

Patient Ratings of Overall Care and Likelihood to Recommend Ontario Hospitals



Results of Patient Experience Surveys from
April 2011 to March 2012

October 2013

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About this report

The purpose of this report is to highlight hospitals in Ontario that have excellent performance ratings based on patient perceptions. This is the second annual report to identify top performing hospitals. These hospitals may have leading practices in place from which others may wish to learn. Hospitals are encouraged to share the information contained in this report with their Boards, patients, staff and communities.

This report provides the 90th, 75th, 50th (median) and 25th percentile scores, along with the highest and lowest scores for the two global patient experience rating questions:

“Overall, how would you rate the care you received at the hospital?” (“Overall Care” question).

“Would you recommend this hospital to your family or friends?” (“Would Recommend” question).

Percentiles can be used to compare or rank a hospital’s performance among a larger grouping within a given timeframe (e.g. all participating Ontario facilities, fiscal year 2011-2012). The percentile tables identify the top performing hospital(s), i.e. the hospital(s) with the highest annual average ratings for the “overall care” and “would recommend” questions in their various sectors. They also identify those hospitals with positive scores that fall between the 90th percentile and the top performing score. All hospitals identified in this report have agreed to be identified.

Survey results are broken out into four different reporting categories, and where more than thirty facilities can be included in the analysis, reporting has been drilled-down for community and small hospitals. Results are provided for the following categories and peer groups:

- Acute Inpatient Care (overall, community and small hospitals);
- Emergency Department (overall, community and small hospitals);
- Rehabilitation Care; and
- Maternity Care.

For peer groups of hospitals or survey categories where there are fewer than 30 hospitals in the group, the range of scores is provided and the top performing hospital is identified. This is provided for:

- Acute Inpatient Care (academic hospitals);
- Emergency Department (academic hospitals);
- Mental Health (short stay inpatient);
- Paediatric Inpatient Care; and
- Day Surgery.

Highlights

Acute Inpatient Care:

- Top performing hospitals in Ontario for overall care in acute inpatient care are:
 - Huron Perth Healthcare Alliance - St. Marys Memorial Hospital (all hospital peer groups combined and Small hospitals)
 - Deep River and District Hospital (all hospital peer groups combined and Small hospitals)
 - Quinte Healthcare Corporation - Prince Edward County Memorial (Community hospitals)
 - St. Joseph's Healthcare London (Academic hospitals)
- Top performing hospitals in Ontario for likelihood to recommend, in acute inpatient care are:
 - Huron Perth Healthcare Alliance - St. Marys Memorial Hospital (all hospital peer groups combined and Small hospitals)
 - Grey Bruce Health Services - Lion's Head Head/Wiarton (Community hospitals)
 - St. Joseph's Healthcare London (Academic hospitals)
- Ontario-wide ratings of overall care among adults having an acute inpatient stay ranged from a low annual average score of 80% to a high annual average score of 100%. The range has not changed since the previous year.
- Patients having an inpatient stay in a *small hospital* tended to rate overall care slightly higher (96% median) compared to those having an inpatient stay in a *community hospital* (93% median). These median scores have not changed from 2010-2011.
- Patients having an inpatient stay in a *small hospital* also indicated higher likelihood to recommend scores (78% median) compared to those with an inpatient stay in a community hospital (70% median). The median score was 79% for small hospitals and 70% for community hospitals in 2010-2011.
- Rating of overall care in an *academic hospital* ranged from a low annual average score of 87% to a high annual average score of 98%.

Emergency Department:

- The top performing hospitals in Ontario for overall care in the Emergency Department are:
 - Huron Perth Healthcare Alliance - Seaforth Community Hospital (all hospital peer groups combined and Small Hospitals)
 - Perth & Smiths Falls District Hospital (Community hospitals)
 - The Hospital for Sick Children (Academic hospitals)
- The top performing hospitals in Ontario for likelihood to recommend scores in the Emergency Department are:
 - Deep River and District Hospital (all hospital peer groups combined and Small hospitals)
 - Grey Bruce Health Services - Lions Head (Community hospitals)
 - The Hospital for Sick Children (Academic hospitals)
- Ontario-wide positive ratings for overall care in the Emergency Department ranged from a low annual average score of 64% to a high annual average score of 97%. In 2010-2011, scores ranged from a low annual average score of 68% to a high annual average score of 97%.

- Patients having an Emergency Department visit in a *small hospital* rated overall care higher (92% median) compared to those having an Emergency Department visit in a *community hospital* (84% median).
- Similarly, patients having an Emergency Department visit in a *small hospital* indicated higher likelihood to recommend scores (69% median) compared to those with an Emergency Department visit in a *community hospital* (55% median).
- Rating of overall care in the Emergency Department in an *academic hospital* ranged from a low annual average score of 79% to a high annual average score of 93%.

Inpatient Rehabilitation Care

- The top performing hospital for patient rating of overall care is:
 - Hotel Dieu Shaver Health & Rehabilitation Centre
- The top performing hospitals for patient ratings of likelihood to recommend are:
 - Pembroke Regional Hospital
 - Sault Area Hospital
- Ontario-wide positive ratings of overall care during an inpatient rehabilitation stay ranged from a low annual average score of 88% to a high annual average score of 100%. In 2010-2011, ratings in this category ranged from 81% to 100%.
- Ontario-wide, the likelihood to recommend annual percent positive scores ranged from a low of 85% to a high performer score of 100%. In 2010-2011, ratings in this category ranged from 78% to 98%.
- For both questions, the low end of the range is higher than in 2010-2011 by 7 percentage points.

Maternity

- The top performing hospital for patient rating of overall care is:
 - Southlake Regional Health Centre
- The top performing hospital for patient ratings of likelihood to recommend is:
 - Almonte General Hospital
- Ontario-wide, positive ratings of overall care among women with a stay in a maternity bed ranged from a low annual average score of 84% to a high annual average score of 100%. In 2010-2011, scores ranged from a low annual average score of 88% to a high annual average score of 99%.
- Ontario-wide, the likelihood to recommend annual percent positive scores ranged from a low of 39% to a high performer score of 93%. In 2010-2011, scores ranged from a low annual average score of 47% to a high annual average score of 90%.

