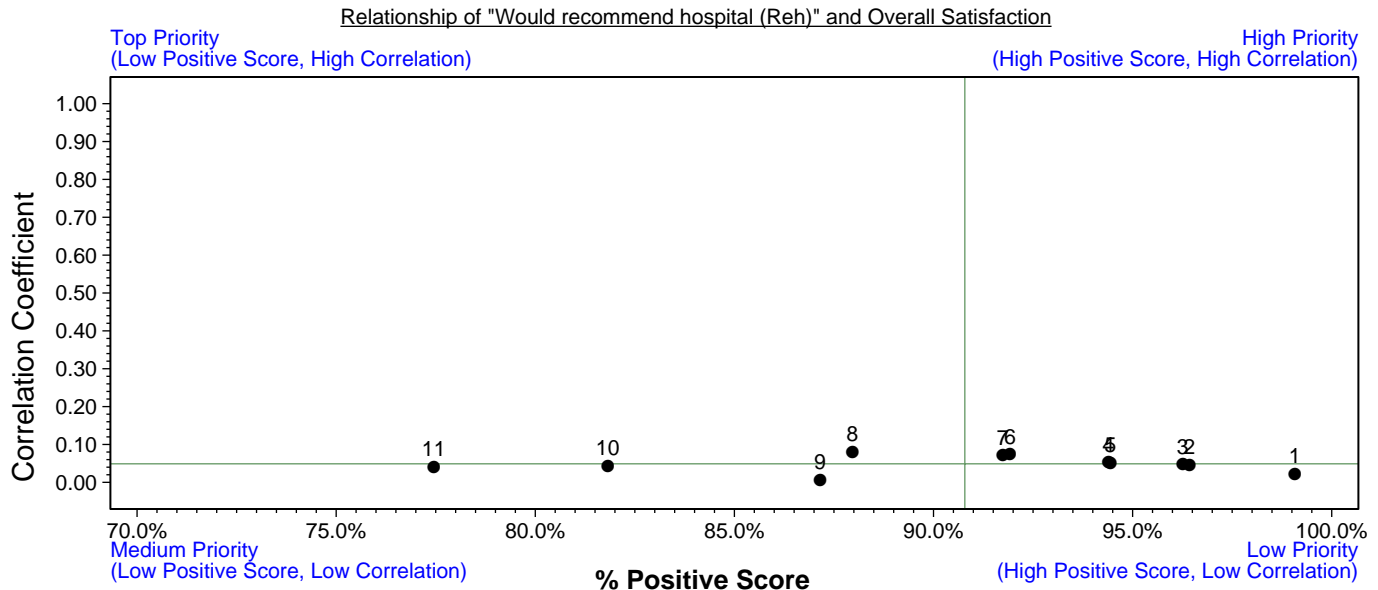
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
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