

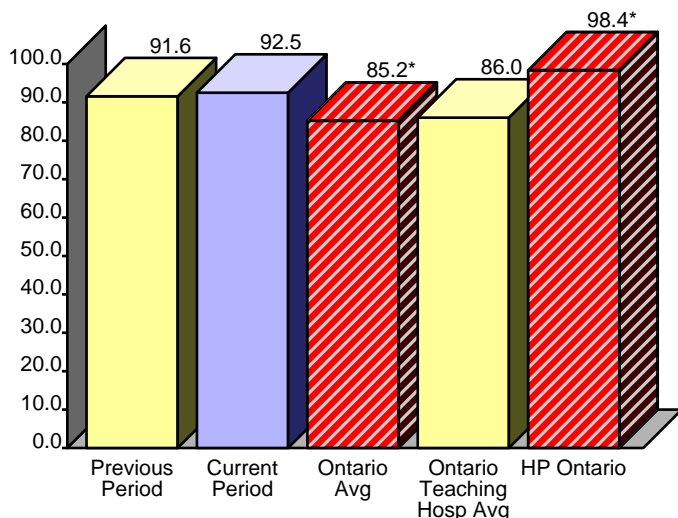


Emergency Department Patient Experience-All Dimensions and Overall Ratings

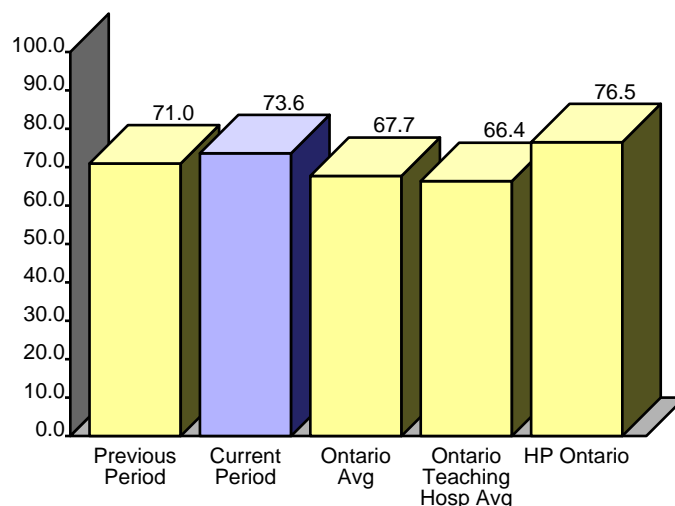
St. Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

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)	65.9%	64.1%	63.4%
70.0%	Information and Education (ED Can)	72.5%	64.5%	64.0%
71.2%	Access and Coordination (ED Can)	74.4%	67.1%	63.6%
82.2%	Respect for Patient Preferences (ED Can)	83.9%	78.2%	76.7%
63.0%	Physical Comfort (ED Can)	66.2%	63.2%	65.4%
63.6%	Continuity and Transition (ED Can)	68.6%	64.4%	65.3%

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

Your current score is: higher ↑ or lower ↓.

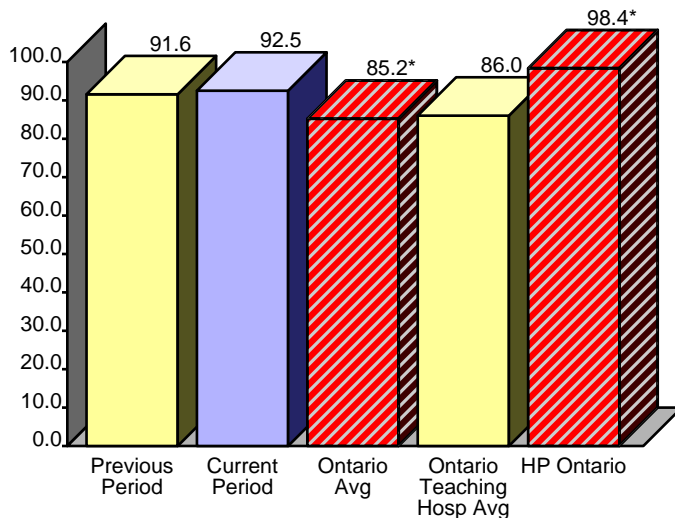


Emergency Department Patient Experience-Access and Coordination

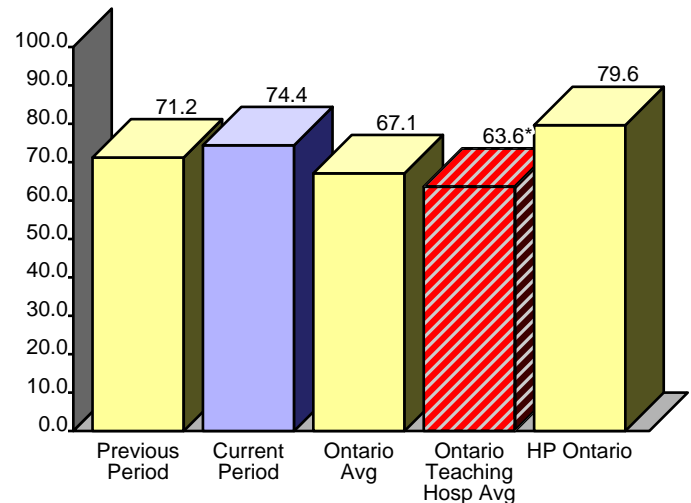
St. Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Overall quality of ED care
% Positive Score

