

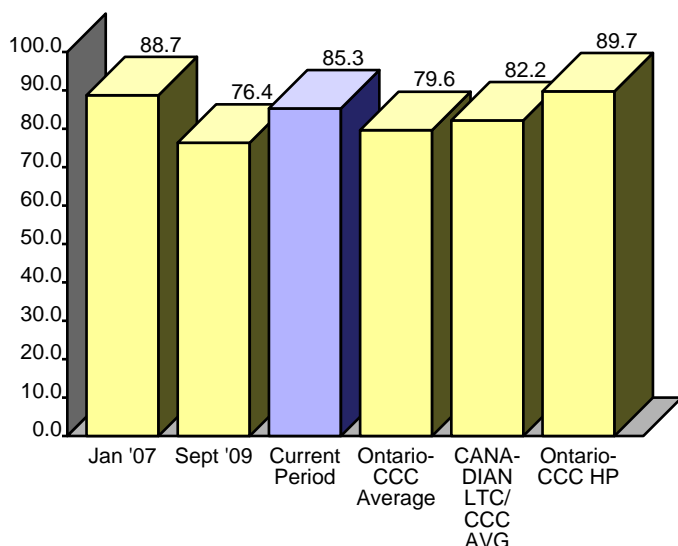


Complex Continuing Care Resident Satisfaction-All Domains and Overall Ratings

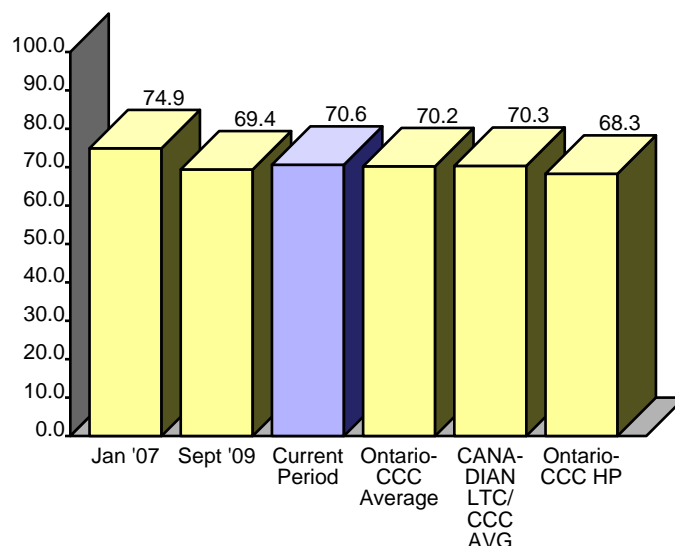
St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care

October 2011 (Update March 2012) (n=71)

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



CCC/LTC All Domains Combined
% Positive Score



* Significantly Different from Your Current Score

Detail

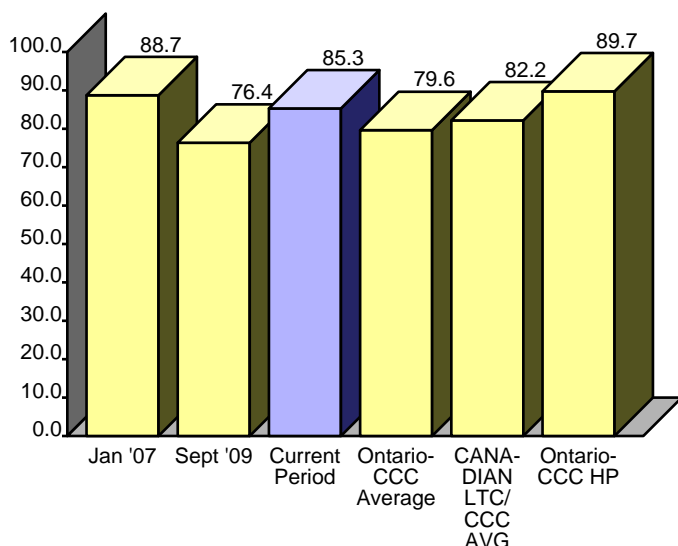
Jan '07	Sept '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
79.8%	73.7%	CCC/LTC Dignity (RES)	79.8%	76.8%	78.3%	84.9%
77.3%	72.2%	CCC/LTC Activities (RES)	76.3%	65.3%	66.8%	62.4%
70.7%	66.2%	CCC/LTC Autonomy (RES)	71.6%	66.5%	69.4%	67.6%
67.5%	60.7%	CCC/LTC Staff (RES)	60.1%	64.3%	65.9%	72.4%
70.4%	71.2%	CCC/LTC Living Environment (RES)	67.1%	71.6%	69.5%	73.6%
83.3%	74.5%	CCC/LTC Medical Care & Treatment (RES)	81.1%	79.9%	77.6%	84.4%
81.4%	70.3%	CCC/LTC Food (RES)	62.2%	71.6%	68.6%	71.6%

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

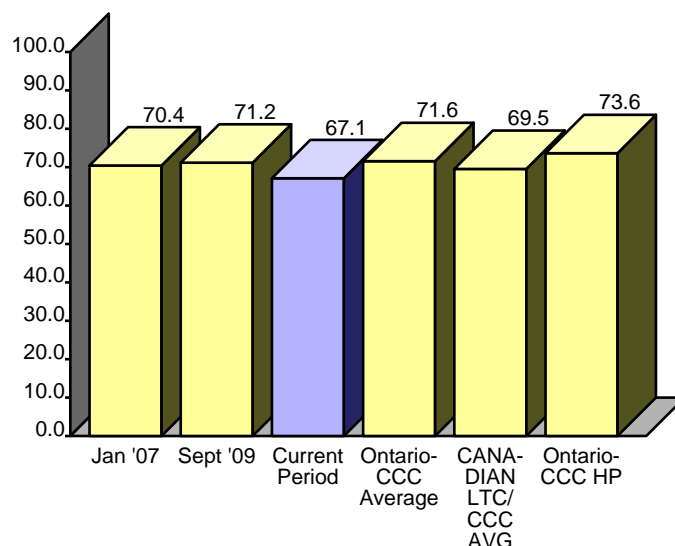


Complex Continuing Care Resident Satisfaction-Living Environment St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

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



CCC/LTC Living Environment (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

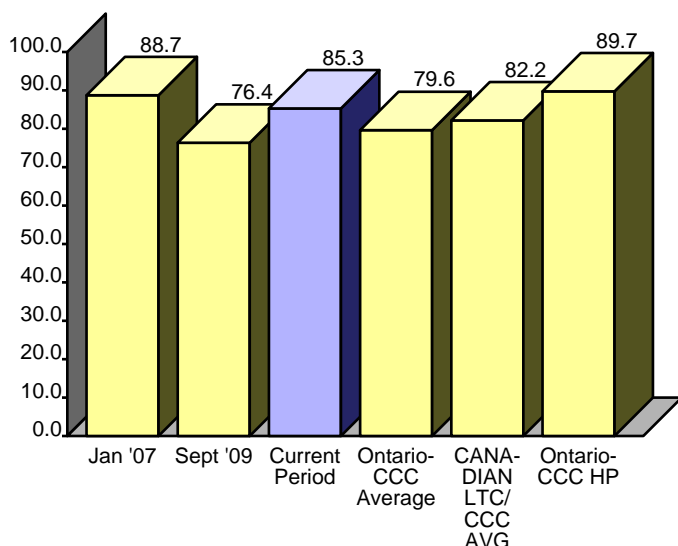
Jan '07	Sept '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
73.3%	73.2%	Room is how you like it (RES)	57.6%	72.3%	70.6%	77.5%↓
65.4%	59.6%	*Noise doesn't bother you (RES)	58.8%	63.5%	64.2%	66.4%
78.1%	67.9%	Comfortable place to live (RES)	78.8%	70.5%	73.2%	73.7%
77.5%	77.8%	Personal belongings are safe (RES)	79.3%	80.6%	71.3%	92.1%↓
93.4%	84.2%	Residence clean/tidy (RES)	88.2%	88.9%	85.6%	95.0%
42.7%	57.4%	*Someone would know if you hurt yourself (RES)	52.9%	64.1%	58.7%	72.2%↓
60.8%	73.2%	Enough privacy (RES)	55.9%	74.7%↓	71.3%↓	84.8%↓
73.7%	80.7%	*Smell of facility doesn't bother you (RES)	70.6%	71.7%	76.5%	70.2%
70.0%	66.1%	*Place doesn't need fixing up (RES)	63.6%	56.7%	53.4%	75.0%

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

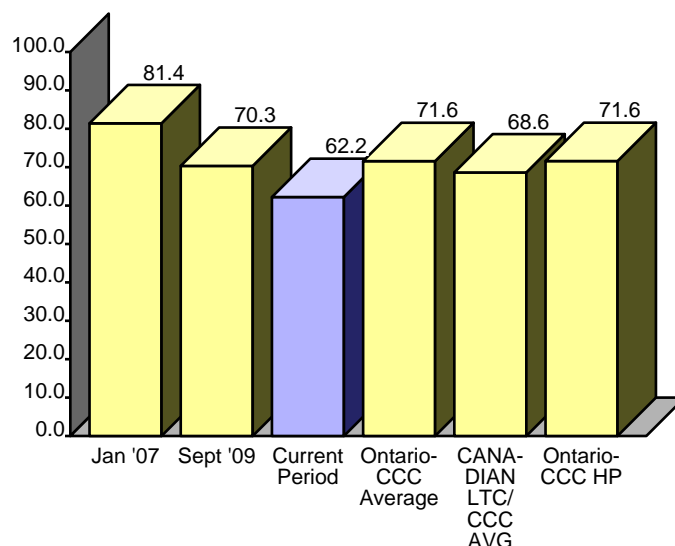


Complex Continuing Care Resident Satisfaction-Food St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

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



CCC/LTC Food (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail



Highest correlation with
"Overall quality of care/services (RES)"

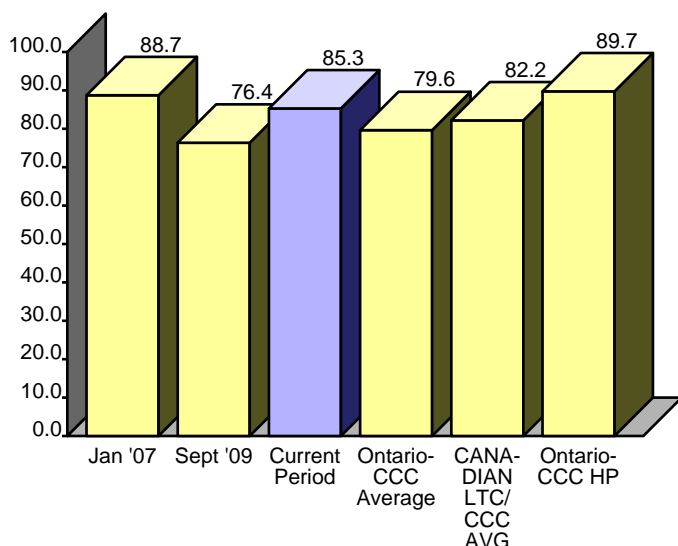
Jan '07	Sept '09			Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
80.0%	70.2%	Food available when hungry (RES)	63.6%	72.6%	75.2%	84.8%↓
76.8%	56.9%	Food tastes ok (RES)	68.0%	65.1%	60.0%	68.8%
73.4%↓	54.9%	Enough food choices (RES)	41.7%	66.3%↓	61.0%	84.6%↓
65.1%↓	46.0%	Can get foods you like to eat (RES)	29.2%	51.3%↓	47.9%	68.4%↓
86.6%↓	84.0%	Given right amount of food (RES)	68.0%	81.7%	81.8%	89.5%↓
83.8%	80.8%	Temperature of food ok (RES)	72.0%	73.1%	66.2%	76.3%
97.1%	92.2%	Given enough time to eat (RES)	92.0%	87.9%	89.1%	96.9%
88.5%↓	79.5%	Get help to eat when needed (RES)	60.0%	77.4%	75.0%	80.6%

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Your current score is: higher ↑ or lower ↓.

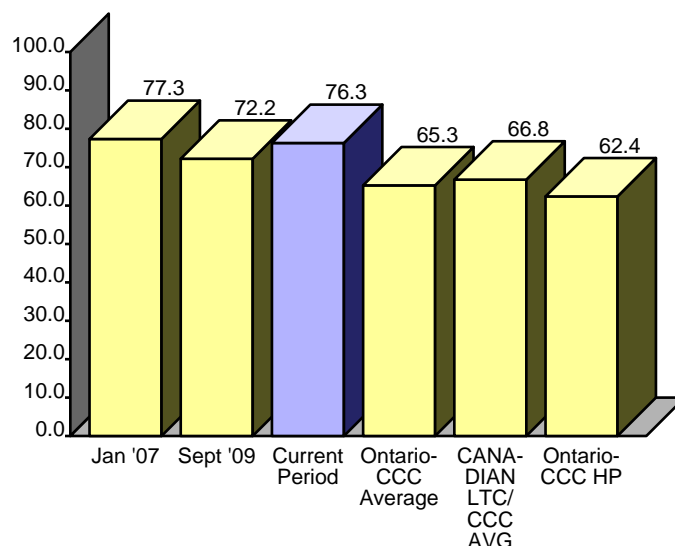


Complex Continuing Care Resident Satisfaction-Activities St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

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



CCC/LTC Activities (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail



Highest correlation with
"Overall quality of care/services (RES)"

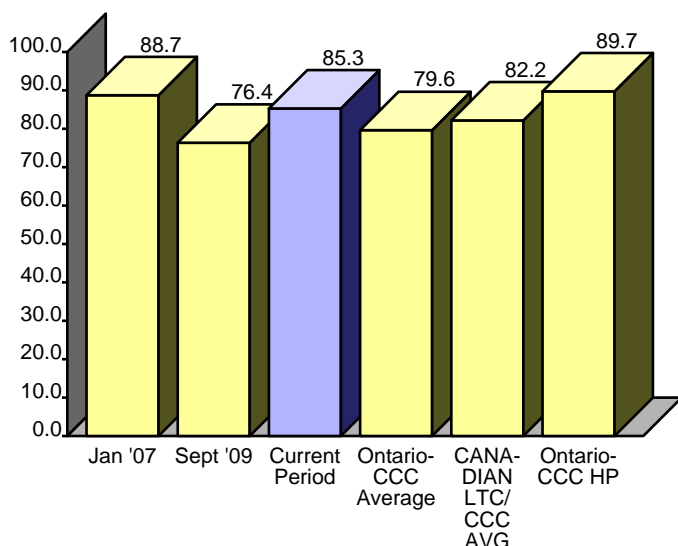
Jan '07	Sept '09			Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
81.3%	85.7%	Enough entertainment (RES)	81.5%	71.2%	71.8%	73.5%
40.5%	38.2%	Participate in activities (RES)	42.4%	27.1% ↑	29.7%	52.3%
82.6%	57.5%	Enough activities that use your mind (RES)	72.0%	69.0%	66.2%	71.0%
95.6%	78.0%	Get help needed w/activities (RES)	81.0%	76.0%	78.0%	80.6%
82.2%	80.5%	Enough games offered (RES)	80.8%	73.7%	70.4%	71.7%
86.4%	66.7%	Activities offered at right time (RES)	73.9%	71.9%	72.4%	63.6%
82.2%	85.2%	Told of activities available (RES)	90.9%	71.5% ↑	77.9%	81.6%
66.7%	62.5%	Enough activities on the unit (RES)	65.2%	53.9%	56.9%	50.0%
73.8%	75.0%	Enough trips/outings (RES)	76.0%	56.3% ↑	63.2%	56.3% ↑
93.1%	92.7%	Enough opportunity for personal activities (RES)	97.1%	90.9%	92.3%	100.0% ↓

