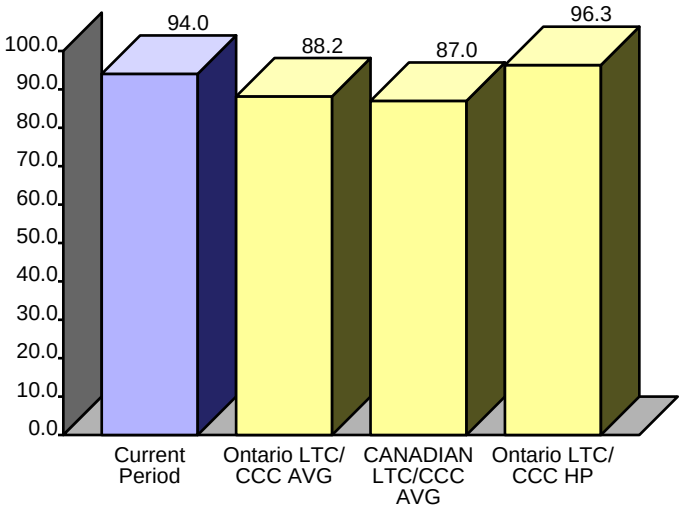
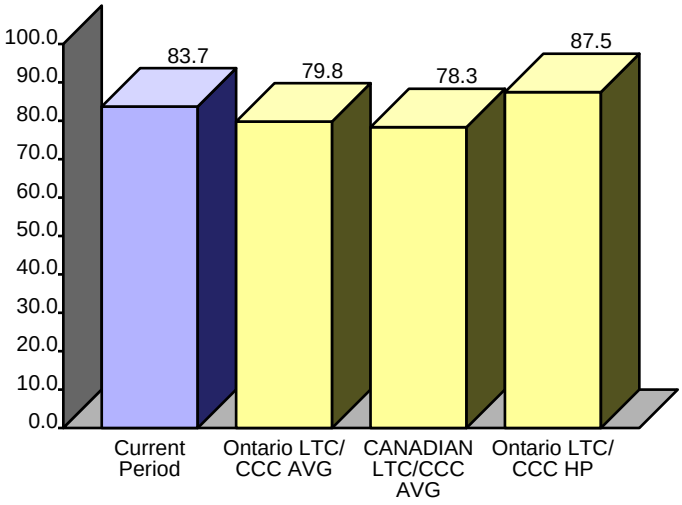
Long Term Care Family Satisfaction-All Domains and Overall Ratings
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

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



All Domains Combined (FAM)
% Positive Score



* Significantly Different from Your Current Score

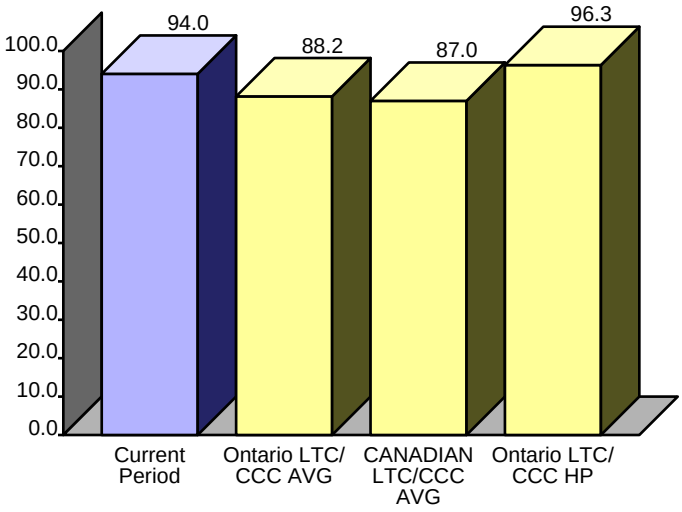
Detail

Highest correlation with "Overall quality of care/services (FAM)"	% Positive Score	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
Assistance with Eating (FAM)	76.9%	65.6%	61.2%⬆	79.8%
Global Quality (FAM)	94.0%	88.0%	87.2%	97.9%⬇
Communication (FAM)	88.0%	84.7%	83.6%	90.2%
Care and Services (FAM)	84.1%	80.0%	78.1%	88.8%
Activities (FAM)	64.7%	64.7%	62.6%	85.3%⬇
Living Environment (FAM)	76.8%	75.0%	74.0%	78.3%