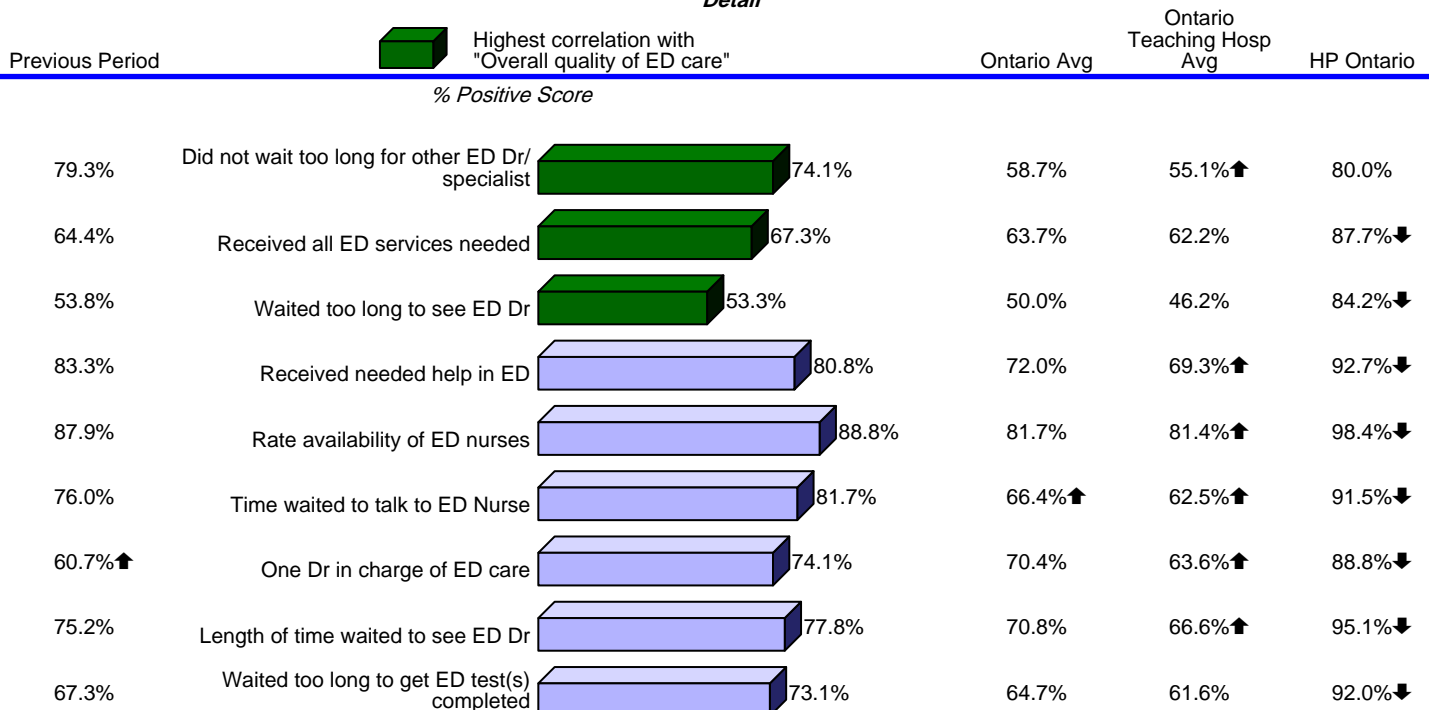


Access and Coordination (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail



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Your current score is: higher ▲ or lower ▼.

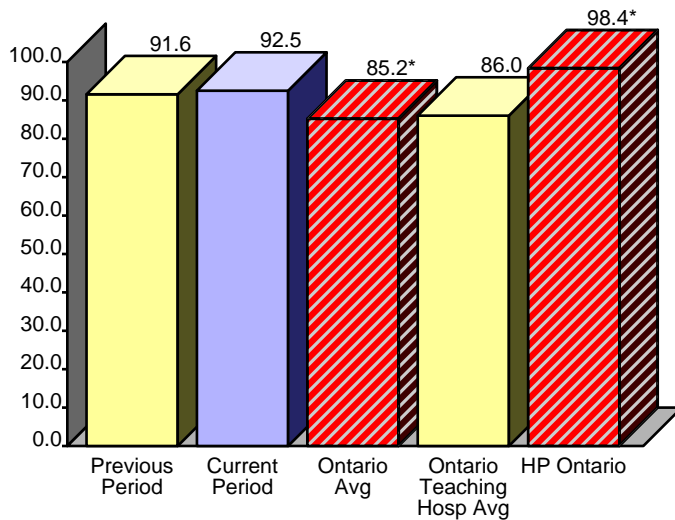


Emergency Department Patient Experience-Continuity and Transition

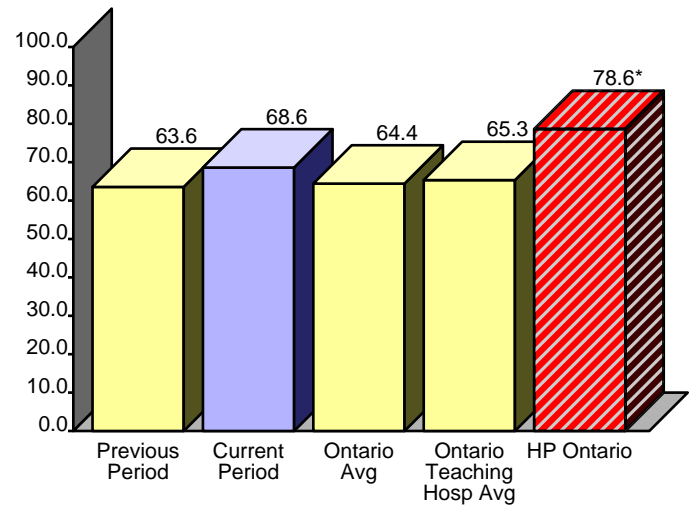
St. Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

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				
49.5%	ED explained danger signals to watch for	51.1%	53.4%	70.8%↓
58.1%	Knew who to call w/ questions when left ED	60.8%↑	58.9%↑	87.5%↓
79.6%↑	ED explained how to take new medications	82.9%↑	84.4%	96.4%↓
50.0%	Appt for treatment made before left ED	48.2%	51.5%	67.6%↓
74.0%	ED explained medication side effects	70.2%↑	71.9%	84.7%

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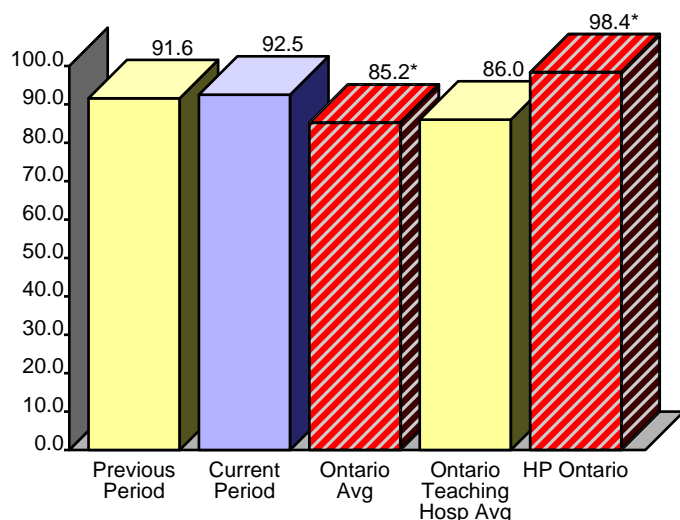