Day Surgery

- The top performing hospital for patient rating of overall care is:
 - Hotel Dieu Hospital Kingston

- The top performing hospital for patient ratings of likelihood to recommend is:
 - The University of Ottawa Heart Institute
- Annual ratings of “Overall Care” ranged from a low annual average score of 96% to a high annual average score of 100%.
- Annual ratings of “Would Recommend” ranged from a low annual average score of 67% to a high annual average score of 97%.

Paediatric Inpatient Care

- The top performing hospital for patient rating of overall care is:
 - Children’s Hospital of Eastern Ontario
- The top performing hospital for patient ratings of likelihood to recommend is:
 - The Hospital for Sick Children
- Annual ratings of “Overall Care” ranged from a low annual average score of 84% to a high annual average score of 98%.
- Annual ratings of “Would Recommend” ranged from a low annual average score of 38% to a high annual average score of 95%.

Mental Health Inpatient Short Stay

- The top performing hospital for patient rating of overall care is:
 - Grey Bruce Health Services
- Annual ratings of “Overall Care” ranged from a low annual average score of 75% to a high annual average score of 95%.

Methods

To ensure a robust analysis for percentile ranking, data from a minimum of 30 hospitals were required per each category and a minimum of 30 completed surveys per hospital were also required.

Where there are less than 30 in the sector category or peer group, the range of scores is illustrated. Each hospital must have received at least 30 completed surveys to be included in the analysis.

Data reflect results from National Research Corporation Canada's Patient Experience Surveys between April 1, 2011 and March 31, 2012.

How is "positive score" calculated?

For the acute inpatient, emergency department and maternity sectors¹, the "Overall Care" question, "Overall how would you rate the care you received at this [hospital/Emergency Department]", the positive score is the percent of patients who responded "good, very good or excellent" out of the following response options:

- Poor, Fair, **Good, Very Good, Excellent**

For all sectors except rehabilitation, the positive score for the "Would Recommend" question, "Would you recommend this [clinic/hospital/Emergency Department] to your friends and family" is the percent of patients who responded "yes, definitely" out of the following response options:

- **Yes, definitely**; Yes, Probably; No

For the rehabilitation sector, the positive score for the "Overall Care" question, "Overall quality of care and services you received", is the percent of patients who responded "good, very good or excellent" out of the following response options:

- Poor, Fair, **Good, Very Good, Excellent**

and; the positive score for the "Would Recommend" question, "Would you recommend this hospital to your friends and family", is the percent of patients who responded "yes" out of the response options:

- **Yes**, No, Don't Know

¹ For the Paediatric sector, the question is "Overall, how would you rate the care your child received at this hospital and for the Day Surgery sector, the question is "How would you rate the care you received during your procedure?"

How Hospitals can use the tables to identify their Percentile Ranking

How do hospitals compare?

Percentile rank scores range from 1 - 99. A percentile rank shows a hospital's performance compared to other hospitals measuring the same indicators at a comparable time.

A percentile rank of 50 means that the percent positive scores for 50% of the hospitals in the grouping fall below the score associated with the median (or 50th percentile). If a hospital's score converts to a percentile rank of 85, then the hospital scored higher than 85% of the hospitals included in that grouping and 15% of hospitals included in the sector analysis scored higher than the hospital.

The Percentile Rank Scores Tables show the percent positive score associated with percentiles ranging from 1st percentile to 99th percentile. Hospitals can use these tables to identify their percentile rankings by first obtaining their hospital's annual "Overall Care" and "Would Recommend" scores for the time period of April 1, 2011 to March 31, 2012 from NRCC's eReports tool located at www.nationalresearch.ca.

Using the Interactive Data to Obtain Positive Score Results

In order to compare your hospital's results to Percentile Rank Scores Tables, log on to eReports and obtain your positive scores for each sector for the comparable timeframe. Once you have logged into eReports, select "All Questions by Facilities". The blue highlights in the table below indicate the filters you will need to apply.

Question Text Search	Summaries Search	Report Units Search	Month of Survey Search	Year/Qtr of Survey Search
Amount of pain medicine received in ED-8254 Another MD/specialist called (ED)-14897 Appt for treatment made before left ED-14928 Cleanliness of ED-14910	Health Status Overall rating of care Would you recommend	- ED Emergency Acute	AUG2010 JUL2010 JUN2010 MAY2010 APR2010	12Q1 11Q4 11Q3 11Q2
Filter Data				

All Questions by Units

First, select "Overall Rating of Care" and "Would You Recommend" under the "Summaries" box, then select the appropriate survey unit under the "Report Facilities" box (e.g. Alpha Hospital - ED, for the emergency results), and select the appropriate timeframe, i.e. April 1, 2011 to March 31, 2012.² from the "Month of Survey" box. After all these are selected, click "Filter Data" and your data will appear.

Refer to the Percentile Rank Scores Table and identify the score closest to the hospital's score. The percentile rank to the left of the percent positive score represents the hospital's percentile ranking and shows how the hospital compares to others in that peer group.

² Please note the Year/Qtr of Survey search refers to the calendar year. It is recommended to use the Month of Survey search to ensure you have the appropriate timeframe selected.

Ratings of Overall Care and Likelihood to Recommend: Acute Care Inpatient Experience Survey Results

Positive ratings of overall care during an acute inpatient stay in one of Ontario's 116 hospitals that administered an NRCC Patient Experience Survey between April 1, 2011 and March 31, 2012 ranged from a low annual average score of 80% to a high annual average score of 100%.

Acute Care Inpatient – Ontario Hospitals

	Overall Care % Positive	Would Recommend % Positive
Top Performer	100.0	95.4
90 th %ile	97.7	86.9
75 th %ile	96.4	80.3
50 th %ile (Median)	94.6	73.9
25 th %ile	92.2	67.4
Lowest Performer	79.9	38.6

Source: National Research Corporation Canada
April 2011 - March 2012
Facilities Participating: 116 including small, community and academic

Ontario hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Huron Perth Healthcare Alliance - St. Marys Memorial Hospital Deep River and District Hospital 	<ul style="list-style-type: none"> Huron Perth Healthcare Alliance - St. Marys Memorial Hospital
90 th %ile	<ul style="list-style-type: none"> Hôpital Général de Hawkesbury South Bruce Grey-Chesley St. Joseph's Health Care London South Bruce Grey-Walkerton South Bruce Grey-Durham Muskoka Algonquin Healthcare-South Muskoka Memorial Hospital Site Grey Bruce Health Services-Lions Head/Wiarton Atikokan General Hospital Huron Perth Healthcare Alliance-Clinton Public Hospital Quinte Healthcare Corporation-Prince Edward County Memorial 	<ul style="list-style-type: none"> St. Mary's General Hospital University Health Network-Princess Margaret Hospital Renfrew Victoria Hospital University Health Network-Toronto General Hospital Winchester District Memorial Hospital Deep River and District Hospital Huron Perth Healthcare Alliance-Clinton Public Hospital Grey Bruce Health Services- Lions Head/Wiarton Almonte General Hospital St. Joseph's Health Care London

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall how would you rate the care you received at the hospital?”