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

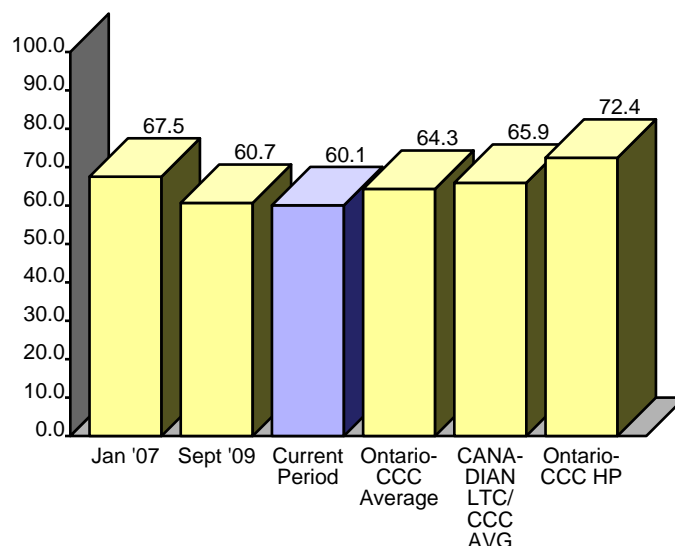


Complex Continuing Care Resident Satisfaction-Staff St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

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



CCC/LTC Staff (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail



Highest correlation with
"Overall quality of care/services (RES)"

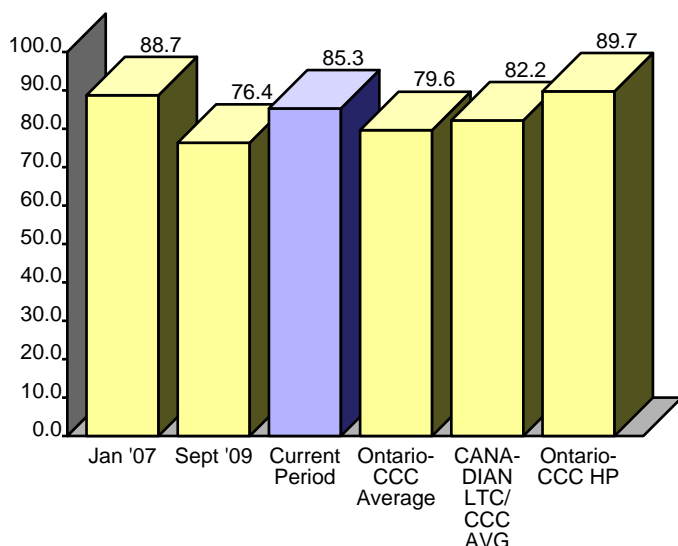
Jan '07	Sept '09			Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
61.8%	59.3%	Staff tell you why they come to your room (RES)	76.5%	63.4%	70.6%	75.6%
60.0%	56.9%	Staff try to understand feelings (RES)	67.6%	62.8%	65.0%	79.4%
82.2%↓	69.1%	Staff help when needed (RES)	63.6%	75.8%	75.2%	82.1%↓
70.8%	63.0%	Staff respect wishes (RES)	61.8%	72.9%	72.8%	85.7%↓
47.8%↓	41.1%↓	Staff promptly answer your calls (RES)	17.6%	42.5%↓	45.6%↓	47.4%↓
84.1%↓	67.9%	Staff skilled/knowledgeable (RES)	63.6%	76.4%	71.1%	86.8%↓
69.9%	60.7%	Staff show they care (RES)	76.5%	66.7%	70.1%	76.3%
62.1%	67.9%	Staff involve you in decisions re: care (RES)	53.1%	53.6%	55.5%	56.8%

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Your current score is: higher ↑ or lower ↓.

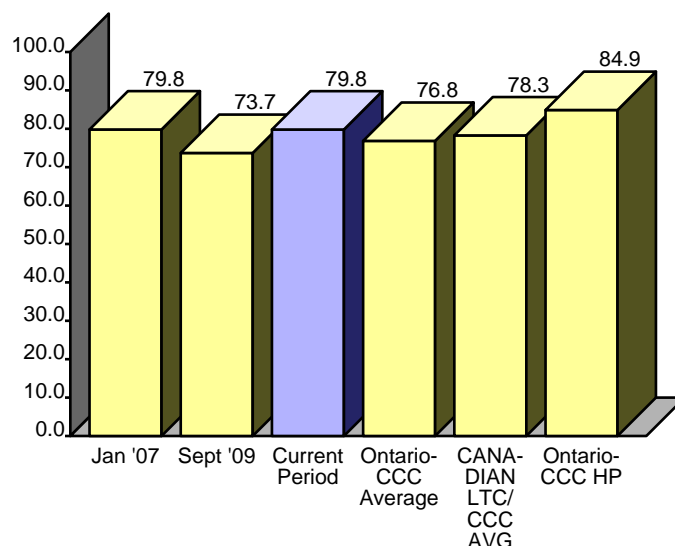


Complex Continuing Care Resident Satisfaction-Dignity St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

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



CCC/LTC Dignity (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

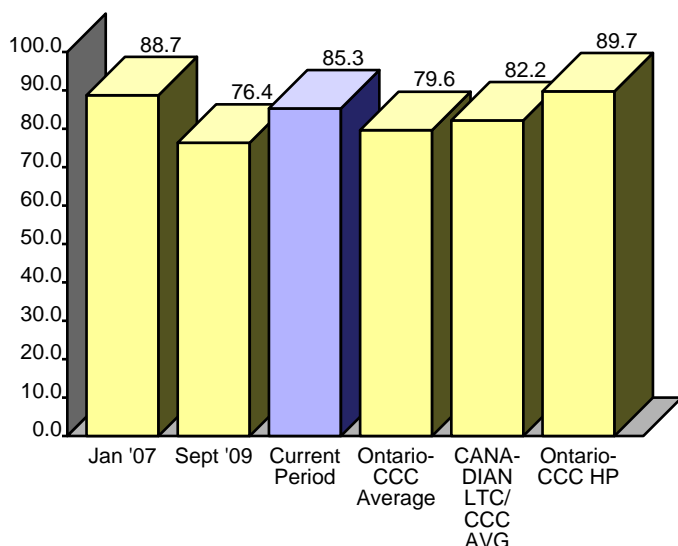
Jan '07	Sept '09	Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score					
91.3%	86.8%	*Staff don't take advantage of you (RES)	93.9%	87.3%	89.0%
69.6%	70.4%	*Staff don't make you feel like burden (RES)	67.6%	70.1%	73.5%
75.3%	65.5%	Treated how you want to be treated (RES)	58.8%	67.4%	67.6%
91.9%	85.5%	Staff call you by name (RES)	97.1%	86.8%	89.5%
69.0%	52.7%	*Not ignored by staff (RES)	73.5%	64.8%	67.2%
81.4%	81.8%	Personal/physical privacy respected (RES)	88.2%	84.6%	82.8%
					91.9%
					78.4%
					79.5%↓
					97.4%
					67.6%
					94.4%

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Your current score is: higher ↑ or lower ↓.

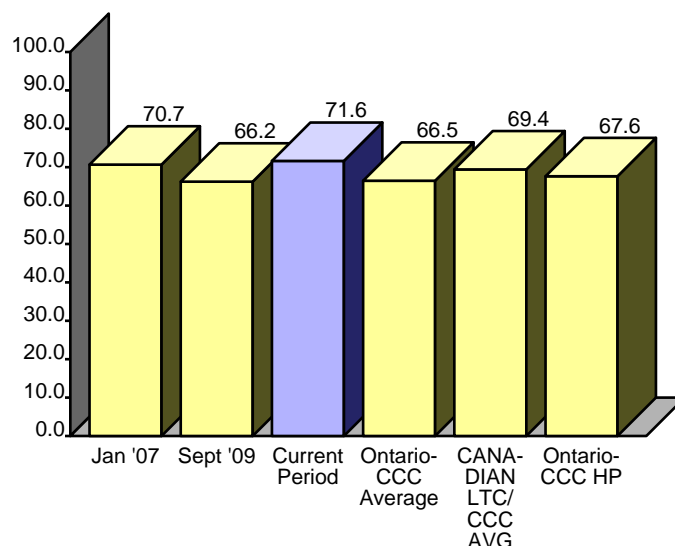


Complex Continuing Care Resident Satisfaction-Autonomy St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

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



CCC/LTC Autonomy (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

Jan '07	Sept '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
83.6%	83.3%	*Not forced to do things you don't want (RES)	85.3%	83.3%	82.2%	92.3%
68.0%	69.6%	*Staff will not get back at you (RES)	71.0%	65.7%	70.6%	81.3%
75.9%	67.3%	Free to make own choices (RES)	68.8%	71.3%	74.8%	73.5%
73.2%	67.3%	Feel you can express feelings/opinions (RES)	78.1%	70.3%	70.4%	79.1%
78.3%	67.3%	Free to come/go as you please (RES)	65.6%	67.6%	70.6%	74.6%
60.3%	60.0%	You decide what you do each day (RES)	66.7%	55.7%	55.2%	57.9%
65.7%	53.8%▲	Encouraged to participate in decisions (RES)	79.3%	62.9%	59.5%▲	69.8%
85.0%	84.1%	Spiritual/religious needs met (RES)	92.3%	76.9%	79.5%	90.9%
46.3%	47.3%	Choose when to have bath/shower (RES)	42.4%	45.8%	45.6%	52.9%

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Your current score is: higher ▲ or lower ▼.

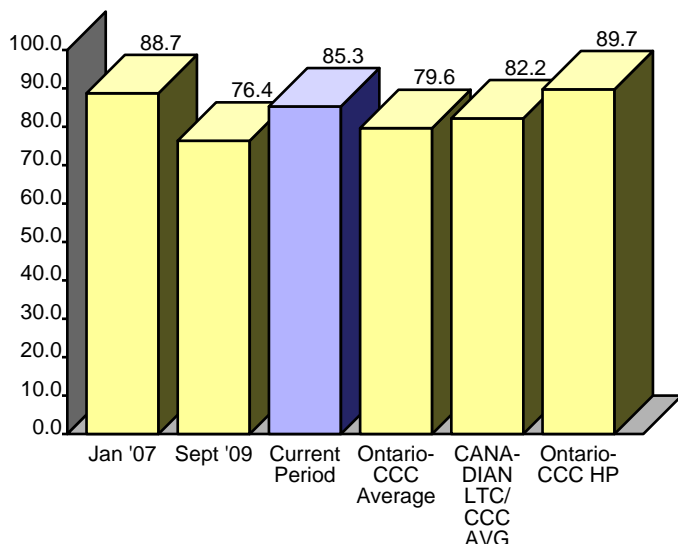


Complex Continuing Care Resident Satisfaction-Medical Care & Treatment

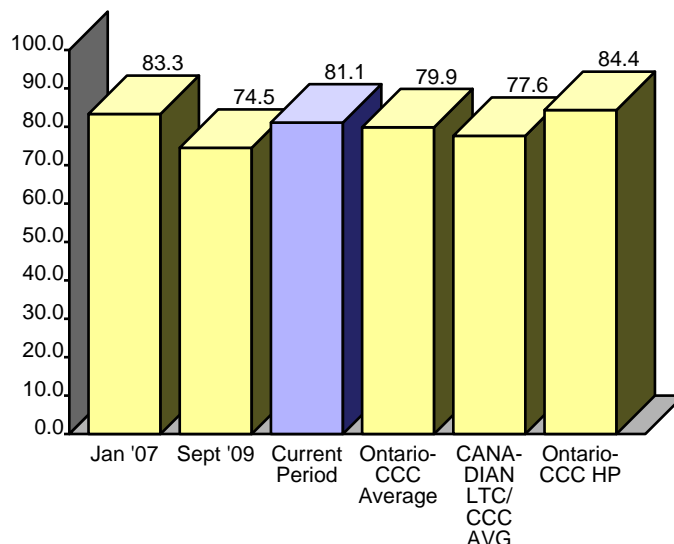
St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care

October 2011 (Update March 2012) (n=71)

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



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



* Significantly Different from Your Current Score

Detail

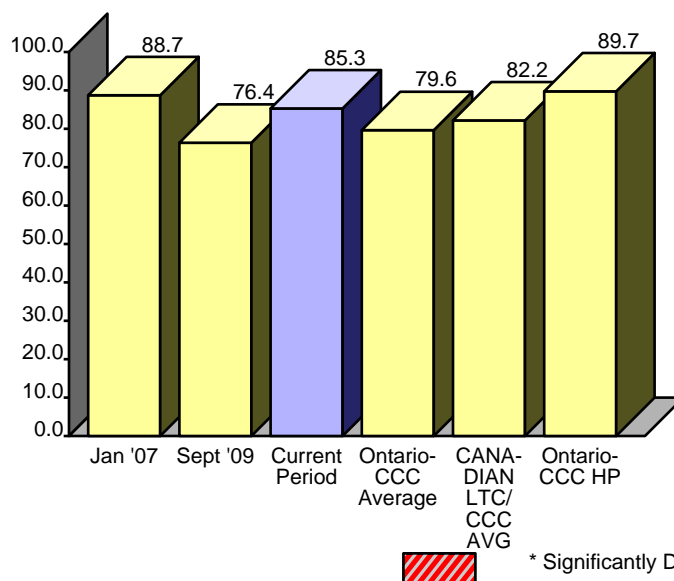
Jan '07	Sept '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
64.6%	50.9%	Can talk to Dr when needed (RES)	56.3%	61.7%	56.6%	70.5%
89.7%	77.8%	Receive treatment/meds when needed (RES)	87.9%	88.0%	87.0%	94.7%
87.5%	79.6%	Helped if in pain/uncomfortable (RES)	81.8%	84.7%	84.4%	86.8%
84.8%	82.7%	Receive medical help when needed (RES)	87.9%	87.2%	82.7%	91.2%
89.2%	82.0%	Receive therapy if needed (RES)	90.9%	77.0%	77.2%	97.3%↓

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



Complex Continuing Care Resident Satisfaction-Additional Questions St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

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



Detail

Jan '07	Sept '09		Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
Would recommend facility (RES)					
82.4%	72.2%	Yes	76.7%	73.9%	74.8%
5.9%	13.0%	No	6.7%	14.0%	13.6%
11.8%	14.8%	Maybe	16.7%	12.1%	11.6%
Have periods of happiness (RES)					
73.3%	59.6%	Yes	76.5%	60.8%	63.3%
18.7%	31.6%	Sometimes	23.5%	25.7%	25.7%
8.0%	8.8%	No	0.0%	13.5%↓	11.0%↓
Health compared to others (RES)					
17.8%	11.1%	Excellent	12.1%	14.9%	14.2%
52.1%	59.3%	Good	51.5%	46.4%	52.7%
20.5%	24.1%	Fair	30.3%	30.7%	27.4%
4.1%	1.9%	Poor	6.1%	4.6%	3.5%
5.5%	3.7%	Terrible	0.0%	3.4%	2.3%

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Your current score is: higher ↑ or lower ↓.