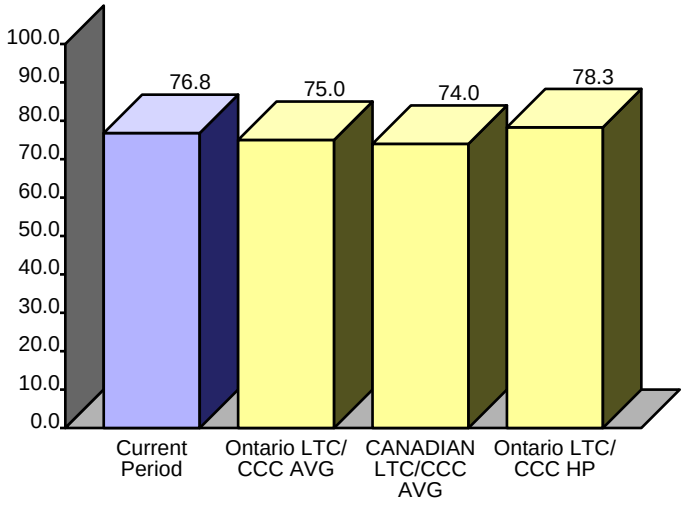
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Long Term Care Family Satisfaction-Living Environment
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

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



Living Environment (FAM)
% Positive Score



* Significantly Different from Your Current Score

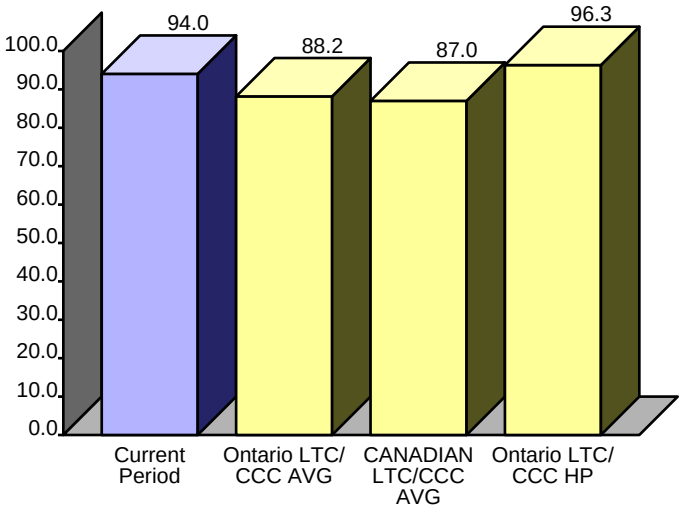
Detail

	Highest correlation with "Overall quality of care/services (FAM)"	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
% Positive Score				
Facility layout meets needs (FAM)	83.3%	78.7%	78.4%	89.0%
Encouraged to bring personal items (FAM)	70.5%	71.4%	68.3%	78.1%
Room meets needs (FAM)	78.6%	76.0%	76.4%	85.5%
Comfortable place to visit w/resident (FAM)	74.4%	75.2%	73.8%	80.9%