Emergency Department Patient Experience-Emotional Support

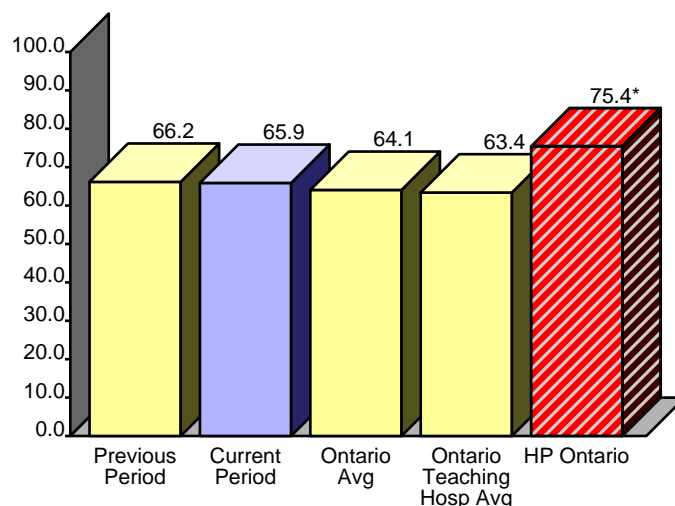
St. Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Overall quality of ED care
% Positive Score



Emotional Support (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				
54.5%	ED got messages to family/friends	57.1%	53.1%	53.1%
76.2%	Confidence/trust in ED Nurses	75.7%	72.3%	71.8%
58.0%	ED Dr discussed fears/anxieties	55.4%	57.0%	57.7%
50.0%	ED Nurse discussed fears/anxieties	49.1%	45.7%	44.2%
70.5%	Confidence/trust in ED Drs	72.0%	72.8%	72.9%

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

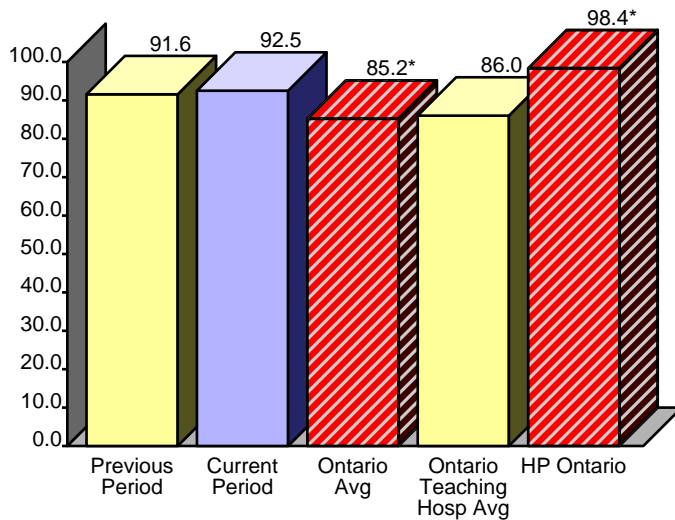


Emergency Department Patient Experience-Information and Education

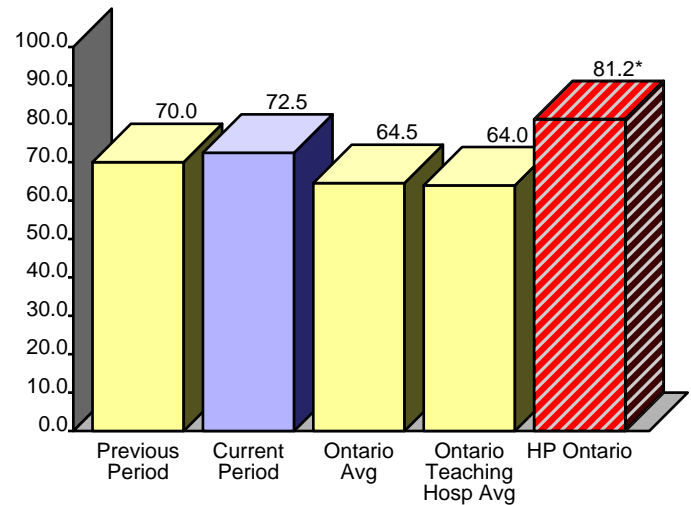
St. Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Overall quality of ED care
% Positive Score




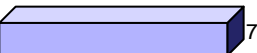

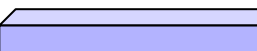
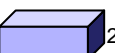


Information and Education (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

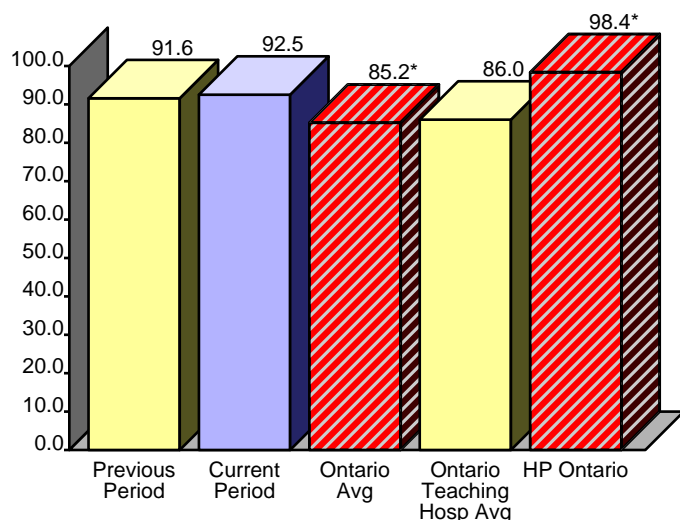
		Detail		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
Previous Period	Highest correlation with "Overall quality of ED care"					
% Positive Score						
72.7%	ED Nurses answered questions understandably		78.1%	68.0%	66.8%	86.9%↓
63.5%	ED explained reasons for tests understandably		78.8%	68.9%	69.5%	88.3%↓
72.3%	ED Dr answered questions understandably		75.8%	71.7%	72.1%	89.5%↓
76.2%	ED explained causes for problem understandably		72.0%	67.3%	66.2%	83.4%↓
88.8%	ED admission answered questions		88.0%	74.8%▲	72.5%▲	95.1%↓
70.0%	ED explained test results understandably		84.6%	65.6%▲	65.6%▲	88.1%
36.4%	Explained reason for ED wait		27.9%	30.5%	31.2%	62.0%↓