Complex Continuing Care Resident Satisfaction-Response Rate St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

Detail

Jan '07	Sept '09		n size
Final Outcome (Res)			
39.6%	48.2%	Complete Interview 47.9%	34
2.1%	1.8%	Partial Interview	0
20.3%	21.1%	Refused	13
0.5%	0.9%	Too ill	1
8.3%↓	2.6%	Unresponsive	0
4.2%	0.9%	Confused	0
2.6%	0.0%	Aggressive	2
0.0%	0.0%	Language	1
0.0%↑	1.8%	Could not locate	4
4.7%	2.6%	Deceased	1
0.5%	0.9%	Discharged	0
0.5%	3.5%	Moved Units	2
0.0%	0.0%	Rehab Bed	0
0.5%	0.0%	Already interviewed in past 90 days	0
16.1%	15.8%	Other (please specify below)	13

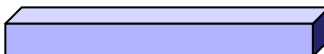
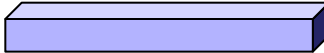
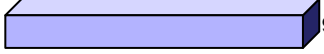

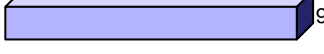





Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Complex Continuing Care Resident Satisfaction-Strengths

St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care


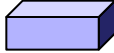








October 2011 (Update March 2012) (n=71)

Detail							
Jan '07	Sept '09	Items ranked in descending order by current score		Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP	
% Positive Score							
93.1%	92.7%	Enough opportunity for personal activities (RES)		97.1%	90.9%	92.3%	100.0%↓
91.9%	85.5%	Staff call you by name (RES)		97.1%	86.8%	89.5%	97.4%
91.3%	86.8%	*Staff don't take advantage of you (RES)		93.9%	87.3%	89.0%	91.9%
85.0%	84.1%	Spiritual/religious needs met (RES)		92.3%	76.9%	79.5%	90.9%
97.1%	92.2%	Given enough time to eat (RES)		92.0%	87.9%	89.1%	96.9%
82.2%	85.2%	Told of activities available (RES)		90.9%	71.5%↑	77.9%	81.6%
89.2%	82.0%	Receive therapy if needed (RES)		90.9%	77.0%	77.2%	97.3%↓
93.4%	84.2%	Residence clean/tidy (RES)		88.2%	88.9%	85.6%	95.0%
81.4%	81.8%	Personal/physical privacy respected (RES)		88.2%	84.6%	82.8%	94.4%
89.7%	77.8%	Receive treatment/meds when needed (RES)		87.9%	88.0%	87.0%	94.7%

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Your current score is: higher ↑ or lower ↓.



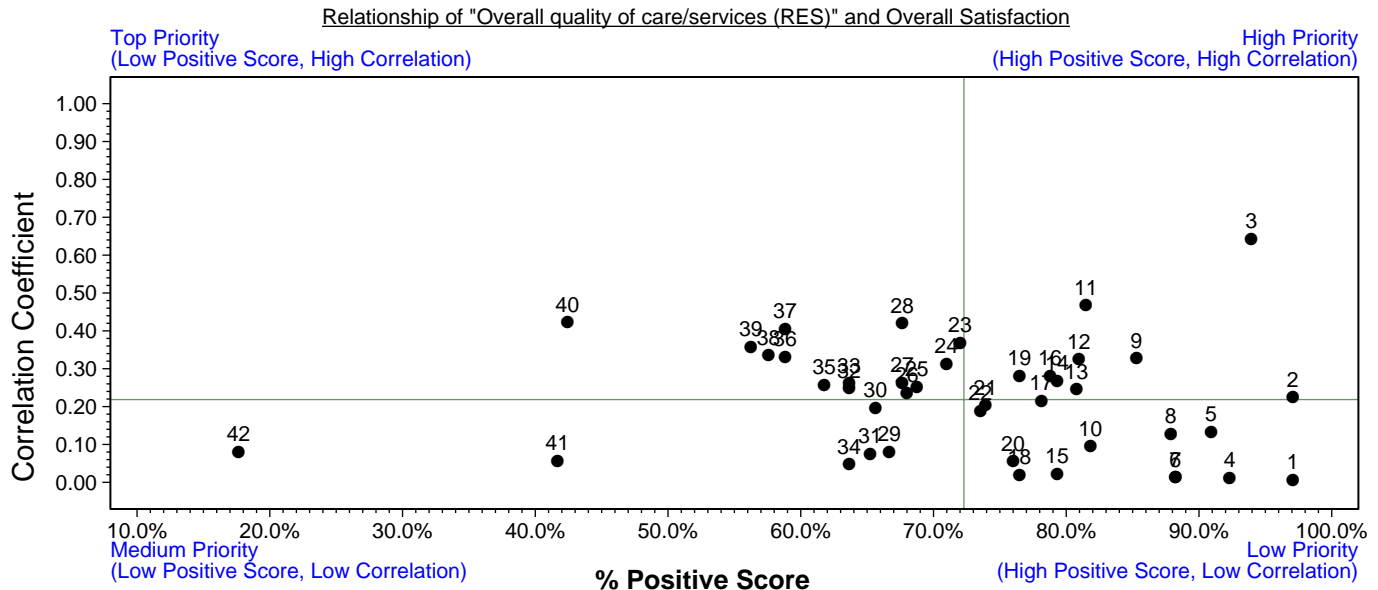
Complex Continuing Care Resident Satisfaction-Areas for Improvement St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

<i>Detail</i>					
Jan '07	Sept '09	Items ranked in ascending order by current score	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score					
47.8%↓	41.1%↓	Staff promptly answer your calls (RES)  17.6%	42.5%↓	45.6%↓	47.4%↓
65.1%↓	46.0%	Can get foods you like to eat (RES)  29.2%	51.3%↓	47.9%	68.4%↓
73.4%↓	54.9%	Enough food choices (RES)  41.7%	66.3%↓	61.0%	84.6%↓
40.5%	38.2%	Participate in activities (RES)  42.4%	27.1%↑	29.7%	52.3%
46.3%	47.3%	Choose when to have bath/shower (RES)  42.4%	45.8%	45.6%	52.9%
42.7%	57.4%	*Someone would know if you hurt yourself (RES)  52.9%	64.1%	58.7%	72.2%↓
62.1%	67.9%	Staff involve you in decisions re: care (RES)  53.1%	53.6%	55.5%	56.8%
60.8%	73.2%	Enough privacy (RES)  55.9%	74.7%↓	71.3%↓	84.8%↓
64.6%	50.9%	Can talk to Dr when needed (RES)  56.3%	61.7%	56.6%	70.5%
73.3%	73.2%	Room is how you like it (RES)  57.6%	72.3%	70.6%	77.5%↓





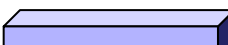
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Complex Continuing Care Resident Satisfaction-Priority Matrix St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)



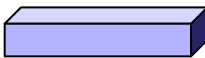


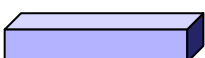
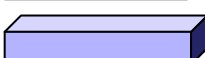
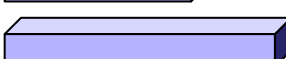


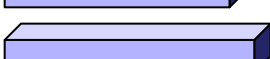



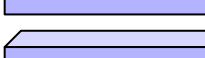
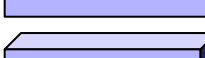


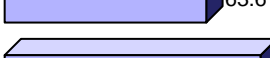
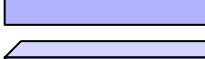




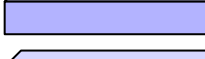
- | | |
|--|---|
| 1 Enough opportunity for personal activities (RES) | 22 *Not ignored by staff (RES) |
| 2 Staff call you by name (RES) | 23 Enough activities that use your mind (RES) |
| 3 *Staff don't take advantage of you (RES) | 24 *Staff will not get back at you (RES) |
| 4 Spiritual/religious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

Detail					
Jan '07	Sept '09		Highest correlation with "Overall quality of care/services (RES)"	Correlation Coefficient	n size
% Positive Score					
91.3%	86.8%	*Staff don't take advantage of you (RES)	 93.9%	0.643	33
81.3%	85.7%	Enough entertainment (RES)	 81.5%	0.467	27
40.5%	38.2%	Participate in activities (RES)	 42.4%	0.422	33
69.6%	70.4%	*Staff don't make you feel like burden (RES)	 67.6%	0.420	34

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



Complex Continuing Care Resident Satisfaction-Priority Matrix (continued) St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)






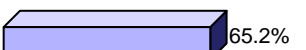
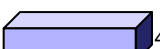

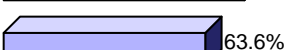
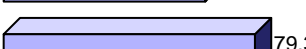
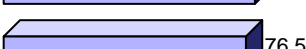

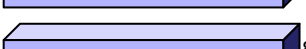


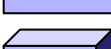







Jan '07	Sept '09	Detail	Correlation Coefficient	n size
% Positive Score				
75.3%	65.5%	Treated how you want to be treated (RES) 	0.406	34
82.6%	57.5%	Enough activities that use your mind (RES) 	0.368	25
64.6%	50.9%	Can talk to Dr when needed (RES) 	0.357	32
73.3%	73.2%	Room is how you like it (RES) 	0.335	33
65.4%	59.6%	*Noise doesn't bother you (RES) 	0.331	34
83.6%	83.3%	*Not forced to do things you don't want (RES) 	0.328	34
95.6%	78.0%	Get help needed w/activities (RES) 	0.325	21
68.0%	69.6%	*Staff will not get back at you (RES) 	0.313	31
78.1%	67.9%	Comfortable place to live (RES) 	0.281	33
61.8%	59.3%	Staff tell you why they come to your room (RES) 	0.281	34
77.5%	77.8%	Personal belongings are safe (RES) 	0.268	29
82.2%↓	69.1%	Staff help when needed (RES) 	0.262	33
60.0%	56.9%	Staff try to understand feelings (RES) 	0.262	34
70.8%	63.0%	Staff respect wishes (RES) 	0.257	34
75.9%	67.3%	Free to make own choices (RES) 	0.252	32
80.0%	70.2%	Food available when hungry (RES) 	0.249	22
82.2%	80.5%	Enough games offered (RES) 	0.246	26
76.8%	56.9%	Food tastes ok (RES) 	0.237	25
91.9%	85.5%	Staff call you by name (RES) 	0.225	34
73.2%	67.3%	Feel you can express feelings/opinions (RES) 	0.214	32
86.4%	66.7%	Activities offered at right time (RES) 	0.203	23
78.3%	67.3%	Free to come/go as you please (RES) 	0.197	32
69.0%	52.7%	*Not ignored by staff (RES) 	0.189	34

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

Your current score is: higher ↑ or lower ↓.



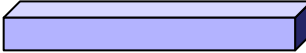

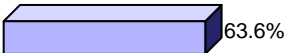


Complex Continuing Care Resident Satisfaction-Priority Matrix (continued) St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)

Jan '07	Sept '09	Detail		Correlation Coefficient	n size
% Positive Score					
82.2%	85.2%	Told of activities available (RES)	 90.9%	0.133	33
89.7%	77.8%	Receive treatment/meds when needed (RES)	 87.9%	0.129	33
87.5%	79.6%	Helped if in pain/uncomfortable (RES)	 81.8%	0.095	33
60.3%	60.0%	You decide what you do each day (RES)	 66.7%	0.081	33
47.8%↓	41.1%↓	Staff promptly answer your calls (RES)	 17.6%	0.080	34
66.7%	62.5%	Enough activities on the unit (RES)	 65.2%	0.075	23
73.4%↓	54.9%	Enough food choices (RES)	 41.7%	0.057	24
73.8%	75.0%	Enough trips/outings (RES)	 76.0%	0.055	25
84.1%↓	67.9%	Staff skilled/knowledgeable (RES)	 63.6%	0.048	33
65.7%	53.8%↑	Encouraged to participate in decisions (RES)	 79.3%	0.023	29
69.9%	60.7%	Staff show they care (RES)	 76.5%	0.021	34
81.4%	81.8%	Personal/physical privacy respected (RES)	 88.2%	0.014	34
93.4%	84.2%	Residence clean/tidy (RES)	 88.2%	0.014	34
85.0%	84.1%	Spiritual/religious needs met (RES)	 92.3%	0.013	26
93.1%	92.7%	Enough opportunity for personal activities (RES)	 97.1%	0.006	34
65.1%↓	46.0%	Can get foods you like to eat (RES)	 29.2%	0.000	24
42.7%	57.4%	*Someone would know if you hurt yourself (RES)	 52.9%	-0.039	34
86.6%↓	84.0%	Given right amount of food (RES)	 68.0%	-0.069	25
83.8%	80.8%	Temperature of food ok (RES)	 72.0%	-0.076	25
46.3%	47.3%	Choose when to have bath/shower (RES)	 42.4%	-0.078	33
60.8%	73.2%	Enough privacy (RES)	 55.9%	-0.116	34
62.1%	67.9%	Staff involve you in decisions re: care (RES)	 53.1%	-0.116	32
73.7%	80.7%	*Smell of facility doesn't bother you (RES)	 70.6%	-0.138	34

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
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Complex Continuing Care Resident Satisfaction-Priority Matrix (continued)
 St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care
 October 2011 (Update March 2012) (n=71)

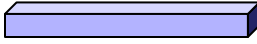


Jan '07	Sept '09	Detail		Correlation Coefficient	n size
% Positive Score					
97.1%	92.2%	Given enough time to eat (RES)		-0.161	25
84.8%	82.7%	Receive medical help when needed (RES)		-0.235	33
70.0%	66.1%	*Place doesn't need fixing up (RES)		-0.239	33
88.5%↓	79.5%	Get help to eat when needed (RES)		-0.338	10
89.2%	82.0%	Receive therapy if needed (RES)		-0.379	33



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



Complex Continuing Care Resident Satisfaction-Would Recommend
Question
St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care
October 2011 (Update March 2012) (n=71)

Detail

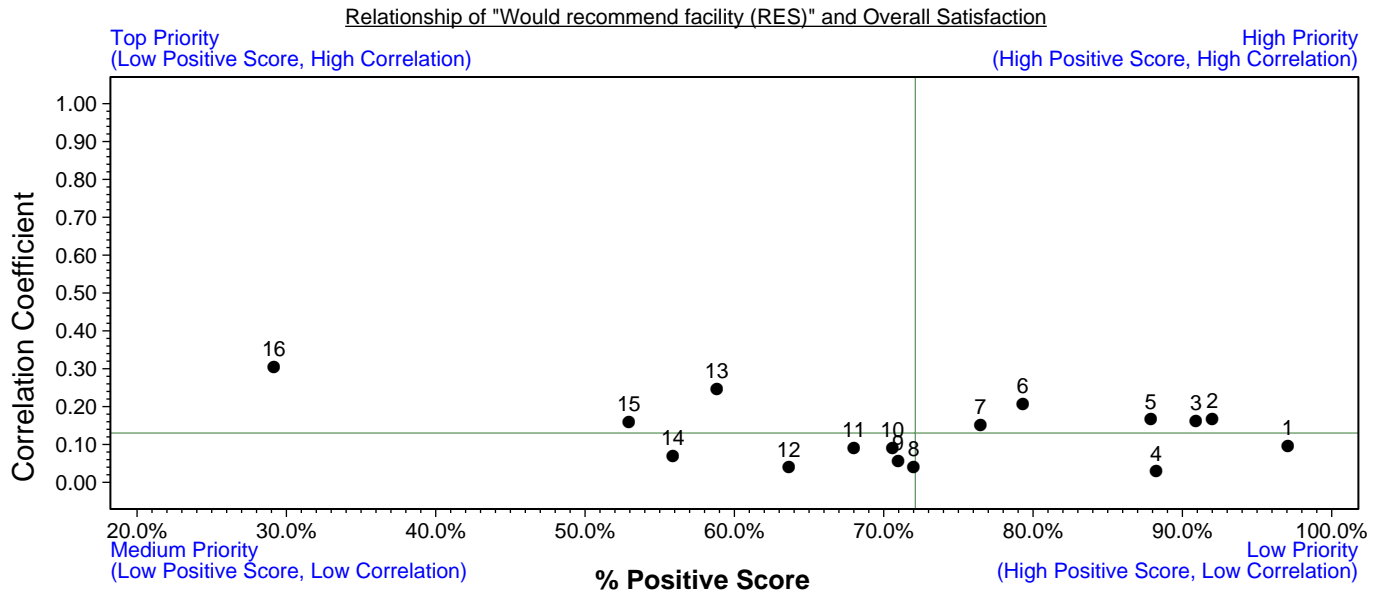
Jan '07	Sept '09		n size
Would recommend facility (RES)			
82.4%	72.2%	Yes  76.7%	23
5.9%	13.0%	No  6.7%	2
11.8%	14.8%	Maybe  16.7%	5