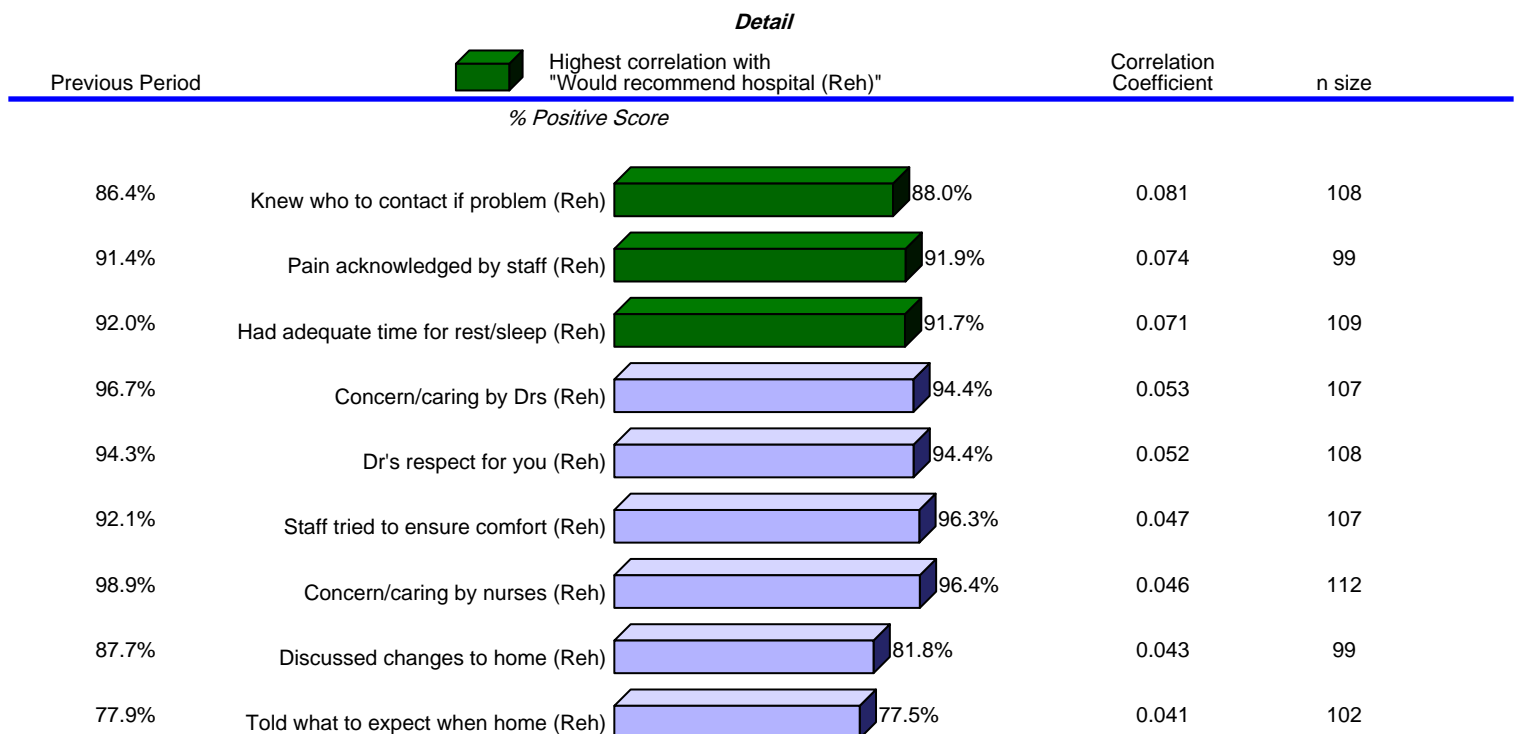
Client Perspectives of Rehabilitation Services-Priority Matrix - Would Recommend Question

St Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)



- | | |
|---------------------------------------|--|
| 1 Skill/competence of nurses (Reh) | 7 Had adequate time for rest/sleep (Reh) |
| 2 Concern/caring by nurses (Reh) | 8 Knew who to contact if problem (Reh) |
| 3 Staff tried to ensure comfort (Reh) | 9 Kept well-informed re: progress (Reh) |
| 4 Concern/caring by Drs (Reh) | 10 Discussed changes to home (Reh) |
| 5 Dr's respect for you (Reh) | 11 Told what to expect when home (Reh) |
| 6 Pain acknowledged by staff (Reh) | |



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Your current score is: higher ↑ or lower ↓.



Client Perspectives of Rehabilitation Services-Priority Matrix - Would Recommend Question (continued)
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
97.7%	Skill/competence of nurses (Reh)	0.023	108
80.0%	Kept well-informed re: progress (Reh)	0.007	109
52.3%	Received more info than ready for (Reh)	-0.002	103
93.3%	Encouraged to participate in goal setting (Reh)	-0.022	110
87.8%	Therapy program explained understandably (Reh)	-0.022	109
89.9%	Nurses response to calls (Reh)	-0.025	110
80.7%	Know who to contact after discharge (Reh)	-0.032	102
73.6%	Difficulty getting needed info (Reh)	-0.033	102
57.6%	Therapist/nurse/Drs said different things (Reh)	-0.038	101
76.5%	Told activities could/couldn't do at home (Reh)	-0.039	99
90.4%	Pain controlled as much as possible (Reh)	-0.047	102
78.7%	Treatment choices fully explained (Reh)	-0.052	110
64.7%	One person coordinated care (Reh)	-0.053	100
86.8%↑	Staff considered needs in care plan (Reh)	-0.053	113
50.0%	Told of med side effects to watch for (Reh)	-0.056	90
90.9%	Attention of Drs to your condition (Reh)	-0.058	108
28.9%	Repeat info to different staff (Reh)	-0.060	108
91.1%	Treatment needs/goals important (Reh)	-0.066	111
79.5%	Family given info to assist w/home care (Reh)	-0.071	97
66.7%↑	Decided w/staff what would help (Reh)	-0.072	107
74.7%	Sent home before felt ready (Reh)	-0.079	105
64.2%	Given info to monitor for problems (Reh)	-0.090	97
98.9%	Concern/caring by therapists (Reh)	-0.092	114

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 Your current score is: higher ↑ or lower ↓.



Client Perspectives of Rehabilitation Services-Priority Matrix - Would Recommend Question (continued)
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
86.5%	Given adequate info re: support services (Reh)	-0.092	103
95.6%	Skill/competence of therapists (Reh)	-0.092	113
83.3%▲	Comfortable expressing feelings to staff (Reh)	-0.098	110
78.3%	Received needed info when wanted (Reh)	-0.102	108
72.5%	Accomplished what expected (Reh)	-0.106	110
76.9%	Quality of food: taste/temperature/variety (Reh)	-0.118	109
87.3%	Availability of Drs (Reh)	-0.119	99
85.7%	Family involved as wanted (Reh)	-0.125	103
88.0%	Therapist/nurse/Drs worked well together (Reh)	-0.131	112
77.6%	Told of expected progress at home (Reh)	-0.137	102
74.4%	Family given info they wanted (Reh)	-0.152	104
95.6%	Info given by nurses (Reh)	-0.154	113
76.5%	Family given needed support (Reh)	-0.158	103
69.2%	Discussed progress/made changes (Reh)	-0.160	106
92.0%	Tests/treatment performed on time (Reh)	-0.177	110
97.7%	Skill of Drs (Reh)	-0.178	104
96.7%	Attention of nurses to condition (Reh)	-0.182	110
95.6%	Treated w/respect/dignity (Reh)	-0.182	113
90.0%	Treated as person not another case (Reh)	-0.210	111
85.4%	Explained home meds understandably (Reh)	-0.219	104
94.3%	Family treated w/respect (Reh)	-0.222	110
91.1%	Things done in reasonable amt of time (Reh)	-0.225	111
92.4%	Condition of room/hospital environment (Reh)	-0.225	111

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher ▲ or lower ▼.



Client Perspectives of Rehabilitation Services-Priority Matrix - Would Recommend Question (continued)
 St Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
92.3%	Availability of therapists (Reh)	-0.233	110
94.3%	Info given by therapists (Reh)	-0.260	111
92.1%	Told in advance when going home (Reh)	-0.260	107
84.4%	Accommodated needs w/therapy schedule (Reh)	-0.273	111
76.9%	Provided follow-up care at hospital (Reh)	-0.293	82
78.0%	Learned to manage condition at home (Reh)	-0.299	103
80.5%	Emotional needs addressed (Reh)	-0.300	106
78.1%	Made referrals re: needed homecare (Reh)	-0.329	80
83.6%	Transfers between units handled well (Reh)	-0.335	91
83.9%	How much helped by care (Reh)	-0.392	101
90.1%	Time spent in therapy (Reh)	-0.463	111