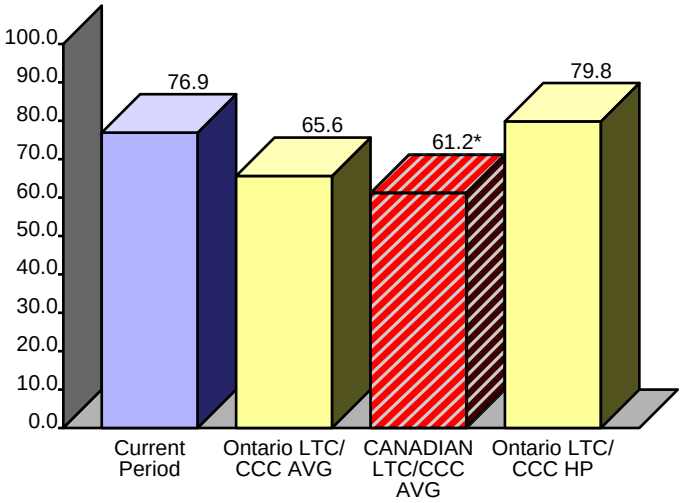
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Long Term Care Family Satisfaction-Assistance with Eating
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

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



Assistance with Eating (FAM)
% Positive Score



* Significantly Different from Your Current Score

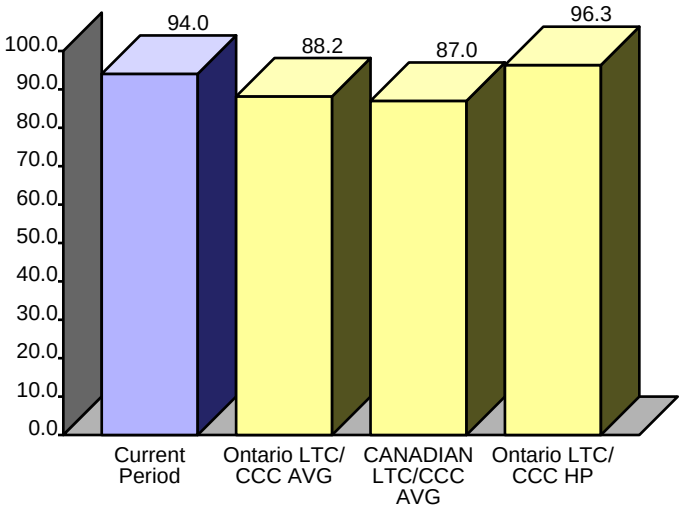
Detail

Highest correlation with "Overall quality of care/services (FAM)"	*% Positive Score*	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
Receive help to eat if needed (FAM)	80.4%	69.0%	65.2%⬆	79.2%
Take proper time to feed resident (FAM)	71.4%	60.8%	55.4%	80.8%
Enough staff for resident needs (FAM)	30.3%	31.9%	29.5%	51.0%⬇

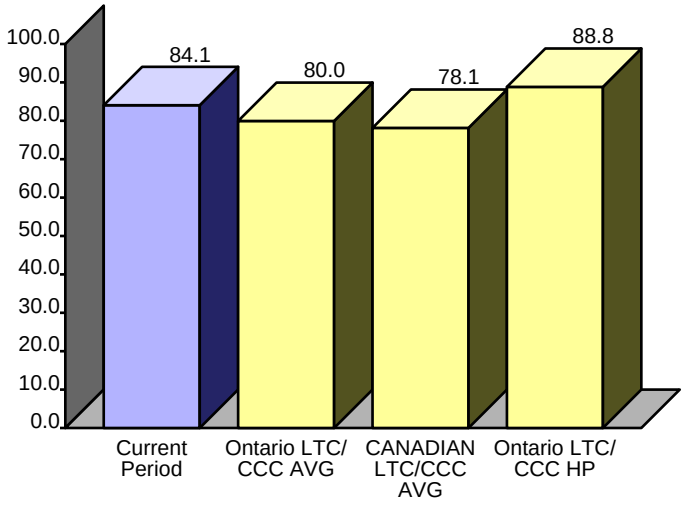
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Long Term Care Family Satisfaction-Care and Services
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