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

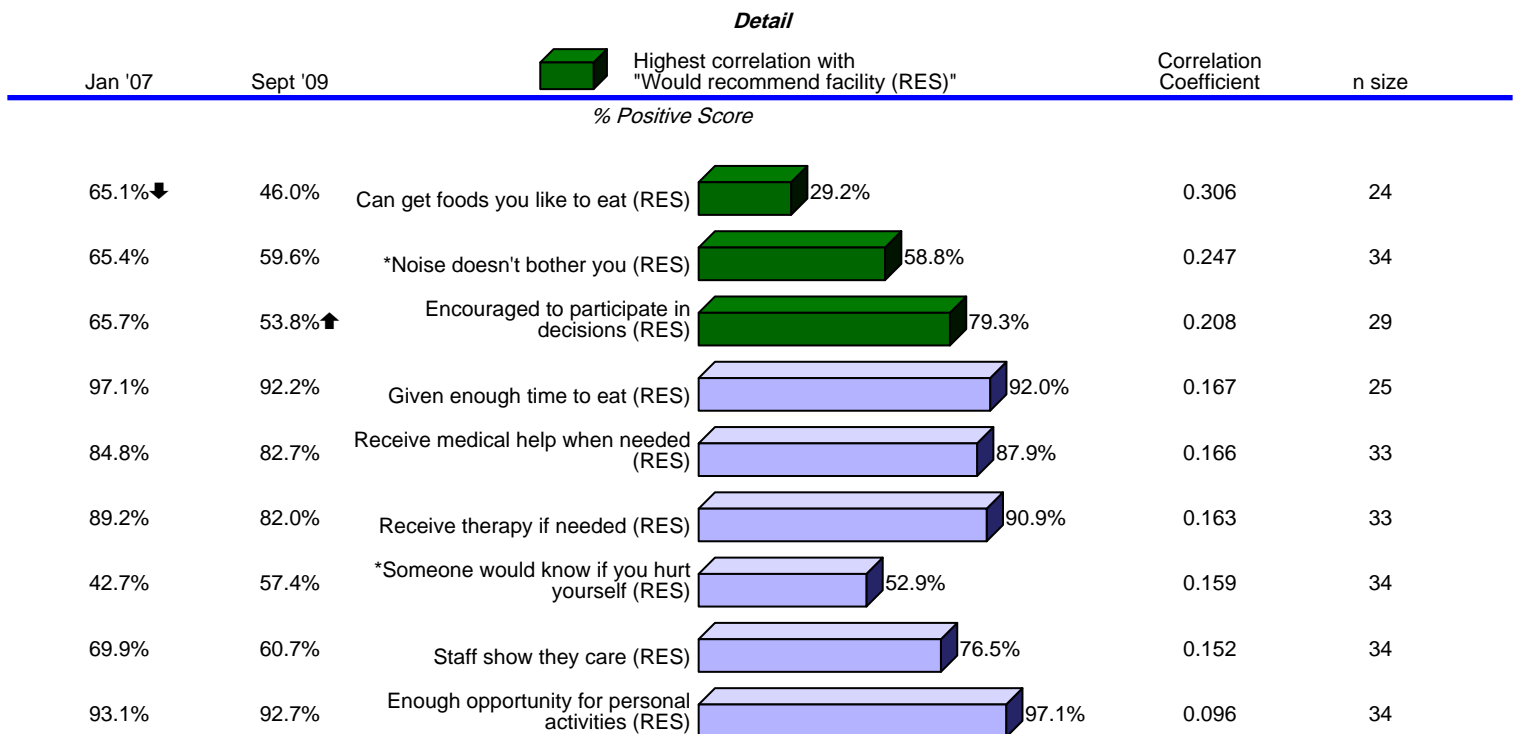


Complex Continuing Care Resident Satisfaction-Priority Matrix - Would Recommend Question

St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care
October 2011 (Update March 2012) (n=71)



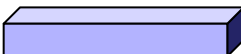
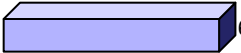
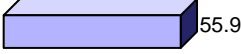

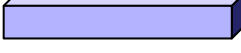



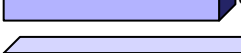

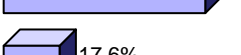


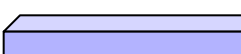
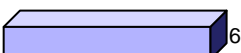

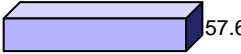
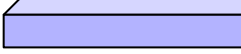
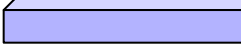

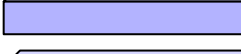

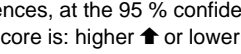
- | | |
|--|--|
| 1 Enough opportunity for personal activities (RES) | 9*Staff will not get back at you (RES) |
| 2 Given enough time to eat (RES) | 10*Smell of facility doesn't bother you (RES) |
| 3 Receive therapy if needed (RES) | 11 Food tastes ok (RES) |
| 4 Personal/physical privacy respected (RES) | 12 Staff skilled/knowledgeable (RES) |
| 5 Receive medical help when needed (RES) | 13*Noise doesn't bother you (RES) |
| 6 Encouraged to participate in decisions (RES) | 14 Enough privacy (RES) |
| 7 Staff show they care (RES) | 15*Someone would know if you hurt yourself (RES) |
| 8 Temperature of food ok (RES) | 16 Can get foods you like to eat (RES) |



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



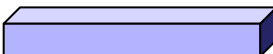
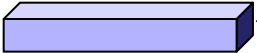
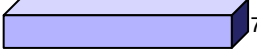

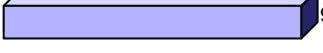



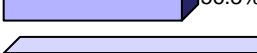




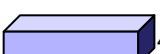
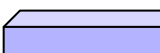

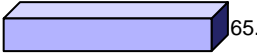
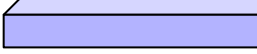
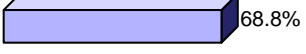

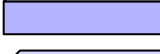

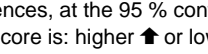
Complex Continuing Care Resident Satisfaction-Priority Matrix - Would Recommend Question (continued)
 St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care
 October 2011 (Update March 2012) (n=71)

Jan '07	Sept '09	Detail		Correlation Coefficient	n size
% Positive Score					
73.7%	80.7%	*Smell of facility doesn't bother you (RES)	 70.6%	0.092	34
76.8%	56.9%	Food tastes ok (RES)	 68.0%	0.091	25
60.8%	73.2%	Enough privacy (RES)	 55.9%	0.071	34
68.0%	69.6%	*Staff will not get back at you (RES)	 71.0%	0.056	31
83.8%	80.8%	Temperature of food ok (RES)	 72.0%	0.041	25
84.1%↓	67.9%	Staff skilled/knowledgeable (RES)	 63.6%	0.040	33
81.4%	81.8%	Personal/physical privacy respected (RES)	 88.2%	0.029	34
60.0%	56.9%	Staff try to understand feelings (RES)	 67.6%	0.000	34
86.6%↓	84.0%	Given right amount of food (RES)	 68.0%	-0.014	25
85.0%	84.1%	Spiritual/religious needs met (RES)	 92.3%	-0.018	26
82.2%↓	69.1%	Staff help when needed (RES)	 63.6%	-0.026	33
47.8%↓	41.1%↓	Staff promptly answer your calls (RES)	 17.6%	-0.043	34
87.5%	79.6%	Helped if in pain/uncomfortable (RES)	 81.8%	-0.062	33
70.0%	66.1%	*Place doesn't need fixing up (RES)	 63.6%	-0.068	33
61.8%	59.3%	Staff tell you why they come to your room (RES)	 76.5%	-0.078	34
66.7%	62.5%	Enough activities on the unit (RES)	 65.2%	-0.109	23
83.6%	83.3%	*Not forced to do things you don't want (RES)	 85.3%	-0.116	34
73.3%	73.2%	Room is how you like it (RES)	 57.6%	-0.119	33
73.2%	67.3%	Feel you can express feelings/opinions (RES)	 78.1%	-0.123	32
82.2%	80.5%	Enough games offered (RES)	 80.8%	-0.131	26
62.1%	67.9%	Staff involve you in decisions re: care (RES)	 53.1%	-0.136	32
77.5%	77.8%	Personal belongings are safe (RES)	 79.3%	-0.142	29
91.9%	85.5%	Staff call you by name (RES)	 97.1%	-0.145	34

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



Complex Continuing Care Resident Satisfaction-Priority Matrix - Would Recommend Question (continued)
 St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care
 October 2011 (Update March 2012) (n=71)

Jan '07	Sept '09	Detail		Correlation Coefficient	n size
% Positive Score					
95.6%	78.0%	Get help needed w/activities (RES)	 81.0%	-0.170	21
69.0%	52.7%	*Not ignored by staff (RES)	 73.5%	-0.173	34
82.6%	57.5%	Enough activities that use your mind (RES)	 72.0%	-0.179	25
81.3%	85.7%	Enough entertainment (RES)	 81.5%	-0.200	27
91.3%	86.8%	*Staff don't take advantage of you (RES)	 93.9%	-0.205	33
93.4%	84.2%	Residence clean/tidy (RES)	 88.2%	-0.208	34
86.4%	66.7%	Activities offered at right time (RES)	 73.9%	-0.211	23
69.6%	70.4%	*Staff don't make you feel like burden (RES)	 67.6%	-0.227	34
64.6%	50.9%	Can talk to Dr when needed (RES)	 56.3%	-0.249	32
89.7%	77.8%	Receive treatment/meds when needed (RES)	 87.9%	-0.260	33
60.3%	60.0%	You decide what you do each day (RES)	 66.7%	-0.266	33
73.8%	75.0%	Enough trips/outings (RES)	 76.0%	-0.275	25
75.3%	65.5%	Treated how you want to be treated (RES)	 58.8%	-0.283	34
73.4%↓	54.9%	Enough food choices (RES)	 41.7%	-0.298	24
46.3%	47.3%	Choose when to have bath/shower (RES)	 42.4%	-0.300	33
78.1%	67.9%	Comfortable place to live (RES)	 78.8%	-0.321	33
70.8%	63.0%	Staff respect wishes (RES)	 61.8%	-0.323	34
78.3%	67.3%	Free to come/go as you please (RES)	 65.6%	-0.342	32
82.2%	85.2%	Told of activities available (RES)	 90.9%	-0.401	33
75.9%	67.3%	Free to make own choices (RES)	 68.8%	-0.401	32
40.5%	38.2%	Participate in activities (RES)	 42.4%	-0.478	33
80.0%	70.2%	Food available when hungry (RES)	 63.6%	-0.575	22
88.5%↓	79.5%	Get help to eat when needed (RES)	 60.0%		10

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

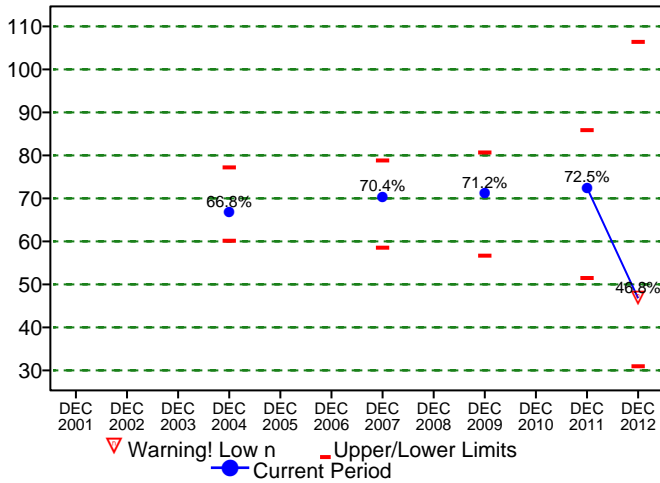


Complex Continuing Care Resident Satisfaction-Performance Across Time

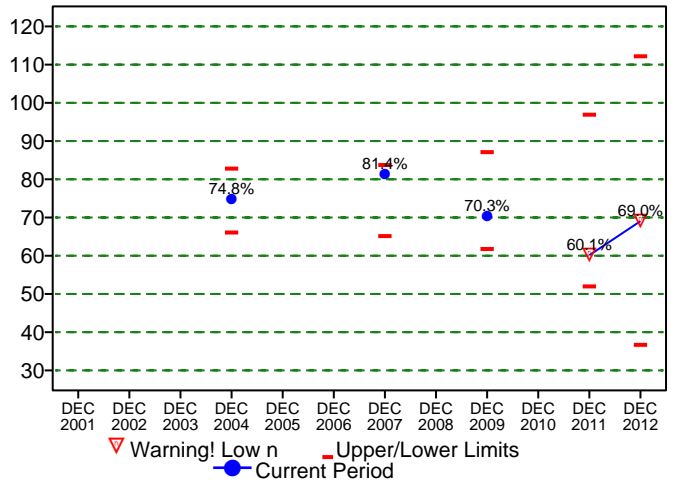
St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care

October 2011 (Update March 2012) (n=71)

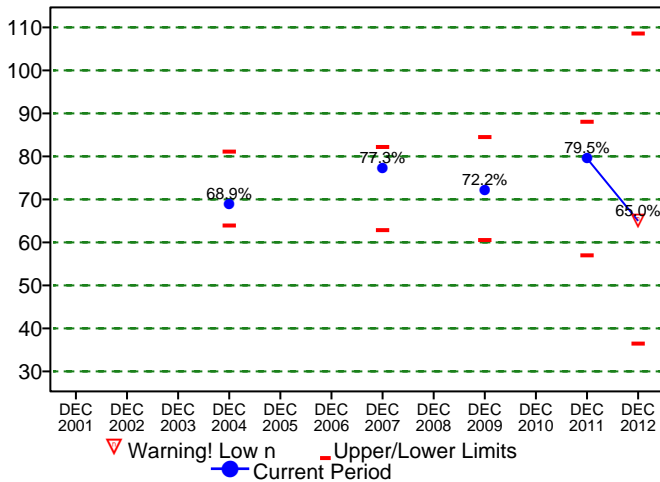
CCC/LTC Living Environment (RES)
% Positive Score



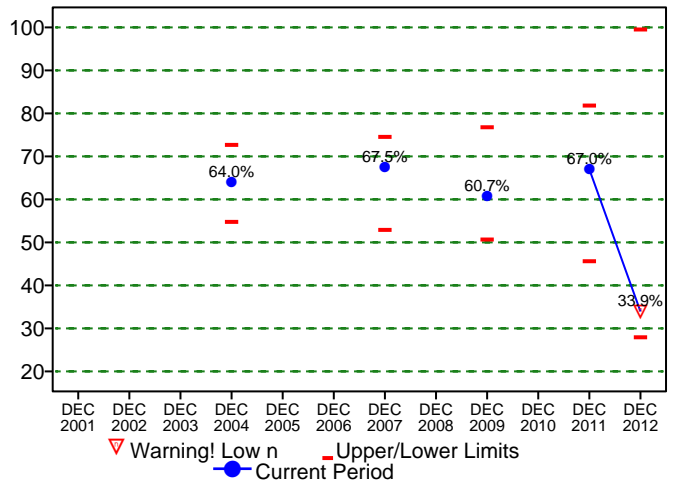
CCC/LTC Food (RES)
% Positive Score



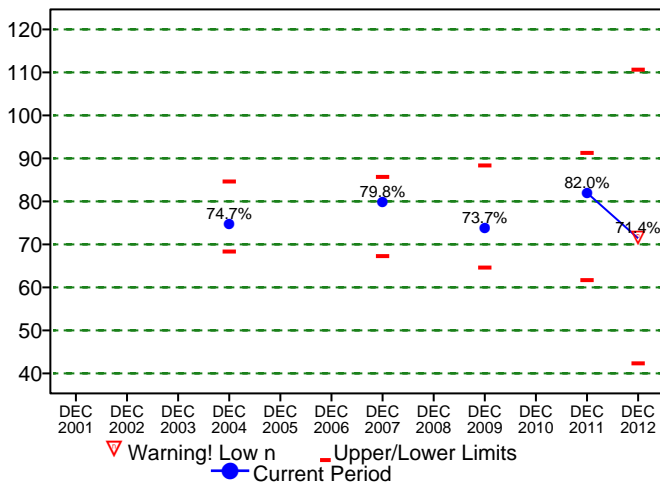
CCC/LTC Activities (RES)
% Positive Score



