

New data on hospital website shows patients pleased with Providence Care experience

March 1, 2011 - A consumer-oriented website is helping residents in southeastern Ontario learn more about how their local area hospitals are performing.

The site, ***myhospitalcare.ca***, is today posting new 'Patient Experience' indicators and data, giving Ontarians an unprecedented opportunity to learn more about how their local hospitals are performing by location, type of care, indicator, or hospital name.

"By making hospital performance information easy for people to access, ***myhospitalcare.ca*** is empowering patients and demonstrating hospitals' commitment to transparency," says Tom Closson, President and CEO of the Ontario Hospital Association. The OHA says ***myhospitalcare.ca*** is designed as a public education tool, not as a guide to choosing a hospital.

"We are committed to enhancing the efficiency and effectiveness of health care," says Dale Kenney, Providence Care President & CEO. "This includes a commitment to transparency, and we are pleased that this data is being made available by the OHA in a user-friendly way."

"Our staff work hard to provide safe, high quality, compassionate care and services," says Maurio Ruffolo, Vice-President Patient & Client Care and Chief Nursing Executive. "The data added to the site today reflects the feedback from our patients and their families – and their feedback is that our care is well above-average. This speaks to the dedication of all staff at Providence Care."

For example, when asked to rate the quality of care and services, 95.4% of individuals surveyed who were receiving inpatient rehabilitation care at St. Mary's of the Lake Hospital provided positive scores. For the same question in the Complex Continuing Care survey, 93.0% of inpatients returned positive rankings.

Like all public reporting on health system performance, ***myhospitalcare.ca*** strives to inspire improved performance, enhance patient safety and strengthen the public's confidence in Ontario's hospitals.

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Providence Care is southeastern Ontario's leading provider of specialized mental health care, physical medicine and rehabilitation, specialized geriatric services, complex continuing care, palliative care and long-term care. Affiliated with [Queen's University](#) in Kingston, and as a member of the [Council of Academic Hospitals of Ontario](#), Providence Care is a major centre for health education and research. Providence Care is sponsored by the [Catholic Health Corporation of Ontario](#). In 2011, Providence Care is celebrating its 150th anniversary – over 150 years of "enhancing the quality of life" of those we serve.

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