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
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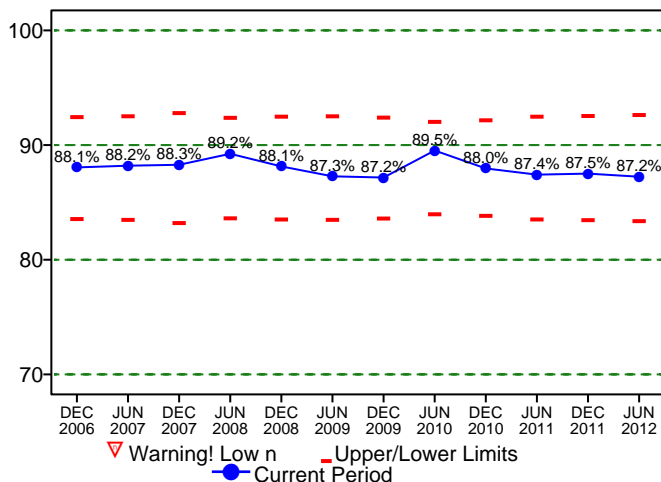


Client Perspectives of Rehabilitation Services-Performance Across Time

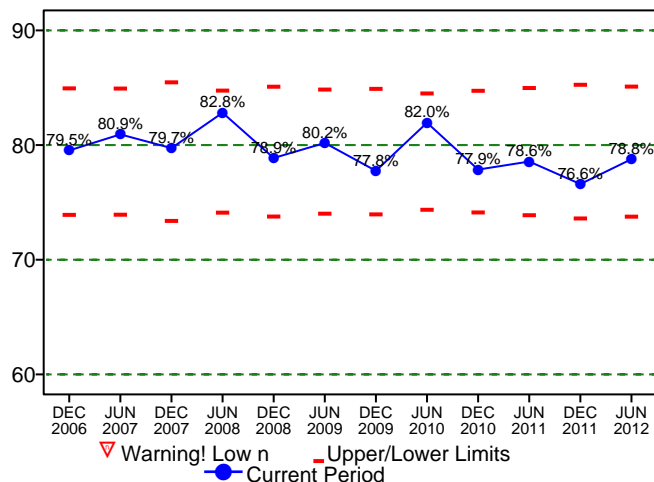
St Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

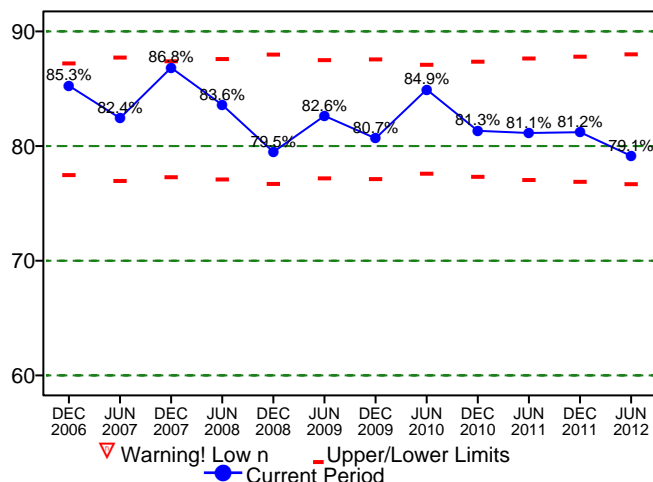
Client participation in decision-making and goal setting (Reh)
% Positive Score