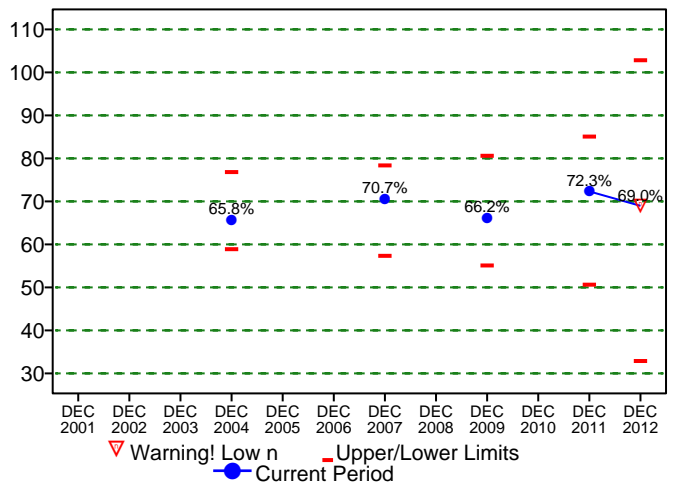
CCC/LTC Staff (RES)
% Positive Score



CCC/LTC Dignity (RES)
% Positive Score



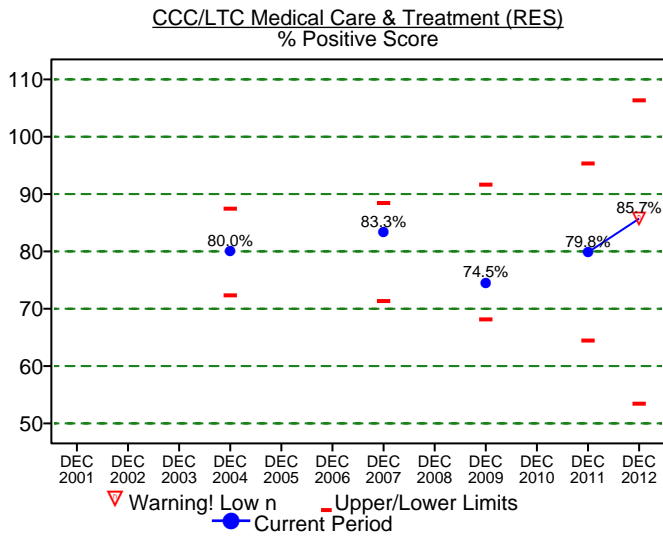
CCC/LTC Autonomy (RES)
% Positive Score





Complex Continuing Care Resident Satisfaction-Performance Across Time

St. Joseph's Health Care London - Veteran's Care B Pod & Complex Care October 2011 (Update March 2012) (n=71)



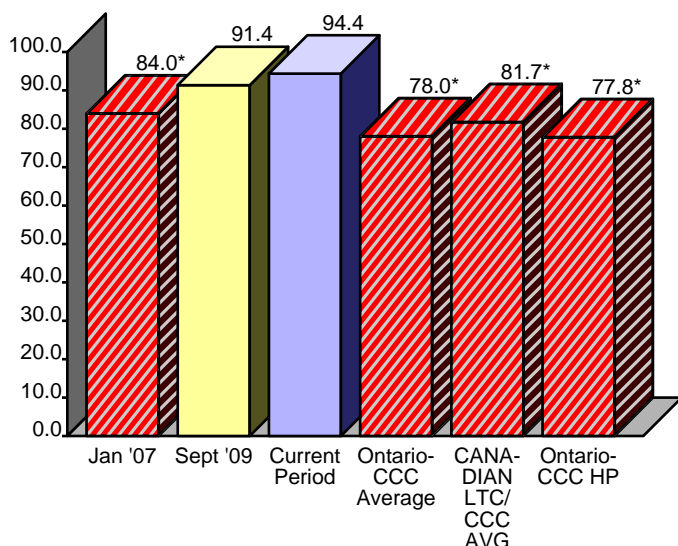


Complex Continuing Care Resident Satisfaction-All Domains and Overall Ratings

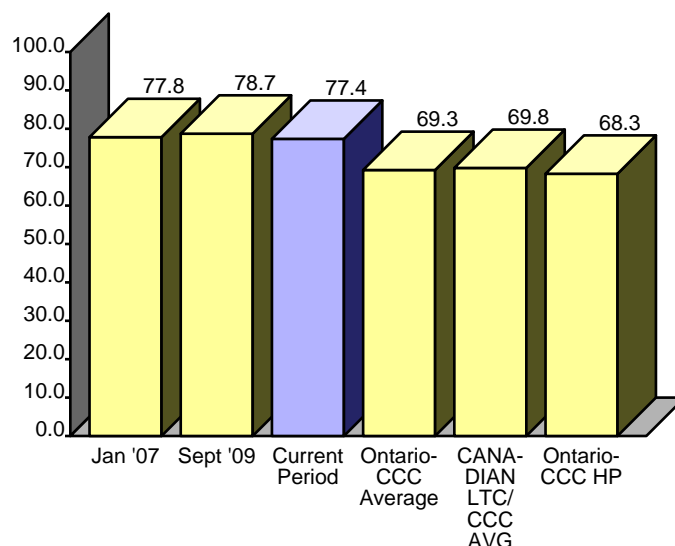
St. Joseph's Health Care London - WCW Combined

October 2011 (n=86)

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





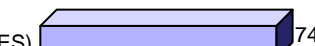

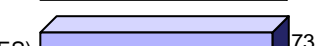
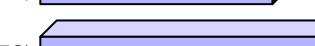


CCC/LTC All Domains Combined
% Positive Score



* Significantly Different from Your Current Score

Detail

Jan '07	Sept '09	 Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP	
% Positive Score						
84.2%	84.5%	CCC/LTC Medical Care & Treatment (RES) 	83.6%	79.2%	78.6%	78.9%
72.8%	77.4%	CCC/LTC Autonomy (RES) 	72.9%	65.7%	66.8%	67.6%
78.1%	80.1%	CCC/LTC Living Environment (RES) 	76.3%	71.2%	72.3%	69.6%
75.7%	75.8%	CCC/LTC Staff (RES) 	74.5%	63.1%▲	62.7%▲	68.1%
76.5%	76.4%	CCC/LTC Activities (RES) 	77.8%	64.2%▲	65.7%▲	62.4%▲
75.4%	76.4%	CCC/LTC Food (RES) 	73.3%	70.1%	69.5%	71.6%
86.6%	83.8%	CCC/LTC Dignity (RES) 	88.4%	75.6%▲	77.0%▲	75.2%▲

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

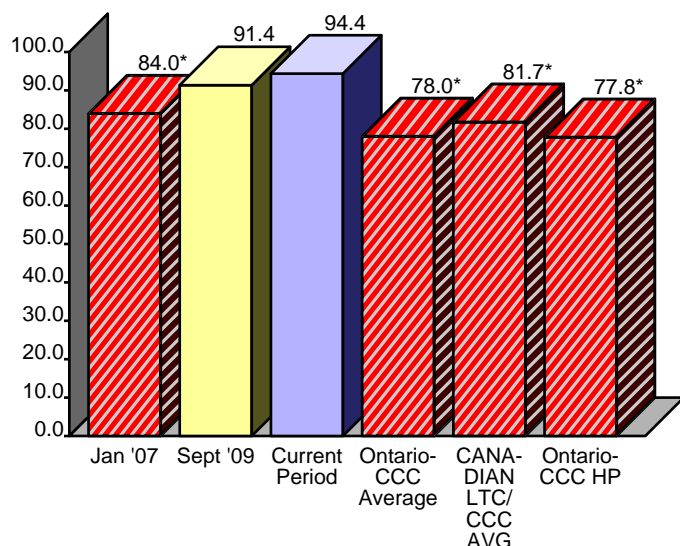


Complex Continuing Care Resident Satisfaction-Living Environment

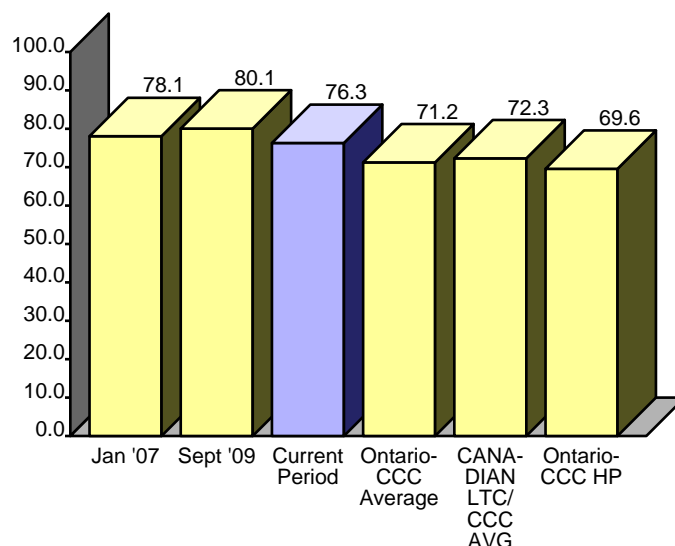
St. Joseph's Health Care London - WCW Combined

October 2011 (n=86)

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



CCC/LTC Living Environment (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

Jan '07	Sept '09	Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score					
83.0%	84.1%	Comfortable place to live (RES)	90.0%	70.0%↑	72.9%↑
78.8%	74.4%	Personal belongings are safe (RES)	71.6%	78.8%	77.9%
84.1%	74.4%	Enough privacy (RES)	75.4%	74.2%	75.4%
81.6%	91.5%	*Smell of facility doesn't bother you (RES)	90.0%	72.4%↑	77.5%↑
44.6%	64.2%↓	*Someone would know if you hurt yourself (RES)	41.8%	62.9%↓	58.5%↓
92.0%	96.3%	Residence clean/tidy (RES)	98.6%	88.0%↑	88.7%↑
80.5%	78.8%	Room is how you like it (RES)	69.1%	71.5%	71.2%
75.3%	75.6%	*Noise doesn't bother you (RES)	75.7%	64.5%↑	65.0%
81.3%	81.3%	*Place doesn't need fixing up (RES)	72.7%	57.9%↑	61.9%

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Your current score is: higher ↑ or lower ↓.

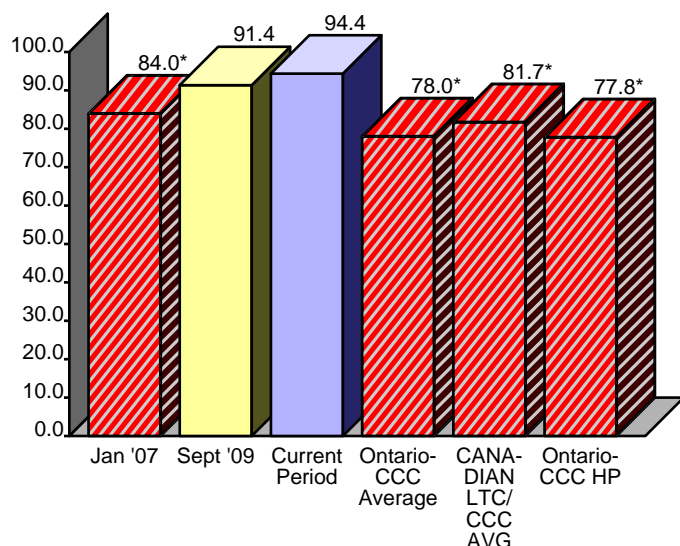


Complex Continuing Care Resident Satisfaction-Food

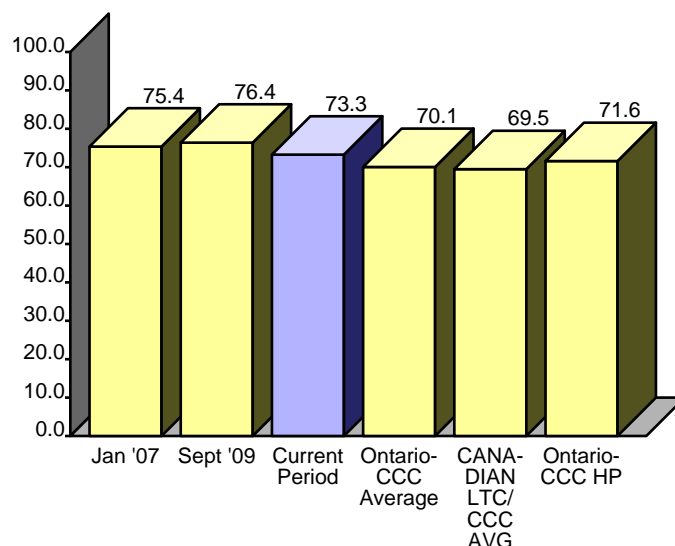
St. Joseph's Health Care London - WCW Combined

October 2011 (n=86)

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



CCC/LTC Food (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

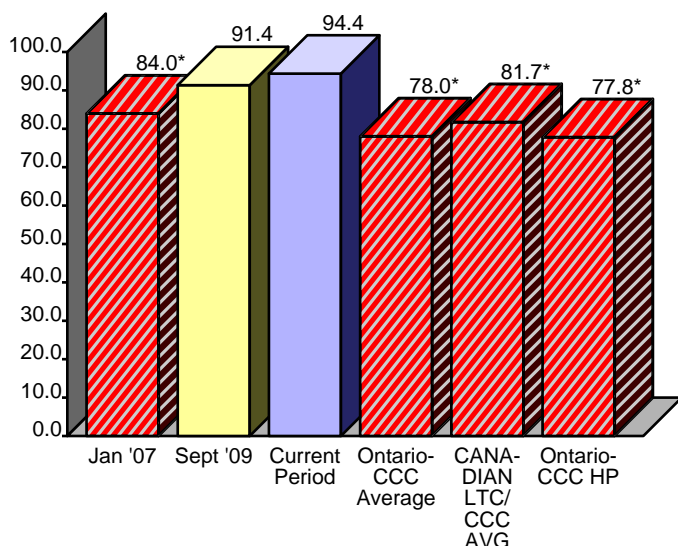
Jan '07	Sept '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
69.8%	65.4%↑	Food tastes ok (RES)	82.1%	64.8%↑	62.3%↑	68.8%↑
88.1%	96.3%↓	Given right amount of food (RES)	80.9%	80.4%	82.7%	80.0%
76.2%	75.0%	Temperature of food ok (RES)	73.5%	72.6%	71.2%	76.1%
56.6%	48.1%	Can get foods you like to eat (RES)	53.7%	48.5%	46.8%	53.1%
60.7%	72.2%	Enough food choices (RES)	60.0%	63.2%	59.4%	69.0%
74.3%	85.0%	Get help to eat when needed (RES)	76.7%	76.3%	73.6%	80.6%
80.6%	80.8%	Food available when hungry (RES)	75.0%	70.6%	74.1%	72.0%
96.5%↓	95.1%↓	Given enough time to eat (RES)	85.5%	87.1%	88.8%	96.9%↓

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Your current score is: higher ↑ or lower ↓.