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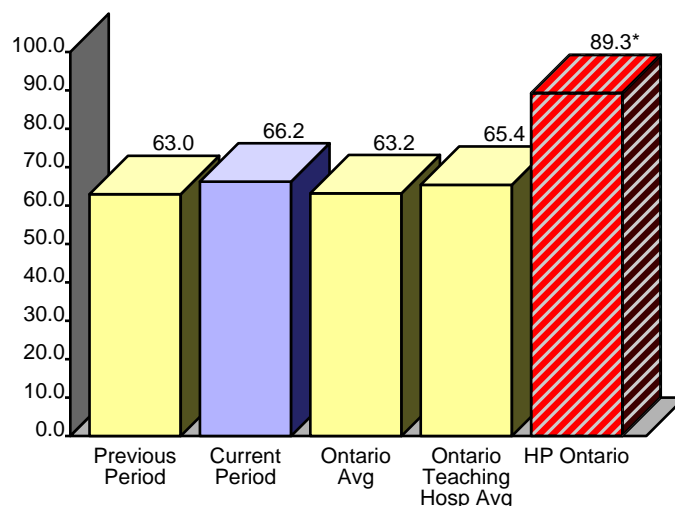


Emergency Department Patient Experience-Physical Comfort
St. Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Overall quality of ED care
% Positive Score

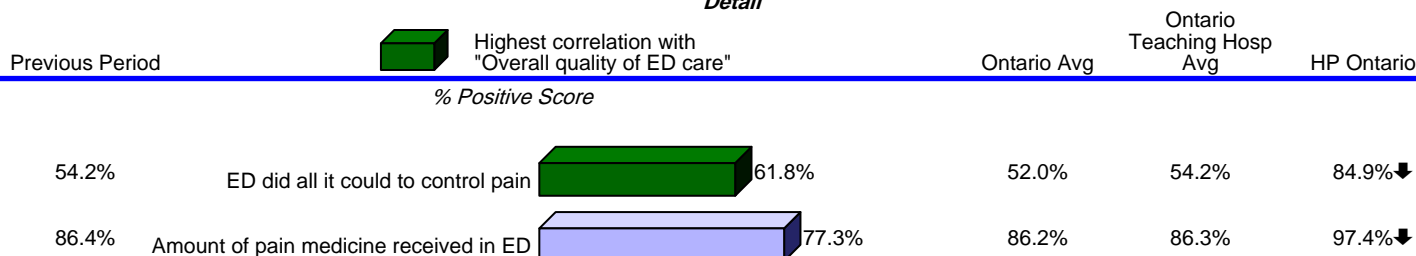




Physical Comfort (ED Can)
% Positive Score



* Significantly Different from Your Current Score

Detail

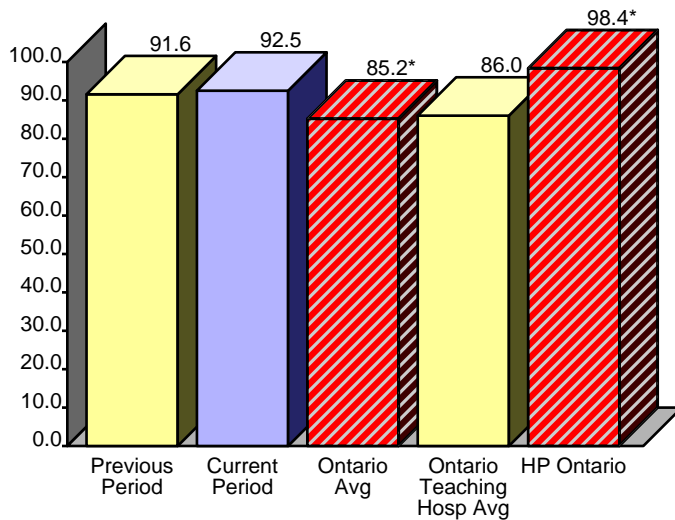


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher  or lower .

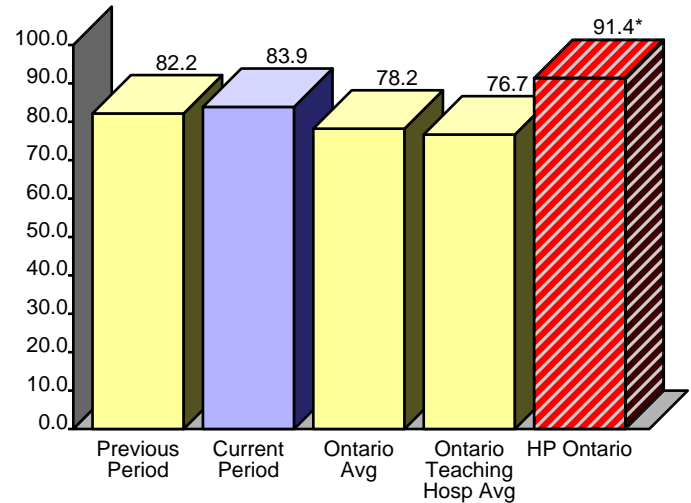


Emergency Department Patient Experience-Respect for Patient Preferences
St. Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Overall quality of ED care
 % Positive Score





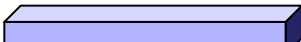



Respect for Patient Preferences (ED Can)
 % Positive Score



* 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					
64.2%	Had enough say about ED care	 69.5%	64.6%	63.5%	84.3%↓
80.4%	Dignity/respect by ED staff	 84.3%	78.8%	79.2%	94.5%↓
82.4%	Enough privacy during ED visit	 82.0%	72.2%▲	69.0%▲	93.2%↓
89.7%	ED Dr talked as if patient wasn't there	 88.8%	88.5%	86.0%	98.4%↓
94.3%	ED Nurses talked as if patient wasn't there	 94.4%	86.3%▲	85.0%▲	96.9%

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 Your current score is: higher ↑ or lower ↓.

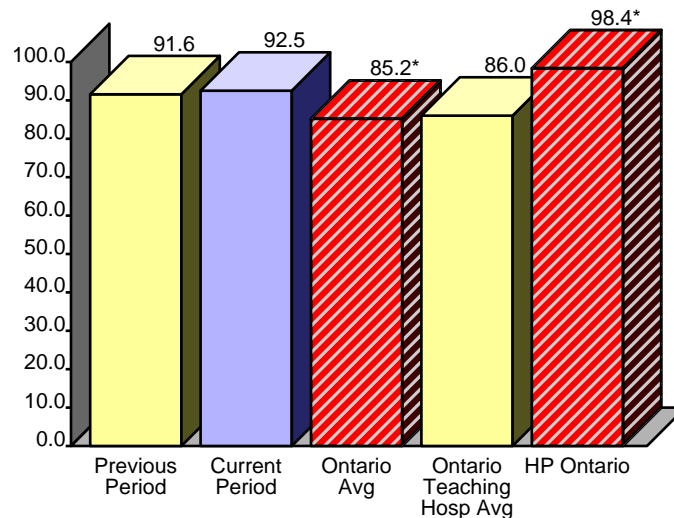


Emergency Department Patient Experience-Overall Impressions

St. Joseph's Health Care London Corporate

Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Overall quality of ED care
% Positive Score



