

SJHC Patient Experience Survey Results - 2021-2022	Q1	Q2	Q3
<u>All of SJHC</u>			
% Satisfaction with Level of Involvement in Care Planning - All Programs	93%	99%	97%
Satisfaction Level	95%	97%	100%
Response Rate	100%	100%	100%
<u>Consolidated Home care services (ICC & Nursing)</u>			
Satisfaction Level	93%	91%	86%
Response Rate	100%	100%	100%
<u>ICC (PSW)</u>			
Satisfaction Level	90%	92%	86%
Response Rate	100%	100%	100%
<u>Nursing</u>			
Satisfaction Level	93%	91%	n/a
LHIN overall satisfaction % - Target 90	97%	94%	n/a
Response Rate	n/a	n/a	n/a
<u>CSS Consolidated</u>			
CSS Overall - Outcome % - TARGET 90%	97%	99%	100%
CSS Overall Response Rate	100%	100%	100%

CSS Programs	Q1	Q2	Q3
<i>First Place Transitional Beds- Outcome %</i>	100%	100%	0%
<i>Total 4 & 5 Scores</i>	75	35	0
<i>Total Applicable Responses (Remove Blank and N/A)</i>	75	35	0
<i>Response Rate</i>	100%	100%	0%
<i>Surveys distributed</i>	15	7	0
<i>Surveys returned</i>	15	7	0
<i>First Place Supportive Housing - Outcome % - TARGET = 90%</i>	99%	97%	0%
<i>Total 4 & 5 Scores</i>	74	139	0
<i>Total Applicable Responses (Remove Blank and N/A)</i>	73	143	0
<i>Response Rate</i>	100%	100%	0%
<i>Surveys distributed</i>	5	10	0
<i>Surveys returned</i>	5	10	0
<i>Gwen Lee- Outcome %</i>	50%	100%	100%
<i>Total 4 & 5 Scores</i>	20	50	60
<i>Total Applicable Responses (Remove Blank and N/A)</i>	40	50	60
<i>Response Rate</i>	100%	100%	100%
<i>Surveys distributed</i>	4	5	6
<i>Surveys returned</i>	4	5	6
<i>Neighborhood Model- Outcome %</i>	100%	100%	100%
<i>Total 4 & 5 Scores</i>	300	300	300
<i>Total Applicable Responses (Remove Blank and N/A)</i>	300	300	300
<i>Response Rate</i>	100%	100%	100%
<i>Surveys distributed</i>	30	30.00	30.00
<i>Surveys returned</i>	30	30	30
<i>CCM - Community Care Collaborative- Outcome %</i>	93%	93%	93%
<i>Total 4 & 5 Scores</i>	37	37	37
<i>Total Applicable Responses (Remove Blank and N/A)</i>	40	40	40
<i>Response Rate</i>	100%	100%	100%
<i>Surveys distributed</i>	10	10	10
<i>Surveys returned</i>	10	10	10
<i>Park- Outcome %</i>	100%	100%	100%
<i>Total 4 & 5 Scores</i>	290	290	300
<i>Total Applicable Responses (Remove Blank and N/A)</i>	290	290	300
<i>Response Rate</i>	100%	97%	100%
<i>Surveys distributed</i>	29	30	30
<i>Surveys returned</i>	29	29	30