Hospitals can use this table to identify their percentile rank. Hospitals can access their annual percent positive score for the question via the eReports at www.nationalresearch.ca.

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	80.6	26	92.4	51	94.7	76	96.4
2	84.2	27	92.4	52	94.8	77	96.5
3	84.7	28	92.5	53	94.9	78	96.8
4	86.2	29	92.6	54	94.9	79	96.9
5	87.0	30	92.7	55	94.9	80	97.0
6	87.2	31	92.7	56	94.9	81	97.2
7	87.6	32	92.9	57	95.0	82	97.2
8	88.2	33	93.1	58	95.1	83	97.3
9	89.2	34	93.2	59	95.1	84	97.3
10	89.8	35	93.3	60	95.2	85	97.4
11	90.0	36	93.3	61	95.3	86	97.4
12	90.5	37	93.5	62	95.3	87	97.5
13	90.6	38	93.6	63	95.4	88	97.5
14	90.7	39	93.7	64	95.4	89	97.6
15	90.8	40	93.8	65	95.6	90	97.7
16	90.8	41	93.9	66	95.6	91	97.8
17	90.9	42	93.9	67	95.6	92	97.9
18	91.1	43	93.9	68	95.6	93	98.0
19	91.2	44	93.9	69	95.7	94	98.5
20	91.5	45	94.0	70	95.7	95	98.5
21	91.7	46	94.0	71	95.8	96	98.6
22	91.9	47	94.1	72	95.8	97	98.8
23	91.9	48	94.3	73	96.0	98	99.6
24	91.9	49	94.5	74	96.3	99	100.0
25	92.2	50	94.6	75	96.4		

Source: National Research Corporation Canada

April 2011 - March 2012

Facilities Participating: 116 including small, community and academic hospitals

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Would you recommend this hospital to your friends and family?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	39.6	26	68.0	51	74.1	76	80.3
2	46.2	27	68.7	52	74.2	77	80.8
3	49.2	28	68.8	53	74.7	78	81.8
4	56.2	29	68.9	54	74.8	79	81.9
5	59.4	30	69.2	55	75.0	80	82.1
6	59.4	31	69.4	56	75.1	81	82.1
7	59.8	32	69.4	57	75.4	82	82.3
8	59.9	33	69.5	58	75.8	83	82.5
9	60.2	34	69.8	59	76.0	84	82.7
10	60.5	35	70.0	60	76.2	85	83.2
11	60.6	36	70.5	61	76.7	86	83.5
12	60.7	37	71.1	62	77.3	87	83.8
13	62.1	38	71.3	63	77.6	88	84.2
14	62.3	39	71.5	64	77.8	89	86.5
15	62.4	40	72.1	65	78.1	90	86.9
16	63.0	41	72.3	66	78.2	91	87.4
17	63.7	42	72.5	67	78.5	92	87.7
18	64.8	43	72.7	68	78.9	93	87.9
19	65.1	44	72.9	69	79.5	94	89.0
20	65.3	45	72.9	70	79.7	95	89.7
21	65.9	46	73.0	71	79.7	96	90.8
22	66.1	47	73.6	72	79.9	97	91.3
23	66.9	48	73.7	73	80.0	98	91.9
24	67.3	49	73.7	74	80.1	99	94.8
25	67.4	50	73.9	75	80.3		

Source: National Research Corporation Canada
April 2011 - March 2012

Facilities Participating: 116 including small, community and academic hospitals

Acute Care Inpatient - Academic Hospitals

The top performing hospital for both patient rating of overall care and likelihood to recommend is **St. Joseph's Healthcare London**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	97.9	92.1
Median	94.7	79.8
Lowest Performer	87.1	62.4

% Positive Range: "Overall Care"	% Positive Range: "Would Recommend"
97.9	92.1
96.8	87.9
96.4	87.5
95.4	82.6
95.2	82.2
95.1	80.1
94.9	79.9
94.6	79.7
94.5	79.0
93.9	76.3
93.8	74.0
92.7	71.6
90.6	71.3
87.1	62.4

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 14 academic hospitals

Acute Care Inpatient - Community Hospitals

	Overall Care % Positive	Would Recommend % Positive
Top Performer	98.9	91.0
90 th %ile	97.0	81.7
75 th %ile	95.6	76.3
50 th %ile (Median)	93.2	69.5
25 th %ile	90.8	62.2
Lowest Performer	79.9	38.6

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 62 community hospitals

Community hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Quinte Healthcare Corporation-Prince Edward County Memorial 	<ul style="list-style-type: none"> Grey Bruce Health Services-Lions Head/Wiarton
90 th %ile	<ul style="list-style-type: none"> Grey Bruce Health Services- Meaford St. Mary's General Hospital Hôpital Général de Hawkesbury Muskoka Algonquin Healthcare-South Muskoka Memorial Hospital Site Grey Bruce Health Services-Lions Head/Wiarton 	<ul style="list-style-type: none"> Hôpital Général de Hawkesbury Headwaters Health Care Centre Southlake Regional Health Centre Perth & Smiths Falls District Hospital St. Mary's General Hospital

Community Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall how would you rate the care you received at the hospital?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	79.9	26	90.8	51	93.3	76	95.6
2	81.0	27	90.8	52	93.4	77	95.6
3	83.6	28	90.9	53	93.5	78	95.6
4	84.2	29	91.0	54	93.6	79	95.7
5	84.4	30	91.1	55	93.6	80	95.7
6	84.9	31	91.3	56	93.7	81	95.8
7	85.7	32	91.6	57	93.8	82	95.8
8	86.8	33	91.8	58	93.9	83	95.8
9	87.1	34	91.9	59	93.9	84	95.9
10	87.3	35	91.9	60	93.9	85	96.0
11	87.5	36	91.9	61	93.9	86	96.2
12	87.7	37	92.0	62	94.0	87	96.4
13	88.1	38	92.2	63	94.0	88	96.4
14	88.4	39	92.3	64	94.0	89	96.5
15	89.1	40	92.4	65	94.0	90	97.0
16	89.8	41	92.4	66	94.5	91	97.4
17	89.8	42	92.4	67	94.9	92	97.5
18	89.9	43	92.4	68	94.9	93	97.6
19	90.1	44	92.5	69	94.9	94	97.9
20	90.3	45	92.6	70	95.0	95	98.4
21	90.5	46	92.7	71	95.2	96	98.5
22	90.6	47	92.9	72	95.3	97	98.5
23	90.7	48	93.0	73	95.4	98	98.8
24	90.7	49	93.1	74	95.5	99	98.9
25	90.8	50	93.2	75	95.6		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 62 community hospitals