* Significantly Different from Your Current Score

Detail

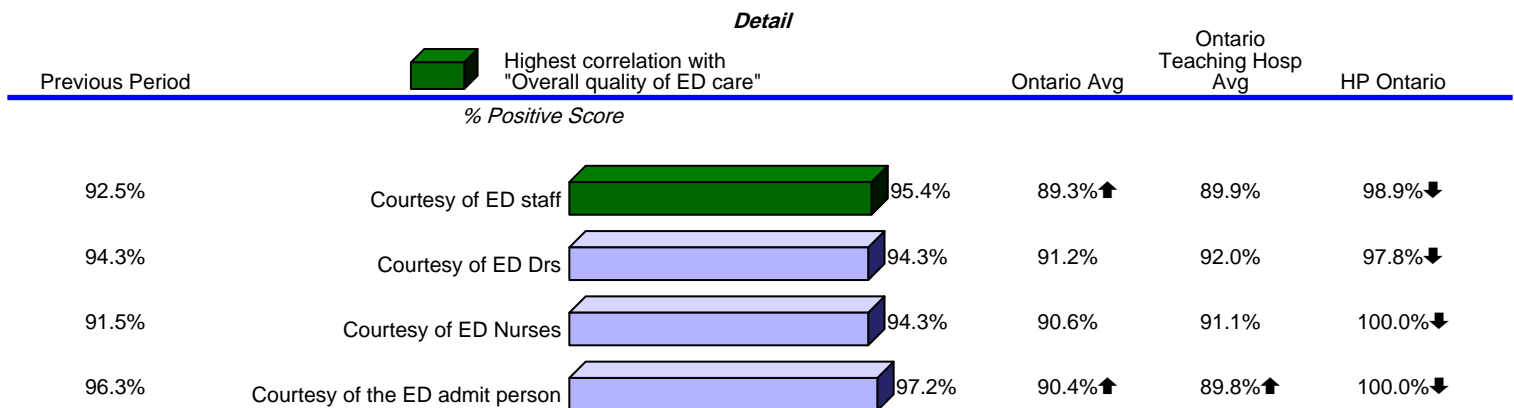
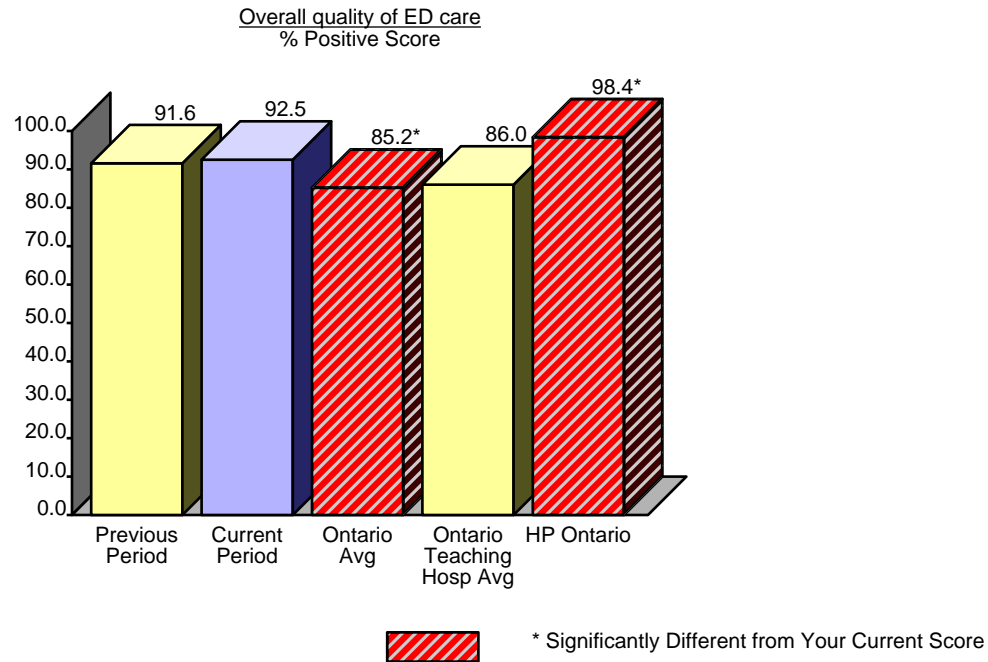
Previous Period	Highest correlation with "Overall quality of ED care"	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
% Positive Score				
86.8%	Explanation of what ED did	87.6%	88.1%	97.3%↓
70.4%	Rate amt of time spent in ED	63.1%↑	61.0%↑	93.8%↓
91.3%	How well ED Drs/Nurses worked together	89.7%	90.0%	98.6%↓
84.0%	Cleanliness of ED	70.5%↑	69.0%↑	95.5%↓

Previous Period	Would recommend for ED services	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
69.2%	Yes, definitely	59.3%↑	61.6%↑	90.7%↓
24.3%	Yes, probably	30.6%	29.6%	9.3%↑
6.5%↓	No	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 ↓.

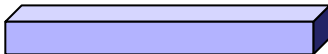
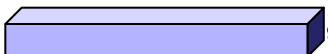
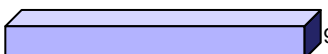
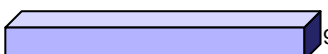
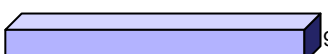
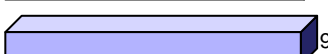


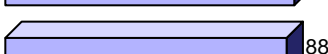



Emergency Department Patient Experience-Courtesy
St. Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)





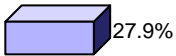
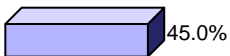


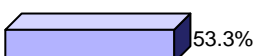
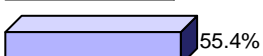


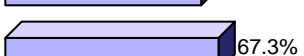

**Emergency Department Patient Experience-Highest Percent Positive
(Strengths)**
St. Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

<i>Detail</i>					
Previous Period	Items ranked in descending order by current score		Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
<i>% Positive Score</i>					
96.3%	Courtesy of the ED admit person	 97.2%	90.4% ↑	89.8% ↑	100.0% ↓
92.5%	Courtesy of ED staff	 95.4%	89.3% ↑	89.9%	98.9% ↓
94.3%	ED Nurses talked as if patient wasn't there	 94.4%	86.3% ↑	85.0% ↑	96.9%
94.3%	Courtesy of ED Drs	 94.3%	91.2%	92.0%	97.8% ↓
91.5%	Courtesy of ED Nurses	 94.3%	90.6%	91.1%	100.0% ↓
91.3%	How well ED Drs/Nurses worked together	 93.3%	89.7%	90.0%	98.6% ↓
86.8%	Explanation of what ED did	 91.4%	87.6%	88.1%	97.3% ↓
79.6% ↑	ED explained how to take new medications	 91.2%	82.9% ↑	84.4%	96.4% ↓
89.7%	ED Dr talked as if patient wasn't there	 88.8%	88.5%	86.0%	98.4% ↓
87.9%	Rate availability of ED nurses	 88.8%	81.7%	81.4% ↑	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-Lowest Percent Positive
(Areas for Improvement)
St. Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