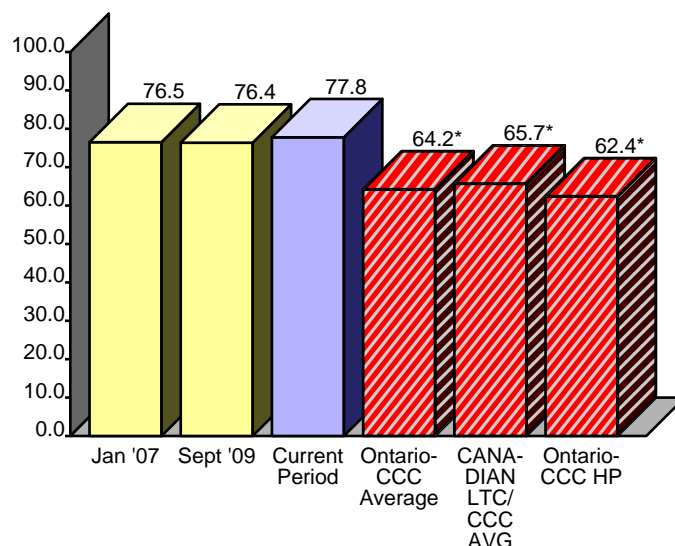


Complex Continuing Care Resident Satisfaction-Activities St. Joseph's Health Care London - WCW Combined October 2011 (n=86)

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



CCC/LTC Activities (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

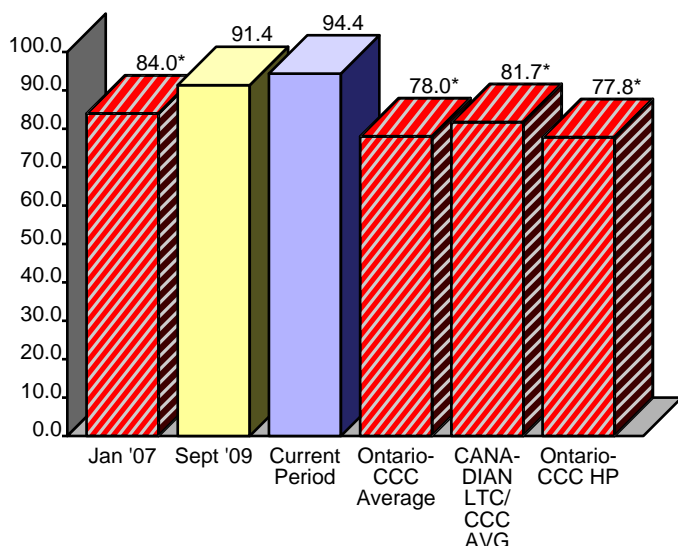
Jan '07	Sept '09	Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score					
68.9%	70.5%	Enough activities that use your mind (RES)	61.2%	67.5%	66.1%
79.1%	84.5%	Enough games offered (RES)	78.3%	72.9%	71.1%
74.5%	72.6%	Enough activities on the unit (RES)	77.6%	50.4%↑	54.6%↑
82.4%↑	70.4%↑	Told of activities available (RES)	94.2%	70.0%↑	72.1%↑
41.7%	45.1%	Participate in activities (RES)	38.6%	29.0%	30.1%
78.3%	74.2%	Activities offered at right time (RES)	75.5%	70.9%	73.7%
91.9%	83.7%	Get help needed w/activities (RES)	95.3%	73.9%↑	73.6%↑
98.8%	96.3%	Enough opportunity for personal activities (RES)	94.2%	89.6%	91.5%
77.8%	85.0%	Enough trips/outings (RES)	76.9%	51.5%↑	53.7%↑
80.9%	90.2%	Enough entertainment (RES)	91.7%	70.3%↑	73.2%↑

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Your current score is: higher ↑ or lower ↓.

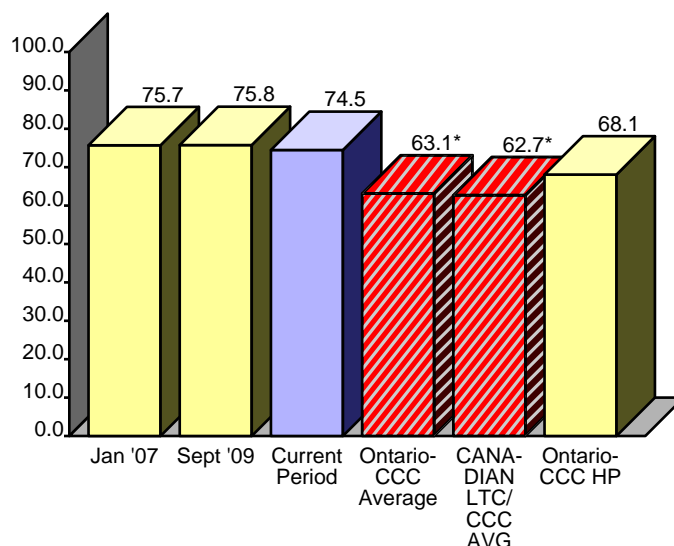


Complex Continuing Care Resident Satisfaction-Staff St. Joseph's Health Care London - WCW Combined October 2011 (n=86)

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



CCC/LTC Staff (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

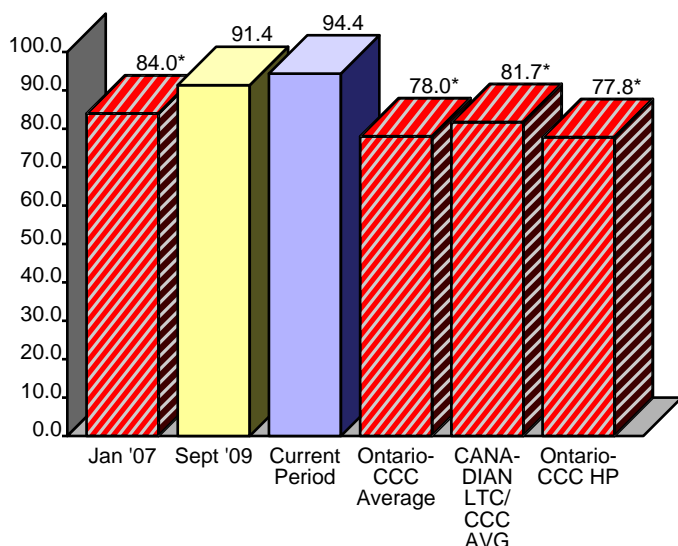
Jan '07	Sept '09	Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score					
60.3%	64.0%↓	Staff promptly answer your calls (RES)	44.6%	41.7%	41.1%
76.5%	78.8%	Staff show they care (RES)	85.5%	65.2%↑	65.0%↑
75.7%	85.5%	Staff try to understand feelings (RES)	72.1%	60.4%	60.0%
80.5%	87.5%	Staff skilled/knowledgeable (RES)	75.4%	74.8%	72.0%
84.0%	88.6%	Staff respect wishes (RES)	82.4%	71.1%↑	70.4%↑
74.1%	58.0%↑	Staff tell you why they come to your room (RES)	81.0%	63.1%↑	66.4%↑
87.8%	82.5%	Staff help when needed (RES)	89.6%	74.8%↑	75.1%↑
65.3%	60.5%	Staff involve you in decisions re: care (RES)	63.5%	53.2%	50.0%↑

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

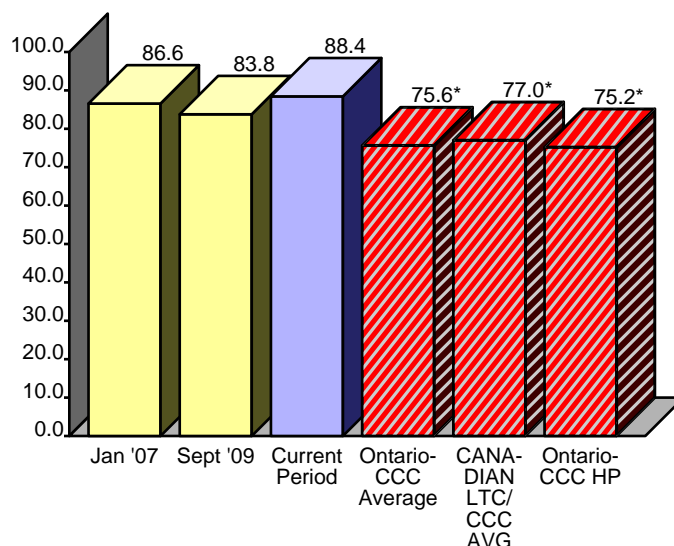


Complex Continuing Care Resident Satisfaction-Dignity St. Joseph's Health Care London - WCW Combined October 2011 (n=86)

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



CCC/LTC Dignity (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

Jan '07	Sept '09	Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score					
79.3%	86.6%	*Staff don't make you feel like burden (RES)	83.8%	68.9%↑	71.1%↑
81.0%	74.4%	*Not ignored by staff (RES)	77.1%	64.4%↑	65.0%↑
89.3%	78.0%	Treated how you want to be treated (RES)	87.0%	65.5%↑	67.3%↑
88.1%	82.7%↑	Staff call you by name (RES)	94.2%	85.2%↑	87.2%
91.3%	92.4%	*Staff don't take advantage of you (RES)	94.3%	86.6%	87.8%
90.6%	88.9%	Personal/physical privacy respected (RES)	94.2%	83.1%↑	83.6%↑

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

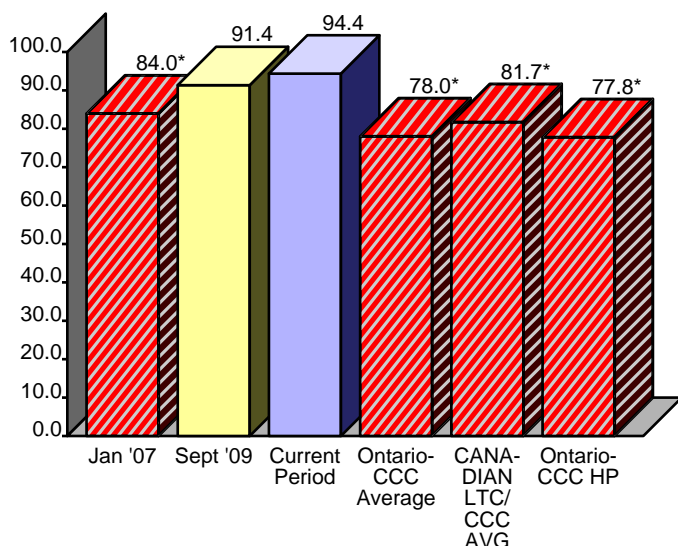


Complex Continuing Care Resident Satisfaction-Autonomy

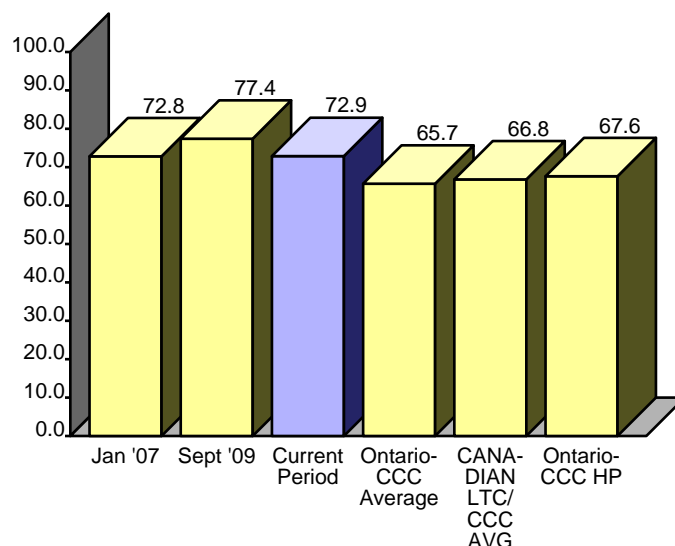
St. Joseph's Health Care London - WCW Combined

October 2011 (n=86)

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



CCC/LTC Autonomy (RES)
% Positive Score



* Significantly Different from Your Current Score

Detail

Jan '07	Sept '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
69.2%	88.2%	*Staff will not get back at you (RES)	83.6%	63.4%↑	66.7%↑	74.4%
88.9%	92.9%	Spiritual/religious needs met (RES)	83.0%	74.6%	77.2%	79.0%
61.7%	75.0%	Encouraged to participate in decisions (RES)	69.0%	63.0%	59.3%	69.8%
74.4%	78.9%	Free to make own choices (RES)	71.2%	71.0%	74.5%	72.1%
79.5%	88.9%↓	Feel you can express feelings/opinions (RES)	75.7%	70.0%	71.5%	79.1%
65.4%	77.8%↓	You decide what you do each day (RES)	59.7%	55.4%	54.9%	57.5%
82.9%	81.3%	Free to come/go as you please (RES)	81.4%	68.8%↑	71.7%	74.6%
52.4%	25.9%↑	Choose when to have bath/shower (RES)	44.9%	44.8%	44.8%	51.7%
81.9%	91.5%	*Not forced to do things you don't want (RES)	90.1%	81.9%	83.0%	80.0%↑

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

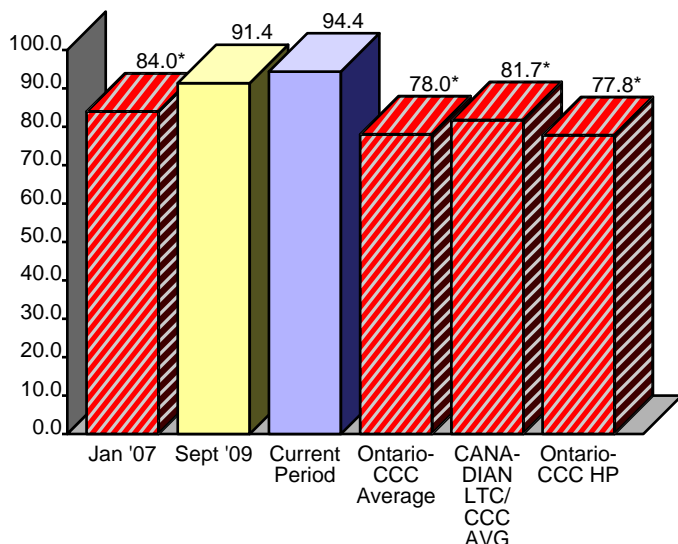


Complex Continuing Care Resident Satisfaction-Medical Care & Treatment

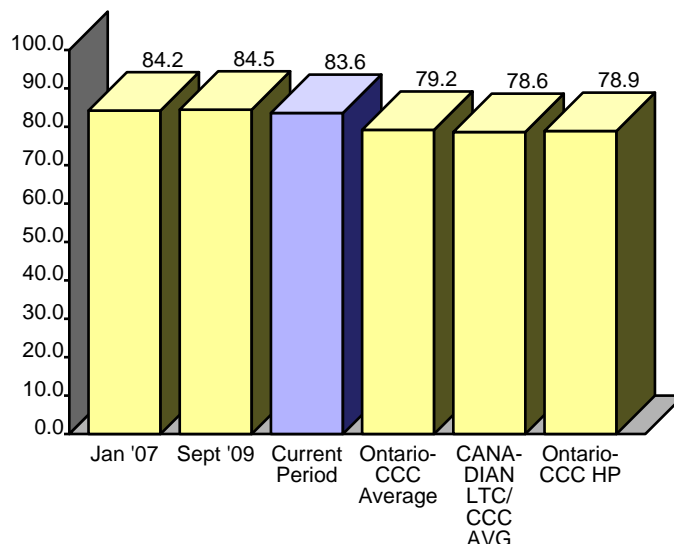
St. Joseph's Health Care London - WCW Combined

October 2011 (n=86)