Community Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Would you recommend this hospital to your friends and family?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	38.6	26	62.6	51	69.5	76	77.1
2	40.2	27	63.2	52	69.8	77	77.3
3	44.1	28	63.5	53	69.9	78	77.4
4	46.9	29	64.0	54	70.0	79	77.6
5	48.9	30	64.6	55	70.3	80	77.8
6	49.4	31	64.9	56	70.6	81	77.8
7	53.6	32	65.2	57	71.0	82	78.4
8	59.3	33	65.5	58	71.6	83	79.0
9	59.4	34	65.8	59	72.2	84	79.6
10	59.4	35	66.1	60	72.3	85	79.7
11	59.4	36	66.1	61	72.4	86	79.7
12	59.6	37	66.4	62	72.4	87	79.9
13	59.8	38	66.9	63	72.7	88	80.3
14	59.9	39	67.1	64	72.8	89	80.7
15	60.0	40	67.3	65	72.9	90	81.7
16	60.1	41	67.3	66	72.9	91	82.6
17	60.2	42	67.5	67	73.1	92	83.4
18	60.4	43	67.8	68	73.6	93	83.5
19	60.6	44	68.3	69	73.7	94	84.2
20	60.6	45	68.7	70	73.7	95	86.0
21	60.6	46	68.9	71	73.7	96	86.9
22	60.7	47	69.2	72	74.2	97	87.8
23	61.3	48	69.4	73	74.9	98	90.0
24	62.0	49	69.4	74	75.6	99	91.0
25	62.2	50	69.5	75	76.3		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 62 community hospitals

Acute Care Inpatient - Small Hospitals

	Overall Care % Positive	Would Recommend % Positive
Top Performer	100.0	95.4
90 th %ile	98.6	89.6
75 th %ile	97.5	82.6
50 th %ile (Median)	95.6	78.1
25 th %ile	94.2	73.4
Lowest Performer	91.2	62.5

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 38 small hospitals

Small hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> • Deep River and District Hospital • Huron Perth Healthcare Alliance-St. Marys Memorial Hospital 	<ul style="list-style-type: none"> • Huron Perth Healthcare Alliance-St. Marys Memorial Hospital
90 th %ile	<ul style="list-style-type: none"> • Atikokan General Hospital • Huron Perth Healthcare Alliance-Clinton Public Hospital 	<ul style="list-style-type: none"> • Huron Perth Healthcare Alliance-Clinton Public Hospital • Almonte General Hospital

Small Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall how would you rate the care you received at the hospital?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	91.2	26	94.4	51	95.7	76	97.5
2	91.2	27	94.5	52	95.9	77	97.5
3	91.2	28	94.7	53	96.1	78	97.5
4	91.4	29	94.7	54	96.4	79	97.5
5	91.5	30	94.7	55	96.6	80	97.6
6	91.6	31	94.7	56	96.8	81	97.7
7	91.8	32	94.8	57	96.9	82	97.7
8	91.9	33	94.9	58	97.0	83	97.8
9	92.2	34	94.9	59	97.1	84	97.9
10	92.5	35	94.9	60	97.1	85	98.0
11	92.6	36	95.0	61	97.2	86	98.0
12	92.6	37	95.0	62	97.2	87	98.0
13	92.7	38	95.0	63	97.2	88	98.2
14	92.9	39	95.0	64	97.2	89	98.5
15	93.2	40	95.1	65	97.3	90	98.6
16	93.3	41	95.1	66	97.3	91	98.6
17	93.3	42	95.2	67	97.3	92	98.7
18	93.3	43	95.3	68	97.3	93	99.0
19	93.4	44	95.3	69	97.4	94	99.5
20	93.6	45	95.3	70	97.4	95	100.0
21	93.7	46	95.4	71	97.4	96	100.0
22	93.8	47	95.4	72	97.4	97	100.0
23	94.0	48	95.5	73	97.4	98	100.0
24	94.1	49	95.6	74	97.5	99	100.0
25	94.2	50	95.6	75	97.5		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 38 small hospitals

Small Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Would you recommend this hospital to your friends and family?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	62.5	26	73.6	51	78.2	76	82.8
2	62.5	27	73.8	52	78.2	77	83.1
3	63.0	28	74.1	53	78.3	78	83.4
4	64.0	29	74.1	54	78.4	79	83.7
5	65.0	30	74.2	55	79.1	80	84.4
6	66.4	31	74.3	56	79.7	81	85.6
7	67.8	32	74.4	57	80.1	82	86.7
8	68.8	33	74.6	58	80.2	83	87.2
9	68.8	34	74.7	59	80.3	84	87.6
10	68.8	35	74.7	60	80.3	85	88.1
11	69.0	36	74.8	61	80.3	86	88.5
12	69.1	37	74.9	62	80.6	87	89.0
13	69.2	38	75.0	63	81.2	88	89.2
14	69.3	39	75.0	64	81.8	89	89.4
15	69.4	40	75.1	65	81.8	90	89.6
16	69.9	41	75.2	66	81.8	91	90.1
17	70.6	42	75.3	67	81.8	92	90.6
18	71.4	43	75.4	68	81.9	93	91.0
19	71.9	44	75.6	69	81.9	94	91.4
20	72.4	45	75.9	70	82.0	95	91.9
21	72.8	46	76.1	71	82.2	96	93.3
22	72.9	47	76.8	72	82.3	97	94.8
23	73.0	48	77.6	73	82.4	98	95.4
24	73.2	49	78.1	74	82.4	99	95.4
25	73.4	50	78.1	75	82.6		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 38 small hospitals

Ratings of Overall Care and Likelihood to Recommend: Emergency Department Patient Experience Survey Results

Positive ratings of overall care during a visit to one of the 137 Emergency Departments in Ontario that administered an NRCC Patient Experience Survey between April 1, 2011 and March 31, 2012 ranged from a low annual average score of 64% to a high annual average score of 97%.