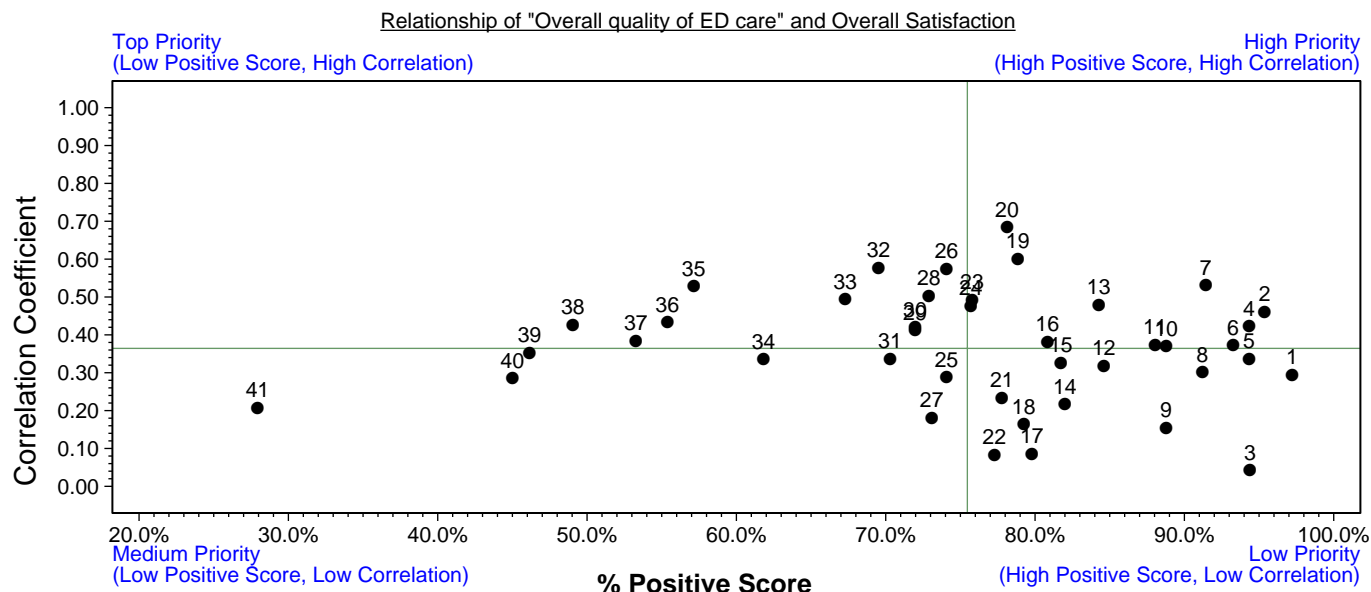
<i>Detail</i>				
Previous Period	Items ranked in ascending order by current score	Ontario Avg	Ontario Teaching Hosp Avg	HP Ontario
<i>% Positive Score</i>				
36.4%	Explained reason for ED wait 	30.5%	31.2%	62.0%↓
50.0%	Appt for treatment made before left ED 	48.2%	51.5%	67.6%↓
49.5%	ED explained danger signals to watch for 	51.1%	53.4%	70.8%↓
50.0%	ED Nurse discussed fears/anxieties 	45.7%	44.2%	70.6%↓
53.8%	Waited too long to see ED Dr 	50.0%	46.2%	84.2%↓
58.0%	ED Dr discussed fears/anxieties 	57.0%	57.7%	82.4%↓
54.5%	ED got messages to family/friends 	53.1%	53.1%	76.5%
54.2%	ED did all it could to control pain 	52.0%	54.2%	84.9%↓
64.4%	Received all ED services needed 	63.7%	62.2%	87.7%↓
64.2%	Had enough say about ED care 	64.6%	63.5%	84.3%↓

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
Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)



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

Detail

Previous Period	Highest correlation with "Overall quality of ED care"	Correlation Coefficient	n size
% Positive Score			
72.7%	ED Nurses answered questions understandably	0.684	64
63.5%	ED explained reasons for tests understandably	0.600	52
64.2%	Had enough say about ED care	0.577	105
79.3%	Did not wait too long for other ED Dr/ specialist	0.574	27

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Your current score is: higher ↑ or lower ↓.



Emergency Department Patient Experience-Priority Matrix (continued)
 St. Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
86.8%	Explanation of what ED did	0.531	105
54.5%	ED got messages to family/friends	0.528	14
70.4%	Rate amt of time spent in ED	0.504	107
64.4%	Received all ED services needed	0.494	107
72.3%	ED Dr answered questions understandably	0.492	95
80.4%	Dignity/respect by ED staff	0.479	108
76.2%	Confidence/trust in ED Nurses	0.477	107
92.5%	Courtesy of ED staff	0.461	108
58.0%	ED Dr discussed fears/anxieties	0.433	65
50.0%	ED Nurse discussed fears/anxieties	0.426	53
94.3%	Courtesy of ED Drs	0.423	106
76.2%	ED explained causes for problem understandably	0.420	107
70.5%	Confidence/trust in ED Drs	0.412	107
53.8%	Waited too long to see ED Dr	0.384	107
83.3%	Received needed help in ED	0.382	73
88.8%	ED admission answered questions	0.374	92
91.3%	How well ED Drs/Nurses worked together	0.372	104
87.9%	Rate availability of ED nurses	0.370	107
49.5%	ED explained danger signals to watch for	0.353	104
91.5%	Courtesy of ED Nurses	0.338	106
58.1%	Knew who to call w/ questions when left ED	0.336	101
54.2%	ED did all it could to control pain	0.336	55
76.0%	Time waited to talk to ED Nurse	0.326	104

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Emergency Department Patient Experience-Priority Matrix (continued)
 St. Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
70.0%	ED explained test results understandably	0.319	52
79.6%↑	ED explained how to take new medications	0.301	91
96.3%	Courtesy of the ED admit person	0.294	108
60.7%↑	One Dr in charge of ED care	0.288	108
50.0%	Appt for treatment made before left ED	0.285	40
75.2%	Length of time waited to see ED Dr	0.233	108
82.4%	Enough privacy during ED visit	0.216	100
36.4%	Explained reason for ED wait	0.207	68
67.3%	Waited too long to get ED test(s) completed	0.182	52
84.0%	Cleanliness of ED	0.163	106
89.7%	ED Dr talked as if patient wasn't there	0.154	107
74.0%	ED explained medication side effects	0.086	94
86.4%	Amount of pain medicine received in ED	0.083	22
94.3%	ED Nurses talked as if patient wasn't there	0.042	107

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 Your current score is: higher ↑ or lower ↓.