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



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



* Significantly Different from Your Current Score

Detail

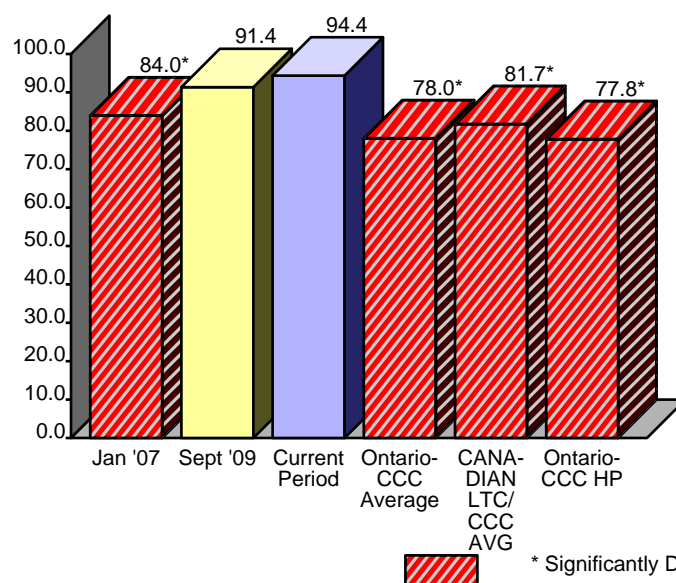
Jan '07	Sept '09		Highest correlation with "Overall quality of care/services (RES)"	Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
87.5%	88.3%	Receive medical help when needed (RES)	89.9%	86.6%	86.2%	84.8%
93.8%	95.1%	Receive treatment/meds when needed (RES)	92.5%	86.9%	87.7%	86.4%
65.4%	53.8%	Can talk to Dr when needed (RES)	62.1%	63.7%	60.5%	70.5%
86.3%	91.0%	Helped if in pain/uncomfortable (RES)	92.4%	84.4%	84.9%	84.7%
88.9%	94.4%↓	Receive therapy if needed (RES)	77.8%	73.8%	73.6%	81.0%

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



Complex Continuing Care Resident Satisfaction-Additional Questions St. Joseph's Health Care London - WCW Combined October 2011 (n=86)

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



Detail

Jan '07	Sept '09		Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
Would recommend facility (RES)					
74.4%	87.3%	Yes	83.3%	71.8%↑	73.3%
12.2%	7.6%	No	3.3%	15.9%↓	15.0%↓
13.4%	5.1%	Maybe	13.3%	12.3%	11.7%
Have periods of happiness (RES)					
66.7%	63.8%	Yes	67.6%	59.2%	60.9%
21.8%	30.0%	Sometimes	29.4%	26.7%	24.1%
11.5%↓	6.3%	No	2.9%	14.1%↓	15.0%↓
Health compared to others (RES)					
14.5%	11.7%	Excellent	13.2%	15.6%	14.6%
56.6%	59.7%	Good	63.2%	46.4%↑	51.7%
23.7%	23.4%	Fair	23.5%	29.9%	27.5%
2.6%	2.6%	Poor	0.0%	4.0%	3.0%
2.6%	2.6%	Terrible	0.0%	4.0%	3.3%

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



Complex Continuing Care Resident Satisfaction-Response Rate St. Joseph's Health Care London - WCW Combined October 2011 (n=86)

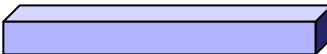
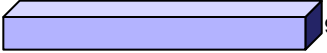








Detail

Jan '07	Sept '09		n size
Final Outcome (Res)			
60.3%↑	70.7%	Complete Interview 82.6%	71
2.8%	0.0%	Partial Interview	0
20.6%	15.5%	Refused 14.0%	12
0.0%	2.6%	Too ill	0
0.0%	0.0%	Unresponsive	0
4.3%	3.4%	Confused	0
0.0%	0.0%	Aggressive	0
0.0%	0.0%	Language	0
0.0%	4.3%	Could not locate 2.3%	2
0.0%	0.9%	Deceased 1.2%	1
0.0%	0.0%	Discharged	0
0.0%	1.7%	Moved Units	0
0.0%	0.0%	Rehab Bed	0
0.0%	0.0%	Already interviewed in past 90 days	0
12.1%↓	0.9%	Other (please specify below)	0

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



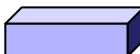
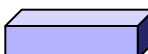


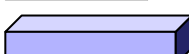
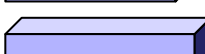




Complex Continuing Care Resident Satisfaction-Strengths St. Joseph's Health Care London - WCW Combined October 2011 (n=86)

<i>Detail</i>						
Jan '07	Sept '09	Items ranked in descending order by current score		Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
% Positive Score						
92.0%	96.3%	Residence clean/tidy (RES)	 98.6%	88.0%↑	88.7%↑	93.9%
91.9%	83.7%	Get help needed w/activities (RES)	 95.3%	73.9%↑	73.6%↑	80.6%↑
91.3%	92.4%	*Staff don't take advantage of you (RES)	 94.3%	86.6%	87.8%	86.8%
82.4%↑	70.4%↑	Told of activities available (RES)	 94.2%	70.0%↑	72.1%↑	75.0%↑
98.8%	96.3%	Enough opportunity for personal activities (RES)	 94.2%	89.6%	91.5%	91.2%
88.1%	82.7%↑	Staff call you by name (RES)	 94.2%	85.2%↑	87.2%	91.3%
90.6%	88.9%	Personal/physical privacy respected (RES)	 94.2%	83.1%↑	83.6%↑	83.7%↑
93.8%	95.1%	Receive treatment/meds when needed (RES)	 92.5%	86.9%	87.7%	86.4%
86.3%	91.0%	Helped if in pain/uncomfortable (RES)	 92.4%	84.4%	84.9%	84.7%
80.9%	90.2%	Enough entertainment (RES)	 91.7%	70.3%↑	73.2%↑	73.5%↑

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



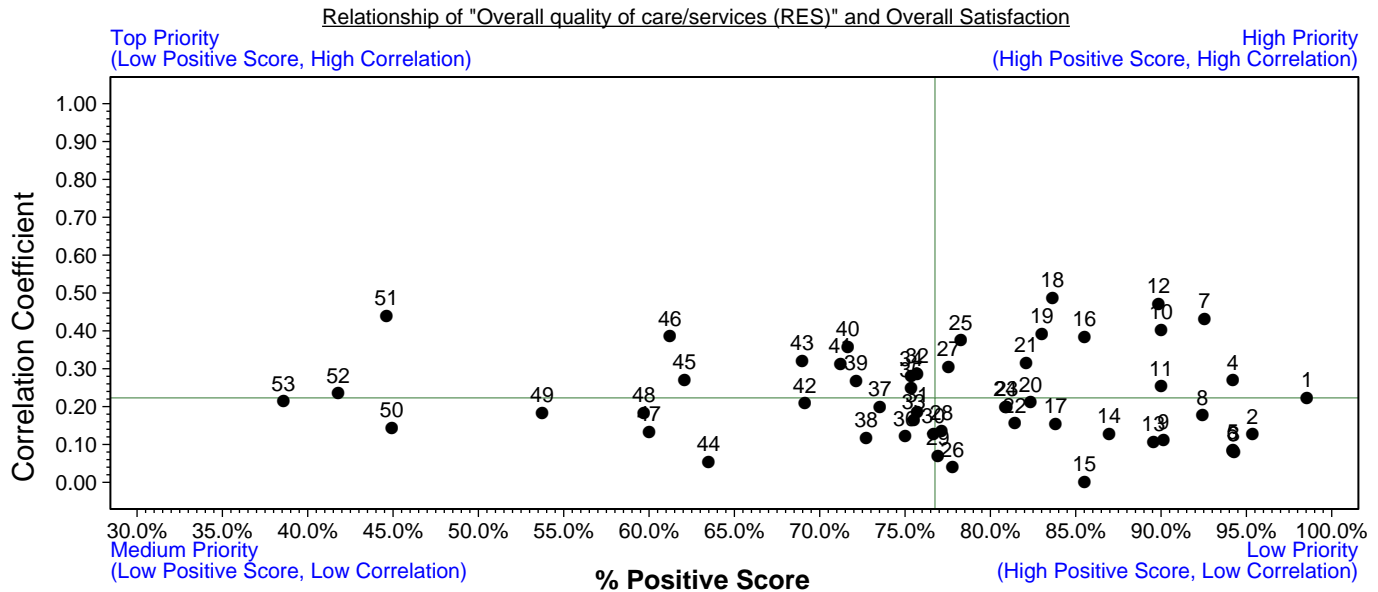
Complex Continuing Care Resident Satisfaction-Areas for Improvement St. Joseph's Health Care London - WCW Combined October 2011 (n=86)

Detail						Ontario-CCC Average	CANADIAN LTC/CCC AVG	Ontario-CCC HP
Jan '07	Sept '09	Items ranked in ascending order by current score		% Positive Score				
41.7%	45.1%	Participate in activities (RES)		38.6%		29.0%	30.1%	52.3%↓
44.6%	64.2%↓	*Someone would know if you hurt yourself (RES)		41.8%		62.9%↓	58.5%↓	65.3%↓
60.3%	64.0%↓	Staff promptly answer your calls (RES)		44.6%		41.7%	41.1%	46.9%
52.4%	25.9%↑	Choose when to have bath/shower (RES)		44.9%		44.8%	44.8%	51.7%
56.6%	48.1%	Can get foods you like to eat (RES)		53.7%		48.5%	46.8%	53.1%
65.4%	77.8%↓	You decide what you do each day (RES)		59.7%		55.4%	54.9%	57.5%
60.7%	72.2%	Enough food choices (RES)		60.0%		63.2%	59.4%	69.0%
68.9%	70.5%	Enough activities that use your mind (RES)		61.2%		67.5%	66.1%	71.0%
65.4%	53.8%	Can talk to Dr when needed (RES)		62.1%		63.7%	60.5%	70.5%
65.3%	60.5%	Staff involve you in decisions re: care (RES)		63.5%		53.2%	50.0%↑	56.8%

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



Complex Continuing Care Resident Satisfaction-Priority Matrix St. Joseph's Health Care London - WCW Combined October 2011 (n=86)



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

Detail

Jan '07	Sept '09	Highest correlation with "Overall quality of care/services (RES)"	Correlation Coefficient	n size
% Positive Score				
69.2%	88.2%	*Staff will not get back at you (RES)	0.487	55
87.5%	88.3%	Receive medical help when needed (RES)	0.471	69
60.3%	64.0%↓	Staff promptly answer your calls (RES)	0.439	65

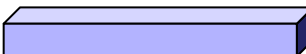
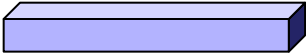
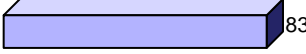

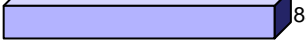



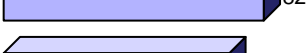




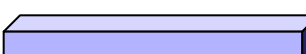
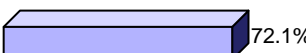

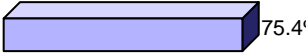

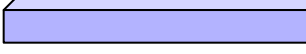

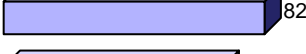

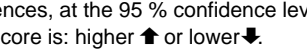
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Complex Continuing Care Resident Satisfaction-Priority Matrix (continued)

St. Joseph's Health Care London - WCW Combined

October 2011 (n=86)

Jan '07	Sept '09	Detail		Correlation Coefficient	n size
% Positive Score					
93.8%	95.1%	Receive treatment/meds when needed (RES)	 92.5%	0.432	67
83.0%	84.1%	Comfortable place to live (RES)	 90.0%	0.402	70
88.9%	92.9%	Spiritual/religious needs met (RES)	 83.0%	0.393	53
68.9%	70.5%	Enough activities that use your mind (RES)	 61.2%	0.386	49
76.5%	78.8%	Staff show they care (RES)	 85.5%	0.384	69
79.1%	84.5%	Enough games offered (RES)	 78.3%	0.375	46
78.8%	74.4%	Personal belongings are safe (RES)	 71.6%	0.358	67
61.7%	75.0%	Encouraged to participate in decisions (RES)	 69.0%	0.320	58
69.8%	65.4%↑	Food tastes ok (RES)	 82.1%	0.316	67
74.4%	78.9%	Free to make own choices (RES)	 71.2%	0.313	66
74.5%	72.6%	Enough activities on the unit (RES)	 77.6%	0.306	49
79.5%	88.9%↓	Feel you can express feelings/opinions (RES)	 75.7%	0.286	70
84.1%	74.4%	Enough privacy (RES)	 75.4%	0.280	69
65.4%	53.8%	Can talk to Dr when needed (RES)	 62.1%	0.271	58
82.4%↑	70.4%↑	Told of activities available (RES)	 94.2%	0.269	69
75.7%	85.5%	Staff try to understand feelings (RES)	 72.1%	0.268	61
81.6%	91.5%	*Smell of facility doesn't bother you (RES)	 90.0%	0.254	70
80.5%	87.5%	Staff skilled/knowledgeable (RES)	 75.4%	0.249	69
44.6%	64.2%↓	*Someone would know if you hurt yourself (RES)	 41.8%	0.235	67
92.0%	96.3%	Residence clean/tidy (RES)	 98.6%	0.224	69
41.7%	45.1%	Participate in activities (RES)	 38.6%	0.214	70
84.0%	88.6%	Staff respect wishes (RES)	 82.4%	0.211	68
80.5%	78.8%	Room is how you like it (RES)	 69.1%	0.209	68

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Your current score is: higher ↑ or lower ↓.



Complex Continuing Care Resident Satisfaction-Priority Matrix (continued)

St. Joseph's Health Care London - WCW Combined

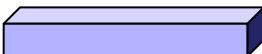
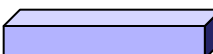
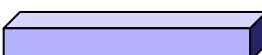
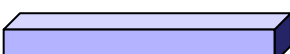
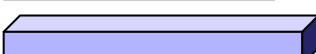

October 2011 (n=86)

Jan '07	Sept '09	Detail	Correlation Coefficient	n size
% Positive Score				
88.1%	96.3%↓	Given right amount of food (RES)	0.200	68
74.1%	58.0%↑	Staff tell you why they come to your room (RES)	0.199	63
76.2%	75.0%	Temperature of food ok (RES)	0.199	68
75.3%	75.6%	*Noise doesn't bother you (RES)	0.185	70
65.4%	77.8%↓	You decide what you do each day (RES)	0.184	67
56.6%	48.1%	Can get foods you like to eat (RES)	0.183	67
86.3%	91.0%	Helped if in pain/uncomfortable (RES)	0.177	66
78.3%	74.2%	Activities offered at right time (RES)	0.165	49
82.9%	81.3%	Free to come/go as you please (RES)	0.156	70
79.3%	86.6%	*Staff don't make you feel like burden (RES)	0.154	68
52.4%	25.9%↑	Choose when to have bath/shower (RES)	0.144	69
81.0%	74.4%	*Not ignored by staff (RES)	0.136	70
60.7%	72.2%	Enough food choices (RES)	0.134	65
74.3%	85.0%	Get help to eat when needed (RES)	0.129	30
91.9%	83.7%	Get help needed w/activities (RES)	0.127	43
89.3%	78.0%	Treated how you want to be treated (RES)	0.127	69
80.6%	80.8%	Food available when hungry (RES)	0.121	56
81.3%	81.3%	*Place doesn't need fixing up (RES)	0.118	66
81.9%	91.5%	*Not forced to do things you don't want (RES)	0.113	71
87.8%	82.5%	Staff help when needed (RES)	0.108	67
98.8%	96.3%	Enough opportunity for personal activities (RES)	0.086	69
88.1%	82.7%↑	Staff call you by name (RES)	0.082	69
91.3%	92.4%	*Staff don't take advantage of you (RES)	0.080	70

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



Complex Continuing Care Resident Satisfaction-Priority Matrix (continued)
 St. Joseph's Health Care London - WCW Combined
 October 2011 (n=86)

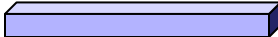


Jan '07	Sept '09	Detail	Correlation Coefficient	n size
% Positive Score				
77.8%	85.0%	Enough trips/outings (RES) 	0.070	39
65.3%	60.5%	Staff involve you in decisions re: care (RES) 	0.054	63
88.9%	94.4%↓	Receive therapy if needed (RES) 	0.040	63
96.5%↓	95.1%↓	Given enough time to eat (RES) 	0.002	69
90.6%	88.9%	Personal/physical privacy respected (RES) 	-0.012	69
80.9%	90.2%	Enough entertainment (RES) 	-0.018	48



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



Complex Continuing Care Resident Satisfaction-Would Recommend
Question
St. Joseph's Health Care London - WCW Combined
October 2011 (n=86)