Emergency Department – Ontario Hospitals

	Overall Care % Positive	Would Recommend % Positive
Top Performer	97.3	92.6
90th %ile	94.5	77.8
75th %ile	91.1	68.8
50 th %ile (Median)	87.3	61.0
25th %ile	82.6	51.5
Lowest Performer	64.2	30.1

Source: National Research Corporation Canada
April 2011 - March 2012
Facilities Participating: 137

Ontario hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Huron Perth Healthcare Alliance-Seaforth Community Hospital 	<ul style="list-style-type: none"> Deep River and District Hospital
90 th %ile	<ul style="list-style-type: none"> Quinte Healthcare Corporation-Prince Edward County Memorial Huron Perth Healthcare Alliance-Clinton Public Hospital South Bruce Grey Health Centre-Chesley St. Francis Memorial Hospital Huron Perth Healthcare Alliance-St. Marys Memorial Hospital Grey Bruce Health Services-Lions Head Grey Bruce Health Services-Wiarton Wingham & District Hospital Perth & Smiths Falls District Hospital Atikokan General Hospital Deep River and District Hospital South Bruce Grey Health Centre-Durham 	<ul style="list-style-type: none"> Atikokan General Hospital St. Francis Memorial Hospital The Hospital for Sick Children Quinte Healthcare Corporation-Prince Edward County Memorial Kemptville District Hospital Bluewater Health-Rural Health Wingham & District Hospital South Bruce Grey Health Centre-Durham Huron Perth Healthcare Alliance-Clinton Public Hospital Almonte General Hospital Huron Perth Healthcare Alliance-St. Marys Memorial Hospital Grey Bruce Health Services-Lions Head Huron Perth Healthcare Alliance-Seaforth Community Hospital

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall how would you rate the care you received in the Emergency Department?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	65.8	26	83.1	51	87.7	76	91.3
2	69.7	27	83.2	52	87.7	77	91.7
3	72.4	28	83.4	53	87.8	78	91.7
4	73.1	29	83.5	54	88.0	79	91.9
5	74.4	30	83.7	55	88.2	80	92.0
6	74.7	31	83.8	56	88.4	81	92.3
7	75.3	32	84.1	57	88.5	82	92.4
8	75.8	33	84.1	58	88.6	83	92.7
9	76.1	34	84.2	59	88.8	84	92.8
10	76.8	35	84.8	60	88.8	85	93.0
11	77.4	36	84.9	61	88.9	86	93.1
12	77.8	37	84.9	62	88.9	87	93.6
13	78.1	38	85.1	63	89.1	88	93.8
14	78.4	39	85.2	64	89.2	89	94.1
15	78.6	40	85.3	65	89.5	90	94.5
16	79.1	41	85.4	66	89.8	91	94.6
17	79.5	42	85.5	67	90.0	92	94.7
18	80.1	43	86.0	68	90.1	93	95.1
19	80.4	44	86.2	69	90.2	94	95.1
20	80.7	45	86.3	70	90.2	95	95.4
21	80.8	46	86.6	71	90.3	96	95.9
22	81.7	47	86.7	72	90.3	97	96.7
23	82.1	48	86.9	73	90.4	98	97.0
24	82.4	49	87.2	74	90.7	99	97.3
25	82.6	50	87.3	75	91.1		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 137 small, community and academic hospitals

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Would you recommend this Emergency Department to family and friends?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	31.1	26	51.6	51	61.3	76	69.1
2	35.5	27	53.4	52	61.4	77	69.3
3	38.4	28	53.7	53	61.7	78	69.9
4	39.1	29	53.9	54	62.2	79	70.6
5	39.3	30	54.3	55	62.6	80	70.9
6	40.6	31	54.5	56	62.7	81	71.6
7	42.3	32	54.6	57	62.9	82	72.4
8	43.0	33	54.8	58	62.9	83	73.5
9	43.4	34	55.0	59	63.1	84	74.0
10	43.8	35	55.4	60	63.8	85	74.4
11	44.5	36	55.5	61	64.1	86	75.3
12	45.1	37	55.8	62	64.8	87	75.5
13	45.2	38	56.3	63	65.4	88	75.9
14	45.7	39	56.9	64	65.7	89	77.0
15	46.0	40	57.0	65	66.0	90	77.8
16	46.2	41	57.2	66	66.4	91	78.5
17	47.0	42	57.6	67	66.8	92	80.0
18	47.1	43	58.4	68	67.5	93	81.3
19	47.8	44	58.9	69	67.8	94	81.6
20	50.2	45	59.1	70	68.0	95	81.8
21	50.4	46	59.4	71	68.3	96	82.8
22	50.6	47	59.9	72	68.5	97	84.2
23	50.8	48	60.1	73	68.6	98	85.4
24	51.3	49	60.4	74	68.7	99	90.8
25	51.5	50	61.0	75	68.8		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 137 small, community and academic hospitals

Emergency Department - Academic Hospitals

The top performing hospital for patient rating of overall care and likelihood to recommend is **The Hospital for Sick Children**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	92.9	78.8
Median	86.7	62.7
Lowest Performer	79.2	50.9

% Positive Range: "Overall Care"	% Positive Range: "Would Recommend"
92.9	78.8
90.3	71.8
89.3	68.9
88.9	68.6
88.4	68.5
87.7	67.6
87.3	66.4
86.8	63.9
86.8	62.9
86.6	62.6
86.0	61.4
84.9	58.9
84.9	57.6
84.1	56.7
82.4	54.5
82.4	54.3
79.8	53.9
79.2	50.9

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 18 academic hospitals

Emergency Department – Community Hospitals

	Overall Care % Positive	Would Recommend % Positive
Top Performer	96.0	84.6
90th %ile	92.6	70.7
75th %ile	88.8	64.2
50 th %ile (Median)	84.0	54.8
25th %ile	78.4	45.7
Lowest Performer	64.2	30.1