Emergency Department Patient Experience-Overall Impressions Breakout
St. Joseph's Health Care London Corporate
Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Detail

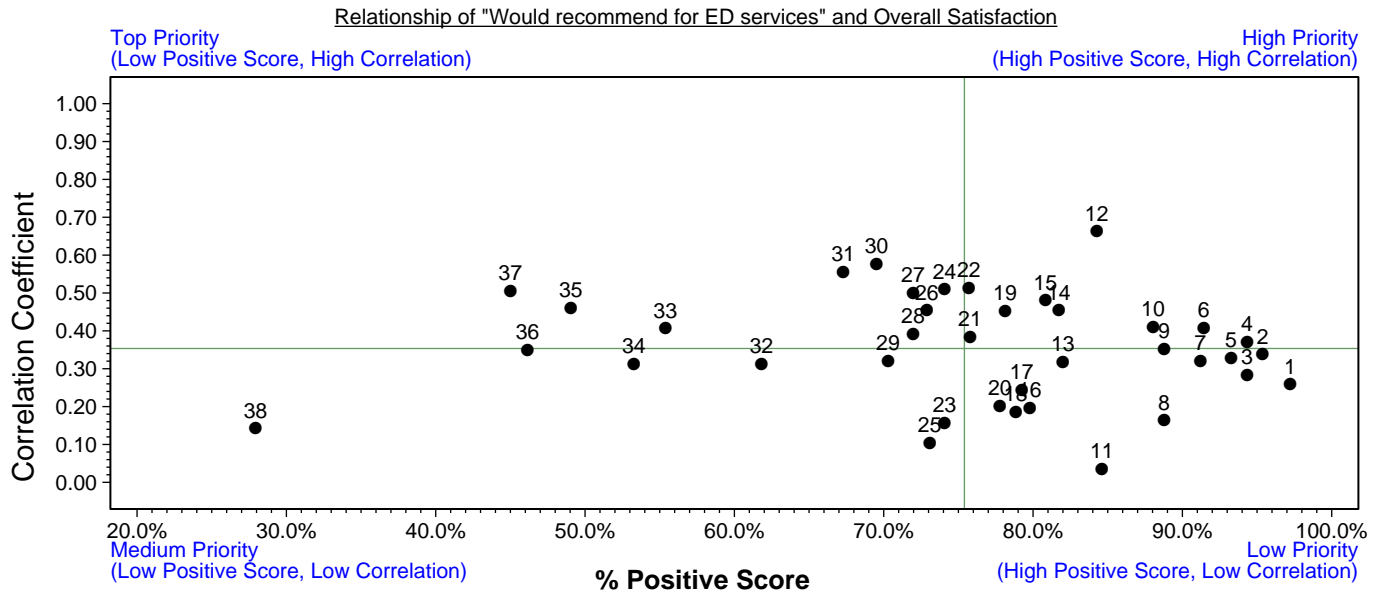
Previous Period		n size
Would recommend for ED services		
69.2%	Yes, definitely 72.9%	78
24.3%	Yes, probably 26.2%	28
6.5%↓	No 0.9%	1
Overall quality of ED care		
31.8%	Excellent 36.4%	39
41.1%	Very Good 35.5%	38
18.7%	Good 20.6%	22
5.6%	Fair 6.5%	7
2.8%	Poor 0.9%	1

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
Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)



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


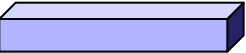
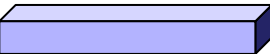


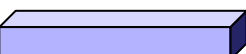

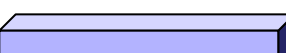
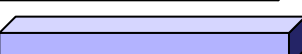
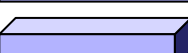

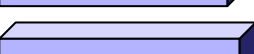











Detail

Previous Period	Highest correlation with "Would recommend for ED services"	Correlation Coefficient	n size
	% Positive Score		
80.4%	Dignity/respect by ED staff 84.3%	0.663	108
64.2%	Had enough say about ED care 69.5%	0.578	105
64.4%	Received all ED services needed 67.3%	0.555	107
76.2%	Confidence/trust in ED Nurses 75.7%	0.513	107
79.3%	Did not wait too long for other ED Dr/ specialist 74.1%	0.510	27

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Emergency Department Patient Experience-Priority Matrix - Would Recommend Question (continued)
 St. Joseph's Health Care London Corporate
 Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
50.0%	Appt for treatment made before left ED 	0.505	40
70.5%	Confidence/trust in ED Drs 	0.500	107
83.3%	Received needed help in ED 	0.480	73
50.0%	ED Nurse discussed fears/anxieties 	0.460	53
76.0%	Time waited to talk to ED Nurse 	0.454	104
70.4%	Rate amt of time spent in ED 	0.455	107
72.7%	ED Nurses answered questions understandably 	0.452	64
88.8%	ED admission answered questions 	0.410	92
86.8%	Explanation of what ED did 	0.408	105
58.0%	ED Dr discussed fears/anxieties 	0.406	65
76.2%	ED explained causes for problem understandably 	0.393	107
72.3%	ED Dr answered questions understandably 	0.385	95
91.5%	Courtesy of ED Nurses 	0.371	106
87.9%	Rate availability of ED nurses 	0.353	107
49.5%	ED explained danger signals to watch for 	0.350	104
92.5%	Courtesy of ED staff 	0.338	108
91.3%	How well ED Drs/Nurses worked together 	0.329	104
79.6%▲	ED explained how to take new medications 	0.322	91
58.1%	Knew who to call w/ questions when left ED 	0.321	101
82.4%	Enough privacy during ED visit 	0.319	100
53.8%	Waited too long to see ED Dr 	0.314	107
54.2%	ED did all it could to control pain 	0.312	55
94.3%	Courtesy of ED Drs 	0.284	106

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
 Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