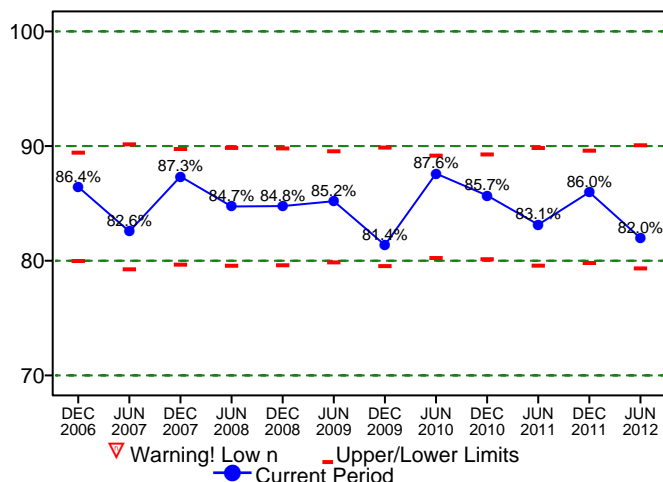
Client-centred education (Reh)
% Positive Score



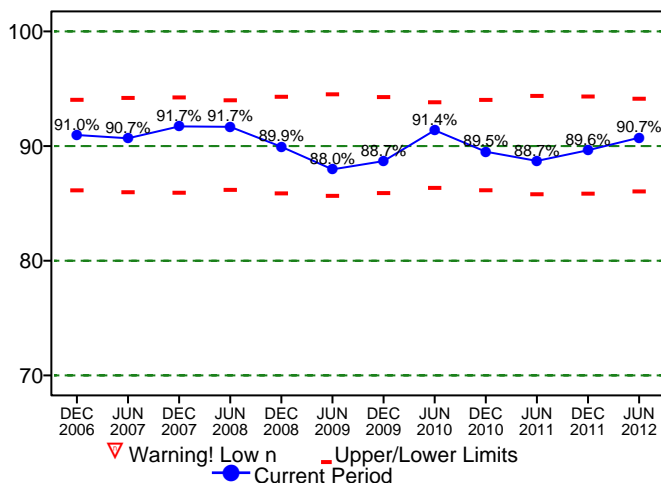
Evaluation of outcomes from the client's perspective (Reh)
% Positive Score



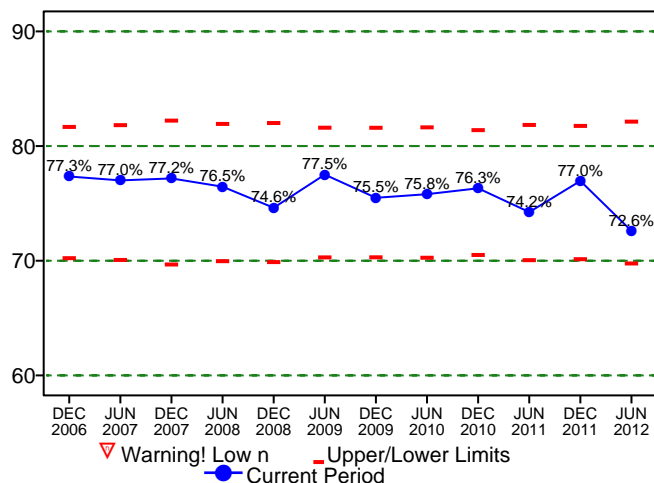
Family involvement (Reh)
% Positive Score