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 76 community hospitals

Community hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Perth & Smiths Falls District Hospital 	<ul style="list-style-type: none"> Grey Bruce Health Services-Lions Head
90 th %ile	<ul style="list-style-type: none"> Quinte Healthcare Corporation - Trenton Memorial Grey Bruce Health Services-Markdale Niagara Health System-Port Colborne General Quinte Healthcare Corporation-Prince Edward County Memorial Grey Bruce Health Services-Lions Head Grey Bruce Health Services-Wiarton 	<ul style="list-style-type: none"> Lakeridge Health-Port Perry Niagara Health System-Port Colborne General Grey Bruce Health Services-Markdale Grey Bruce Health Services-Wiarton Perth & Smiths Falls District Hospital Quinte Healthcare Corporation-Prince Edward County Memorial

Community Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall how would you rate the care you received in the Emergency Department?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	64.2	26	78.5	51	84.1	76	88.8
2	66.5	27	78.6	52	84.2	77	88.9
3	68.9	28	78.9	53	84.2	78	89.0
4	70.3	29	79.4	54	84.7	79	89.1
5	72.0	30	80.2	55	85.1	80	89.7
6	72.5	31	80.3	56	85.1	81	90.2
7	73.0	32	80.6	57	85.3	82	90.2
8	73.8	33	80.7	58	85.3	83	90.3
9	74.4	34	80.7	59	85.4	84	90.4
10	74.5	35	80.8	60	85.6	85	90.8
11	74.8	36	81.4	61	86.3	86	91.4
12	75.2	37	81.9	62	86.5	87	91.7
13	75.5	38	82.4	63	86.9	88	91.9
14	75.7	39	82.9	64	87.2	89	92.2
15	75.9	40	83.0	65	87.3	90	92.6
16	76.0	41	83.1	66	87.6	91	93.2
17	76.2	42	83.2	67	87.7	92	93.5
18	76.8	43	83.4	68	87.8	93	93.7
19	77.2	44	83.5	69	87.9	94	94.0
20	77.4	45	83.5	70	88.4	95	94.6
21	77.5	46	83.5	71	88.5	96	95.1
22	78.0	47	83.6	72	88.6	97	95.3
23	78.1	48	83.7	73	88.7	98	95.7
24	78.2	49	83.8	74	88.8	99	96.0
25	78.4	50	84.0	75	88.8		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 76 community hospitals

Community Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Would you recommend this Emergency Department to family and friends?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	30.1	26	45.8	51	55.0	76	65.0
2	31.6	27	46.0	52	55.3	77	65.5
3	33.9	28	46.1	53	55.4	78	65.7
4	36.6	29	46.4	54	55.8	79	65.9
5	38.0	30	46.9	55	56.4	80	66.0
6	38.8	31	47.1	56	57.0	81	66.3
7	39.1	32	47.1	57	57.2	82	66.7
8	39.2	33	47.2	58	57.9	83	67.0
9	39.4	34	47.7	59	58.4	84	68.0
10	40.0	35	49.9	60	58.7	85	68.6
11	40.8	36	50.2	61	59.1	86	68.9
12	41.7	37	50.4	62	59.6	87	69.4
13	42.8	38	50.6	63	59.8	88	69.9
14	42.9	39	50.8	64	60.0	89	70.4
15	43.1	40	51.2	65	60.1	90	70.7
16	43.3	41	51.4	66	60.1	91	71.1
17	43.6	42	51.5	67	60.6	92	73.3
18	43.8	43	51.6	68	61.1	93	75.0
19	44.2	44	51.6	69	61.4	94	75.9
20	44.7	45	53.0	70	62.0	95	76.3
21	45.1	46	54.0	71	62.2	96	77.1
22	45.1	47	54.3	72	62.5	97	79.1
23	45.2	48	54.5	73	62.8	98	82.1
24	45.4	49	54.6	74	63.2	99	84.6
25	45.7	50	54.8	75	64.2		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 76

Emergency Department – Small Hospitals

	Overall Care % Positive	Would Recommend % Positive
Top Performer	97.3	92.6
90th %ile	96.8	83.0
75th %ile	94.4	77.8
50 th %ile (Median)	91.7	68.8
25th %ile	89.1	61.6
Lowest Performer	82.0	50.4

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 39 small hospitals

Small hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Huron Perth Healthcare Alliance-Seaforth Community Hospital 	<ul style="list-style-type: none"> Deep River and District Hospital
90 th %ile	<ul style="list-style-type: none"> Atikokan General Hospital Deep River and District Hospital South Bruce Grey Health Centre-Durham 	<ul style="list-style-type: none"> Almonte General Hospital Huron Perth Healthcare Alliance-St. Marys Memorial Hospital Huron Perth Healthcare Alliance-Seaforth Community Hospital

Small Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall how would you rate the care you received in the Emergency Department?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	82.0	26	89.3	51	91.7	76	94.5
2	82.0	27	89.5	52	91.8	77	94.6
3	82.5	28	89.7	53	91.9	78	94.7
4	83.7	29	89.7	54	92.0	79	94.7
5	84.9	30	89.8	55	92.0	80	94.7
6	85.0	31	89.8	56	92.2	81	94.9
7	85.1	32	89.8	57	92.3	82	95.0
8	85.2	33	89.9	58	92.4	83	95.0
9	85.4	34	90.0	59	92.5	84	95.1
10	85.5	35	90.1	60	92.7	85	95.1
11	85.8	36	90.1	61	92.7	86	95.4
12	86.2	37	90.2	62	92.7	87	95.7
13	86.6	38	90.2	63	92.8	88	96.1
14	87.2	39	90.2	64	92.8	89	96.4
15	87.9	40	90.3	65	92.8	90	96.8
16	88.0	41	90.3	66	92.9	91	96.9
17	88.1	42	90.3	67	93.0	92	96.9
18	88.2	43	90.4	68	93.2	93	97.0
19	88.2	44	90.5	69	93.5	94	97.1
20	88.3	45	90.6	70	93.8	95	97.2
21	88.5	46	90.8	71	93.9	96	97.2
22	88.8	47	91.0	72	94.1	97	97.3
23	88.9	48	91.2	73	94.2	98	97.3
24	89.0	49	91.4	74	94.3	99	97.3
25	89.1	50	91.7	75	94.4		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 39 small hospitals