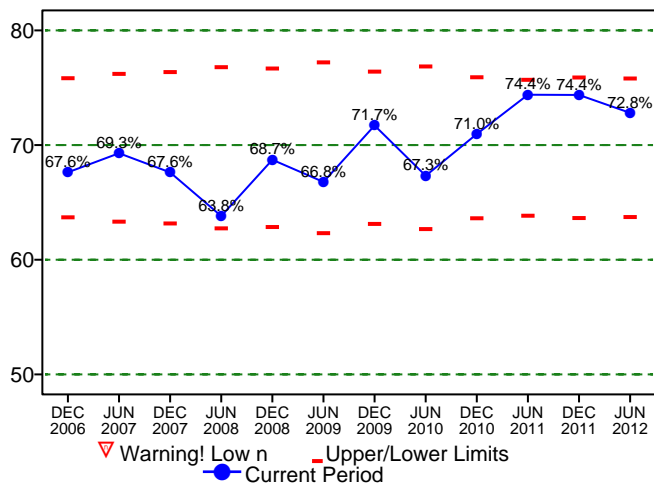
Previous Period	Detail	Correlation Coefficient	n size
% Positive Score			
96.3%	Courtesy of the ED admit person	0.259	108
84.0%	Cleanliness of ED	0.245	106
75.2%	Length of time waited to see ED Dr	0.203	108
74.0%	ED explained medication side effects	0.197	94
63.5%	ED explained reasons for tests understandably	0.187	52
89.7%	ED Dr talked as if patient wasn't there	0.164	107
60.7% [▲]	One Dr in charge of ED care	0.156	108
36.4%	Explained reason for ED wait	0.143	68
67.3%	Waited too long to get ED test(s) completed	0.104	52
70.0%	ED explained test results understandably	0.036	52
86.4%	Amount of pain medicine received in ED	-0.031	22
94.3%	ED Nurses talked as if patient wasn't there	-0.060	107
54.5%	ED got messages to family/friends	-0.097	14

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

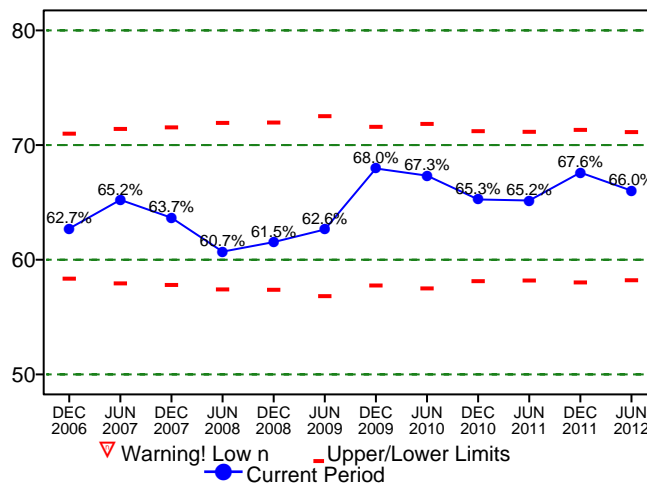


Emergency Department Patient Experience-Performance Across Time St. Joseph's Health Care London Corporate Apr 1, 2012 - Jun 30, 2012 (n=111, Response Rate= 27.9%)

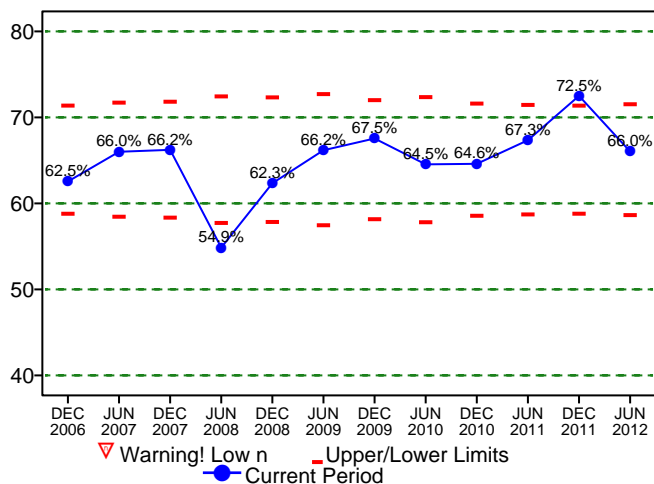
Access and Coordination (ED Can)
% Positive Score



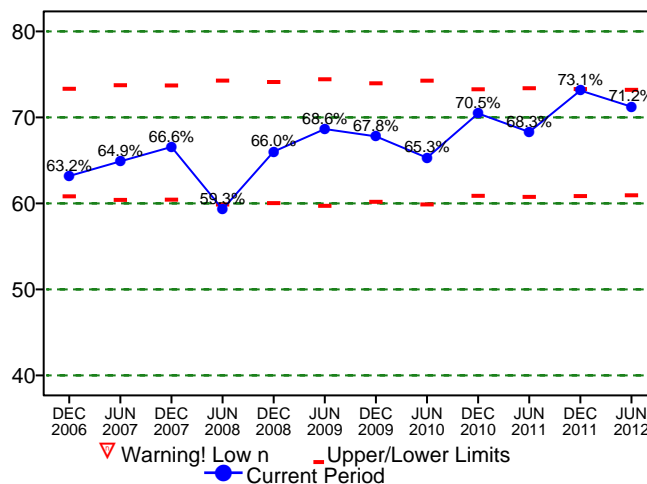
Continuity and Transition (ED Can)
% Positive Score



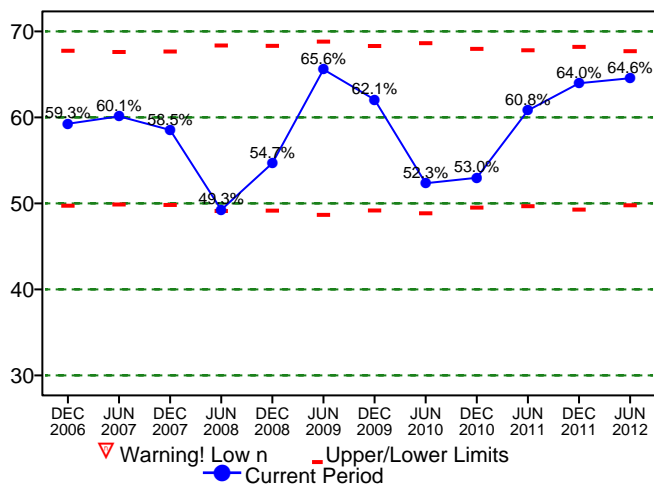
Emotional Support (ED Can)
% Positive Score



Information and Education (ED Can)
% Positive Score



Physical Comfort (ED Can)
% Positive Score



Respect for Patient Preferences (ED Can)
% Positive Score