Emotional support (Reh)
% Positive Score



Coordination (Reh)
% Positive Score



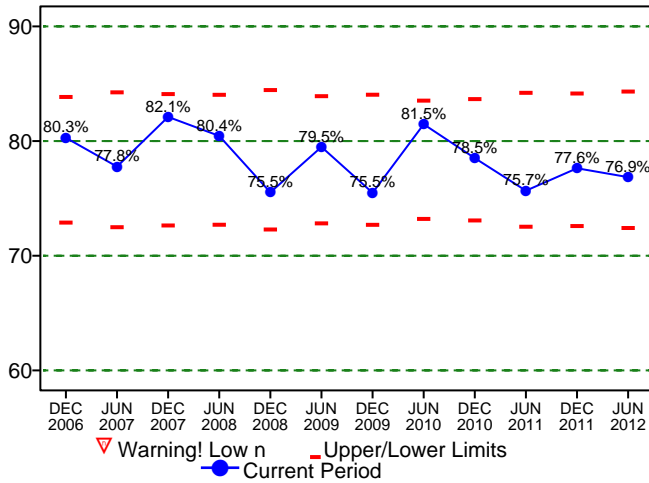


Client Perspectives of Rehabilitation Services-Performance Across Time

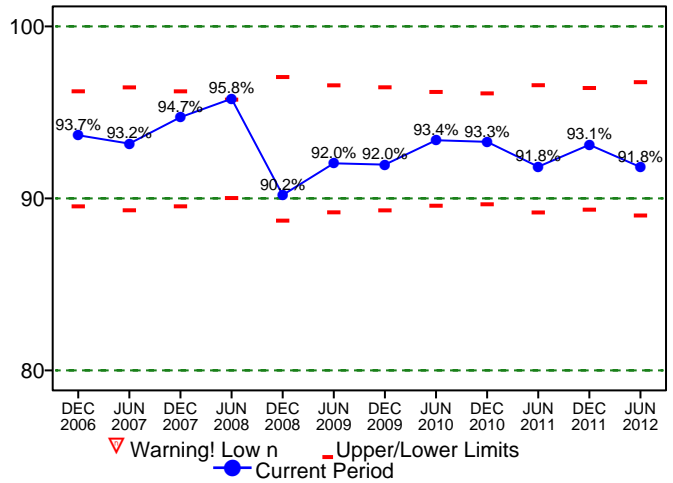
St Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=117, Response Rate= 47.8%)

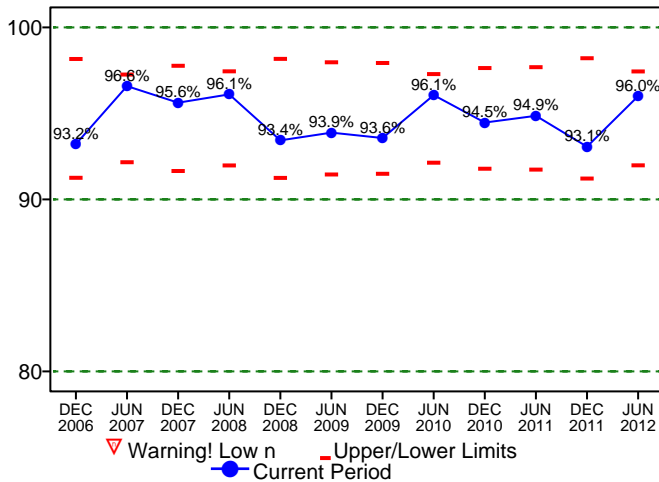
Continuity and transition (Reh)
% Positive Score



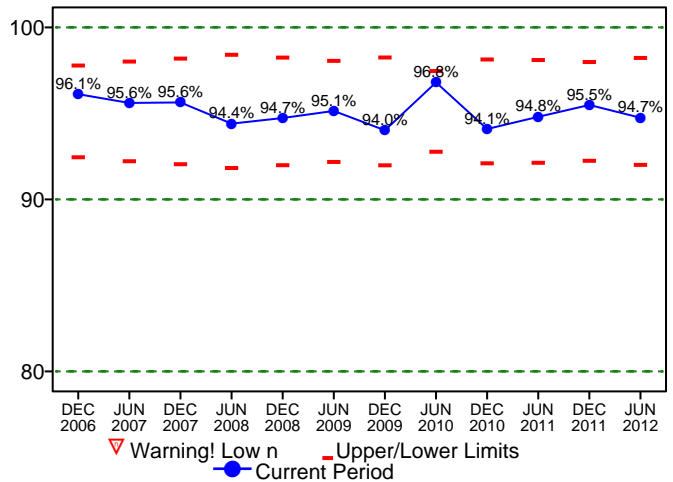
Physical comfort (Reh)
% Positive Score



Your nurses (Reh)
% Positive Score



Your therapists (Reh)
% Positive Score



Your doctors (Reh)
% Positive Score