Detail

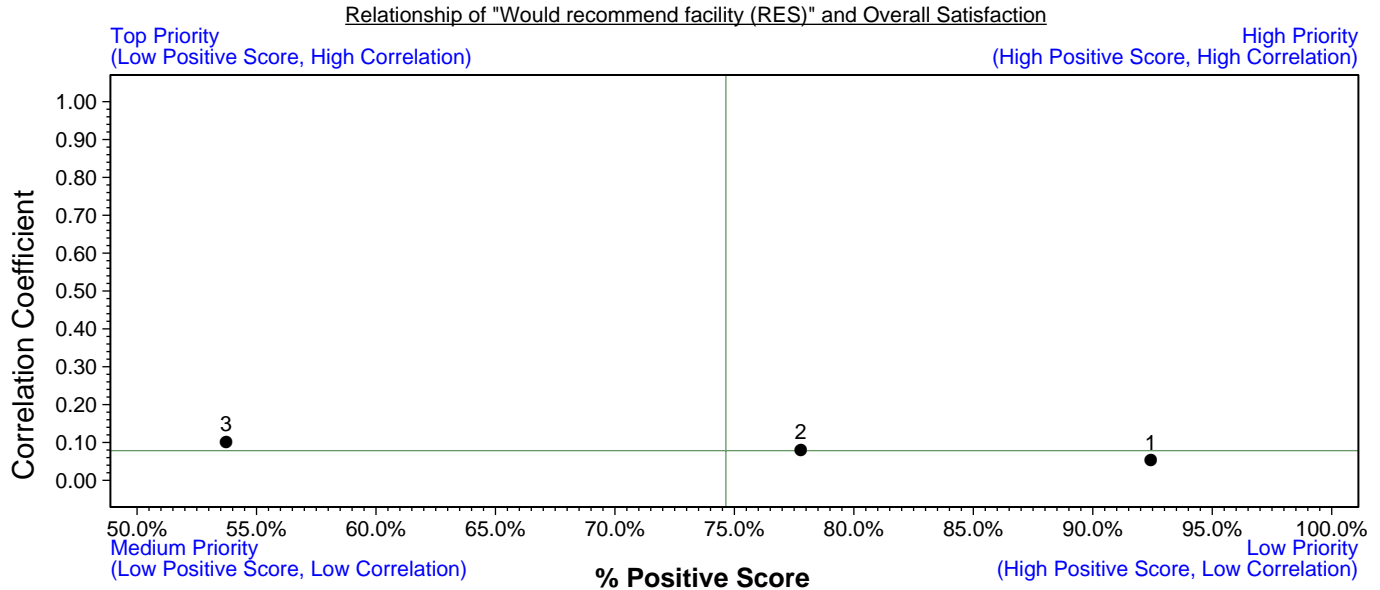
Jan '07	Sept '09		n size
Would recommend facility (RES)			
74.4%	87.3%	Yes  83.3%	50
12.2%	7.6%	No  3.3%	2
13.4%	5.1%	Maybe  13.3%	8

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



Complex Continuing Care Resident Satisfaction-Priority Matrix - Would Recommend Question

St. Joseph's Health Care London - WCW Combined
October 2011 (n=86)



1 Helped if in pain/uncomfortable (RES)
2 Receive therapy if needed (RES)

3 Can get foods you like to eat (RES)

		Detail		Correlation Coefficient	n size
Jan '07	Sept '09		Highest correlation with "Would recommend facility (RES)"		
		% Positive Score			
56.6%	48.1%	Can get foods you like to eat (RES)	53.7%	0.102	67
88.9%	94.4%↓	Receive therapy if needed (RES)	77.8%	0.080	63
86.3%	91.0%	Helped if in pain/uncomfortable (RES)	92.4%	0.053	66
80.9%	90.2%	Enough entertainment (RES)	91.7%	-0.020	48
52.4%	25.9%↑	Choose when to have bath/shower (RES)	44.9%	-0.034	69
77.8%	85.0%	Enough trips/outings (RES)	76.9%	-0.040	39
88.1%	82.7%↑	Staff call you by name (RES)	94.2%	-0.075	69
75.3%	75.6%	*Noise doesn't bother you (RES)	75.7%	-0.079	70
60.7%	72.2%	Enough food choices (RES)	60.0%	-0.086	65
82.4%↑	70.4%↑	Told of activities available (RES)	94.2%	-0.091	69
84.0%	88.6%	Staff respect wishes (RES)	82.4%	-0.099	68

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



Complex Continuing Care Resident Satisfaction-Priority Matrix - Would Recommend Question (continued)

St. Joseph's Health Care London - WCW Combined

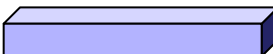
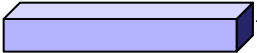
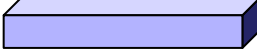

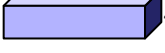









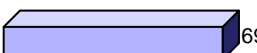

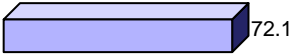
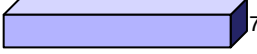
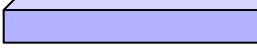


October 2011 (n=86)

Jan '07	Sept '09	Detail	Correlation Coefficient	n size
% Positive Score				
96.5%↓	95.1%↓	Given enough time to eat (RES)	-0.108	69
84.1%	74.4%	Enough privacy (RES)	-0.119	69
88.1%	96.3%↓	Given right amount of food (RES)	-0.120	68
41.7%	45.1%	Participate in activities (RES)	-0.122	70
81.0%	74.4%	*Not ignored by staff (RES)	-0.129	70
81.6%	91.5%	*Smell of facility doesn't bother you (RES)	-0.139	70
92.0%	96.3%	Residence clean/tidy (RES)	-0.143	69
69.8%	65.4%↑	Food tastes ok (RES)	-0.158	67
87.8%	82.5%	Staff help when needed (RES)	-0.169	67
76.5%	78.8%	Staff show they care (RES)	-0.171	69
65.4%	77.8%↓	You decide what you do each day (RES)	-0.176	67
65.4%	53.8%	Can talk to Dr when needed (RES)	-0.180	58
74.1%	58.0%↑	Staff tell you why they come to your room (RES)	-0.186	63
65.3%	60.5%	Staff involve you in decisions re: care (RES)	-0.204	63
93.8%	95.1%	Receive treatment/meds when needed (RES)	-0.213	67
61.7%	75.0%	Encouraged to participate in decisions (RES)	-0.224	58
80.6%	80.8%	Food available when hungry (RES)	-0.227	56
90.6%	88.9%	Personal/physical privacy respected (RES)	-0.229	69
91.9%	83.7%	Get help needed w/activities (RES)	-0.237	43
87.5%	88.3%	Receive medical help when needed (RES)	-0.252	69
81.3%	81.3%	*Place doesn't need fixing up (RES)	-0.268	66
78.3%	74.2%	Activities offered at right time (RES)	-0.284	49
44.6%	64.2%↓	*Someone would know if you hurt yourself (RES)	-0.288	67

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



Complex Continuing Care Resident Satisfaction-Priority Matrix - Would Recommend Question (continued)
St. Joseph's Health Care London - WCW Combined
October 2011 (n=86)

Jan '07	Sept '09	Detail		Correlation Coefficient	n size
% Positive Score					
82.9%	81.3%	Free to come/go as you please (RES)		-0.288	70
76.2%	75.0%	Temperature of food ok (RES)		-0.295	68
80.5%	87.5%	Staff skilled/knowledgeable (RES)		-0.298	69
68.9%	70.5%	Enough activities that use your mind (RES)		-0.325	49
60.3%	64.0%↓	Staff promptly answer your calls (RES)		-0.329	65
69.2%	88.2%	*Staff will not get back at you (RES)		-0.331	55
74.3%	85.0%	Get help to eat when needed (RES)		-0.334	30
81.9%	91.5%	*Not forced to do things you don't want (RES)		-0.335	71
98.8%	96.3%	Enough opportunity for personal activities (RES)		-0.340	69
74.5%	72.6%	Enough activities on the unit (RES)		-0.352	49
79.5%	88.9%↓	Feel you can express feelings/opinions (RES)		-0.353	70
91.3%	92.4%	*Staff don't take advantage of you (RES)		-0.364	70
89.3%	78.0%	Treated how you want to be treated (RES)		-0.364	69
83.0%	84.1%	Comfortable place to live (RES)		-0.388	70
74.4%	78.9%	Free to make own choices (RES)		-0.409	66
80.5%	78.8%	Room is how you like it (RES)		-0.414	68
79.3%	86.6%	*Staff don't make you feel like burden (RES)		-0.422	68
75.7%	85.5%	Staff try to understand feelings (RES)		-0.468	61
78.8%	74.4%	Personal belongings are safe (RES)		-0.495	67
88.9%	92.9%	Spiritual/religious needs met (RES)		-0.529	53
79.1%	84.5%	Enough games offered (RES)		-0.655	46

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

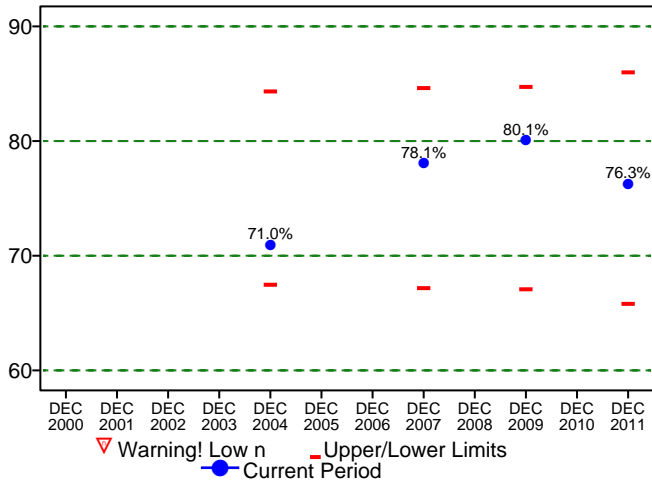


Complex Continuing Care Resident Satisfaction-Performance Across Time

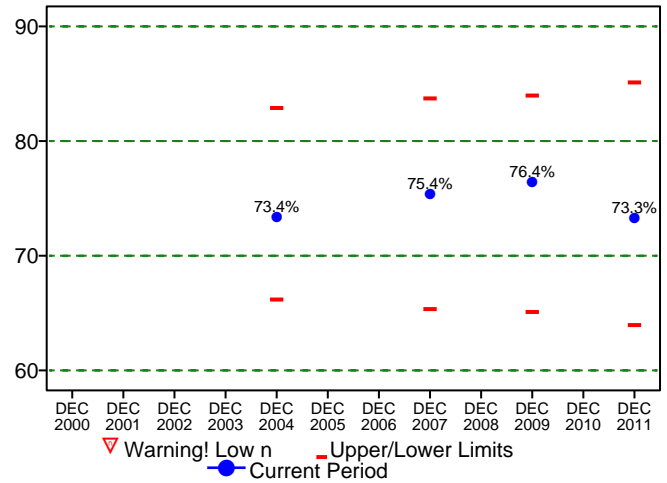
St. Joseph's Health Care London - WCW Combined

October 2011 (n=86)

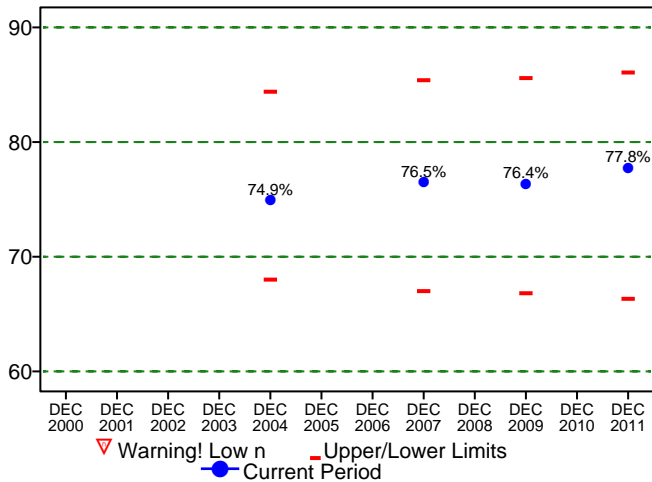
CCC/LTC Living Environment (RES)
% Positive Score



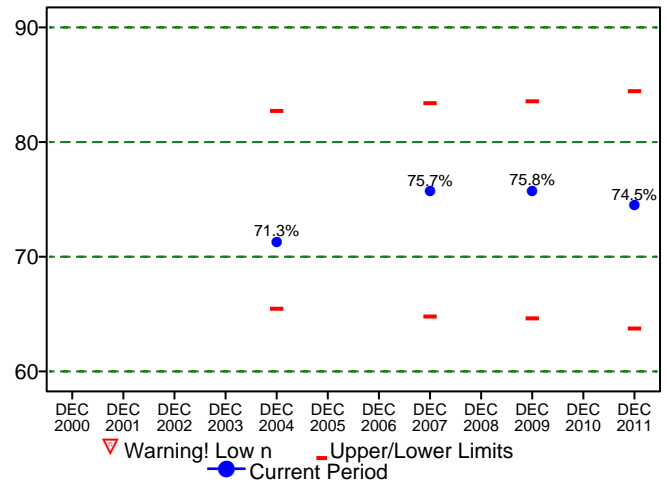
CCC/LTC Food (RES)
% Positive Score



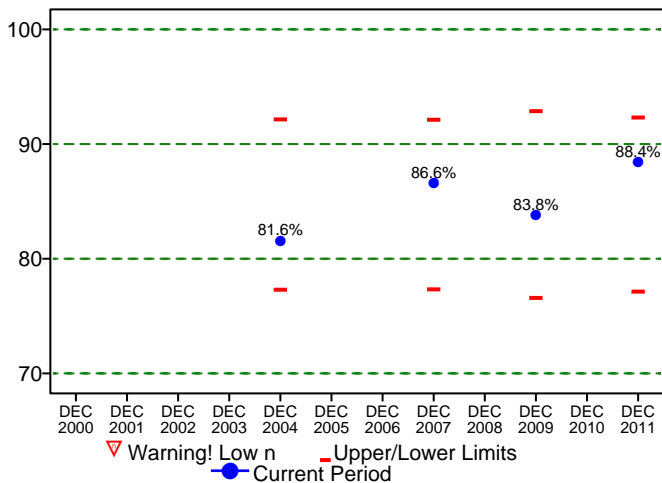
CCC/LTC Activities (RES)
% Positive Score



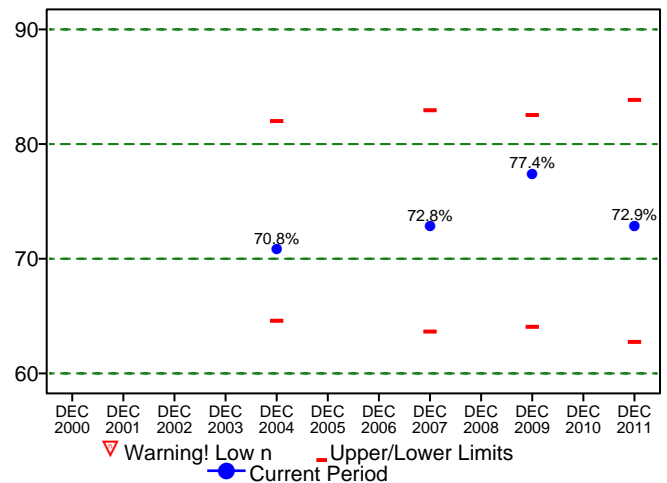
CCC/LTC Staff (RES)
% Positive Score



CCC/LTC Dignity (RES)
% Positive Score



CCC/LTC Autonomy (RES)
% Positive Score





Complex Continuing Care Resident Satisfaction-Performance Across
Time
St. Joseph's Health Care London - WCW Combined
October 2011 (n=86)

