

Patient Experience Results

Q1 2020-21

Patient Experience – Overall Care Rating

April – June 2020

Emergency Department

68.9%

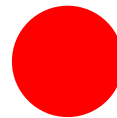
48.7% benchmark¹
50.6% benchmark³



Inpatient Programs

53.8%

58.7% benchmark²



Outpatient Programs

79.8%

73.2% benchmark^{3,4}



Benchmarks:

1. Ontario ED Community Hospital Average

2. Ontario IP Community Hospital Average

3. NRC Average

4. OHA PRPM Average Score



03/08/2020