Small Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Would you recommend this Emergency Department to family and friends?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	50.4	26	62.1	51	68.9	76	77.9
2	50.4	27	62.6	52	69.1	77	78.1
3	51.0	28	62.8	53	69.6	78	78.8
4	52.2	29	62.9	54	70.3	79	80.0
5	53.4	30	62.9	55	71.0	80	81.3
6	54.0	31	63.0	56	71.5	81	81.4
7	54.7	32	63.1	57	72.0	82	81.6
8	55.1	33	63.3	58	72.4	83	81.7
9	55.3	34	63.6	59	72.8	84	81.7
10	55.5	35	63.9	60	73.2	85	81.7
11	55.6	36	64.4	61	73.5	86	82.0
12	55.7	37	64.9	62	73.8	87	82.4
13	56.0	38	65.6	63	74.0	88	82.6
14	56.5	39	66.7	64	74.0	89	82.8
15	57.0	40	67.8	65	74.0	90	83.0
16	57.9	41	67.9	66	74.5	91	83.5
17	58.7	42	67.9	67	74.9	92	84.1
18	59.4	43	68.0	68	75.2	93	85.1
19	60.0	44	68.0	69	75.2	94	86.5
20	60.5	45	68.1	70	75.3	95	87.9
21	60.8	46	68.1	71	75.4	96	89.8
22	61.1	47	68.2	72	75.5	97	91.7
23	61.3	48	68.4	73	76.0	98	92.6
24	61.5	49	68.6	74	76.9	99	92.6
25	61.6	50	68.8	75	77.8		

Source: National Research Corporation Canada

April 2011 - March 2012

Facilities Participating: 39 small hospitals

Ratings of Overall Care and Likelihood to Recommend: Rehabilitation Patient Experience Survey Results

Positive ratings of overall care among patients who had an inpatient stay for rehabilitation care in one of Ontario's 31 facilities that administered an NRCC Rehabilitation Patient Experience Survey between April 1, 2011 and March 31, 2012 ranged from a low annual average score of 88% to a high annual average score of 100%.

The likelihood to recommend annual percent positive scores ranged from a low of 84% to a high performer score of 100%.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	100.0	100.0
90th %ile	98.2	98.9
75th %ile	96.1	97.0
50 th %ile (Median)	93.3	94.9
25th %ile	90.7	92.9
Lowest Performer	88.2	84.5

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 31 hospitals

Ontario hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Hotel Dieu Shaver Health & Rehabilitation Centre 	<ul style="list-style-type: none"> Pembroke Regional Hospital Sault Area Hospital
90 th %ile	<ul style="list-style-type: none"> West Park Healthcare Centre Providence Care 	<ul style="list-style-type: none"> Hotel Dieu Shaver Health & Rehabilitation Centre

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall quality of care and services you received.”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	88.2	26	90.8	51	93.4	76	96.2
2	88.2	27	90.9	52	93.5	77	96.3
3	88.2	28	91.0	53	93.6	78	96.4
4	88.2	29	91.0	54	93.7	79	96.5
5	88.3	30	91.0	55	93.8	80	96.5
6	88.4	31	91.1	56	94.0	81	96.8
7	88.6	32	91.3	57	94.1	82	97.1
8	88.7	33	91.4	58	94.1	83	97.4
9	88.9	34	91.5	59	94.2	84	97.5
10	89.1	35	91.5	60	94.3	85	97.6
11	89.2	36	91.6	61	94.3	86	97.6
12	89.2	37	91.6	62	94.4	87	97.7
13	89.2	38	91.7	63	94.4	88	97.8
14	89.4	39	91.7	64	94.5	89	98.0
15	89.7	40	91.8	65	94.6	90	98.2
16	89.9	41	91.9	66	94.7	91	98.3
17	90.1	42	91.9	67	94.8	92	98.5
18	90.2	43	92.0	68	95.0	93	98.7
19	90.3	44	92.2	69	95.2	94	99.0
20	90.4	45	92.4	70	95.4	95	99.4
21	90.4	46	92.6	71	95.6	96	99.7
22	90.4	47	92.7	72	95.7	97	100.0
23	90.5	48	92.9	73	95.9	98	100.0
24	90.6	49	93.1	74	96.0	99	100.0
25	90.7	50	93.3	75	96.1		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities Participating: 31 hospitals

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Would you recommend this hospital to your friends and family?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	84.5	26	93.0	51	95.0	76	97.0
2	84.5	27	93.1	52	95.1	77	97.0
3	84.5	28	93.1	53	95.1	78	97.1
4	85.1	29	93.2	54	95.1	79	97.1
5	85.9	30	93.2	55	95.1	80	97.1
6	86.8	31	93.4	56	95.1	81	97.5
7	87.5	32	93.5	57	95.2	82	97.9
8	87.8	33	93.7	58	95.2	83	98.3
9	88.1	34	93.9	59	95.2	84	98.4
10	88.5	35	94.1	60	95.2	85	98.5
11	89.2	36	94.4	61	95.2	86	98.6
12	89.9	37	94.5	62	95.2	87	98.7
13	90.7	38	94.5	63	95.2	88	98.7
14	91.0	39	94.5	64	95.3	89	98.8
15	91.2	40	94.5	65	95.4	90	98.9
16	91.4	41	94.6	66	95.5	91	99.2
17	91.6	42	94.6	67	95.6	92	99.5
18	91.9	43	94.7	68	96.0	93	99.9
19	92.3	44	94.7	69	96.3	94	100.0
20	92.6	45	94.8	70	96.7	95	100.0
21	92.6	46	94.8	71	96.7	96	100.0
22	92.7	47	94.9	72	96.8	97	100.0
23	92.7	48	94.9	73	96.9	98	100.0
24	92.8	49	94.9	74	96.9	99	100.0
25	92.9	50	94.9	75	97.0		

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 31 hospitals

Ratings of Overall Care and Likelihood to Recommend: Maternity Patient Experience Survey Results

Positive ratings of overall care among those who responded to an NRCC Maternity Patient Experience Survey from one of Ontario's 42 participating hospitals ranged from a low annual average score of 84% to a high annual average score of 100%. The likelihood to recommend annual percent positive scores ranged from a low of 39% to a high performer score of 93%.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	100.0	93.3
90th %ile	98.9	87.2
75th %ile	96.5	78.7
50 th %ile (Median)	94.4	74.6
25th %ile	92.8	62.5
Lowest Performer	83.7	39.4

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 42

Ontario hospitals among the Top Performer and at the 90th percentile and above

	Overall Care	Would Recommend
Top Performer	<ul style="list-style-type: none"> Southlake Regional Health Centre 	<ul style="list-style-type: none"> Almonte General Hospital
90 th %ile	<ul style="list-style-type: none"> St. Thomas-Elgin General Hospital Stevenson Memorial Hospital Headwaters Health Care Centre 	<ul style="list-style-type: none"> Sunnybrook Health Sciences Centre Winchester District Memorial Hospital Stevenson Memorial Hospital

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Overall, how would you rate the care you received at the hospital?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	83.7	26	92.9	51	94.4	76	96.7
2	83.7	27	93.1	52	94.5	77	96.8
3	84.9	28	93.2	53	94.5	78	97.0
4	86.8	29	93.3	54	94.6	79	97.2
5	88.1	30	93.4	55	94.7	80	97.3
6	88.4	31	93.6	56	94.8	81	97.4
7	88.6	32	93.8	57	94.8	82	97.6
8	88.7	33	93.9	58	94.9	83	97.8
9	88.7	34	93.9	59	95.0	84	98.0
10	89.1	35	94.0	60	95.0	85	98.2
11	89.5	36	94.0	61	95.0	86	98.3
12	90.0	37	94.1	62	95.1	87	98.5
13	90.7	38	94.2	63	95.2	88	98.7
14	91.4	39	94.2	64	95.5	89	98.8
15	91.5	40	94.2	65	95.7	90	98.9
16	91.6	41	94.3	66	95.9	91	99.0
17	91.7	42	94.3	67	96.0	92	99.0
18	91.8	43	94.3	68	96.1	93	99.1
19	91.9	44	94.3	69	96.1	94	99.2
20	92.0	45	94.3	70	96.1	95	99.3
21	92.1	46	94.3	71	96.2	96	99.5
22	92.3	47	94.3	72	96.3	97	99.8
23	92.6	48	94.3	73	96.3	98	100.0
24	92.7	49	94.4	74	96.4	99	100.0
25	92.8	50	94.4	75	96.5		

Source: National Research Corporation Canada

April 2011 - March 2012

Facilities participating: 42 hospitals

Ontario Hospitals Percent Positive Score and Associated Percentile Rank for the Question: “Would you recommend this hospital to your friends and family?”

Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive	Percentile Rank	% Positive
1	39.4	26	64.0	51	74.9	76	79.9
2	39.4	27	64.4	52	75.0	77	80.8
3	39.6	28	64.9	53	75.0	78	80.9
4	39.8	29	65.8	54	75.1	79	80.9
5	41.4	30	66.8	55	75.2	80	81.2
6	45.2	31	67.1	56	75.3	81	81.5
7	49.1	32	67.1	57	75.6	82	81.9
8	49.9	33	67.2	58	75.9	83	82.2
9	50.7	34	67.4	59	76.0	84	82.6
10	51.3	35	67.5	60	76.1	85	83.0
11	51.9	36	68.0	61	76.3	86	83.3
12	52.8	37	68.6	62	76.5	87	84.9
13	54.4	38	68.9	63	76.7	88	86.5
14	55.8	39	69.1	64	76.7	89	87.2
15	56.4	40	69.4	65	76.8	90	87.2
16	57.0	41	69.8	66	77.0	91	87.3
17	57.3	42	70.3	67	77.1	92	87.5
18	57.5	43	70.8	68	77.3	93	87.6
19	57.7	44	71.4	69	77.4	94	88.3
20	57.8	45	72.4	70	77.6	95	89.0
21	57.9	46	73.5	71	77.7	96	90.3
22	58.0	47	74.1	72	77.8	97	92.1
23	58.2	48	74.2	73	77.8	98	93.3
24	60.0	49	74.3	74	77.9	99	93.3
25	62.5	50	74.6	75	78.7		

Source: National Research Corporation Canada

April 2011 - March 2012

Facilities participating: 42 hospitals

Ratings of Overall Care and Likelihood to Recommend: Day Surgery Patient Experience Survey Results

The top performing hospital for patient rating of overall care is **Hotel Dieu Hospital Kingston**. The top performing hospital for patient ratings of likelihood to recommend is **The University of Ottawa Heart Institute**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	100.0	97.1
Median	98.8	84.3
Lowest Performer	96.4	66.5

% Positive Range: "Overall Care"	% Positive Range: "Would Recommend"
100.0	97.1
100.0	93.7
100.0	92.1
100.0	92.0
99.7	91.3
99.6	91.0
99.5	90.9
99.5	89.2
99.5	88.9
99.4	88.8
99.2	88.4
99.1	86.9
98.9	85.3
98.8	84.4
98.7	84.1
98.7	83.3
98.5	82.4
98.4	79.6
98.4	79.0
98.3	78.6
98.1	76.4
98.0	74.1
97.9	73.3
97.6	73.3
97.4	70.4
97.2	70.3
96.5	68.8
96.4	66.5

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 28 hospitals

Ratings of Overall Care and Likelihood to Recommend: Paediatric Patient Experience Survey Results

The top performing hospital for patient rating of overall care is **Children’s Hospital of Eastern Ontario**. The top performing hospital for patient ratings of likelihood to recommend is **The Hospital for Sick Children**.

	Overall Care % Positive	Would Recommend % Positive
Top Performer	98.4	94.9
Median	94.7	66.8
Lowest Performer	83.9	38.1

% Positive Range: “Overall Care”	% Positive Range: “Would Recommend”
98.4	94.9
98.1	93.1
97.1	85.7
97.0	84.5
96.5	84.3
96.4	82.9
96.4	77.7
96.1	77.1
95.5	75.2
95.4	72.3
94.8	70.5
94.7	67.3
94.7	66.9
94.6	66.7
94.0	64.9
93.2	64.3
93.0	62.5
92.7	62.5
91.7	60.3
91.1	60.2
90.8	56.5
90.5	56.0
89.3	52.9
87.7	48.5
87.5	46.5
83.9	38.1

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 26 hospitals

Ratings of Overall Care: Mental Health Inpatient Short Stay Patient Experience Survey Results

The top performing hospital for patient rating of overall care is **Grey Bruce Health Services**.

Annual ratings of “Overall Care” ranged from a low annual average score of 75% to a high annual average score of 95%.

	Overall Care % Positive
Top Performer	95.4
Median	88.2
Lowest Performer	75.3

% Positive Range: “Overall Care”
95.4
92.6
92.4
92.1
91.5
90.9
90.5
90.2
89.9
86.4
86.4
85.9
84.9
83.3
82.1
76.8
76.0
75.3

Source: National Research Corporation Canada
 April 2011 - March 2012
 Facilities participating: 18 hospitals

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