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



Care and Services (FAM)
% Positive Score



* Significantly Different from Your Current Score

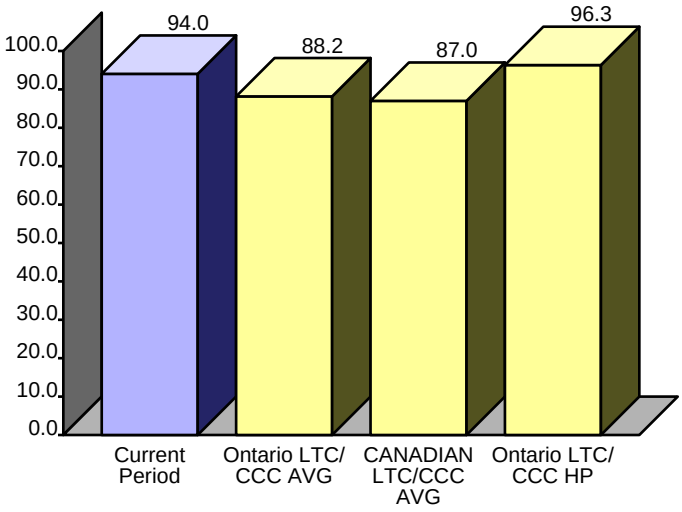
Detail

Highest correlation with "Overall quality of care/services (FAM)"	% Positive Score	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
Way to deal w/ concerns/complaints (FAM)	78.7%	82.1%	78.9%	91.1%⬇
Individualized care provided by facility (FAM)	87.3%	82.5%	80.1%	94.6%⬇
Staff put resident's needs first (FAM)	90.1%	81.3%⬆	79.4%⬆	93.5%
Staff know care requirements (FAM)	92.8%	82.6%⬆	82.3%⬆	96.7%⬇
Comfort level: resident well taken care of (FAM)	89.3%	85.0%	83.6%	94.1%
Staff maintain resident dignity (FAM)	91.1%	80.5%⬆	79.2%⬆	92.9%
Facility keeps track of personal belongings (FAM)	79.3%	74.2%	72.4%	83.7%
*Don't fear staff will punish resident (FAM)	91.0%	80.1%⬆	79.5%⬆	91.5%
Respectful treatment of residents (FAM)	93.0%	90.7%	90.0%	97.7%⬇
Quality of medical/physician care (FAM)	89.2%	83.8%	82.4%	96.2%⬇
Enough staff for resident needs (FAM)	30.3%	31.9%	29.5%	51.0%⬇
Hygiene/cleanliness of way things are done (FAM)	91.9%	86.0%	85.3%	94.6%

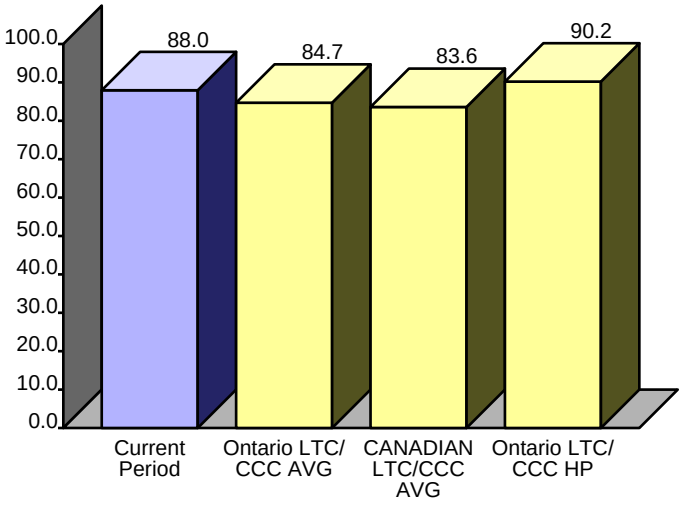
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Long Term Care Family Satisfaction-Communication
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

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



Communication (FAM)
% Positive Score



* Significantly Different from Your Current Score

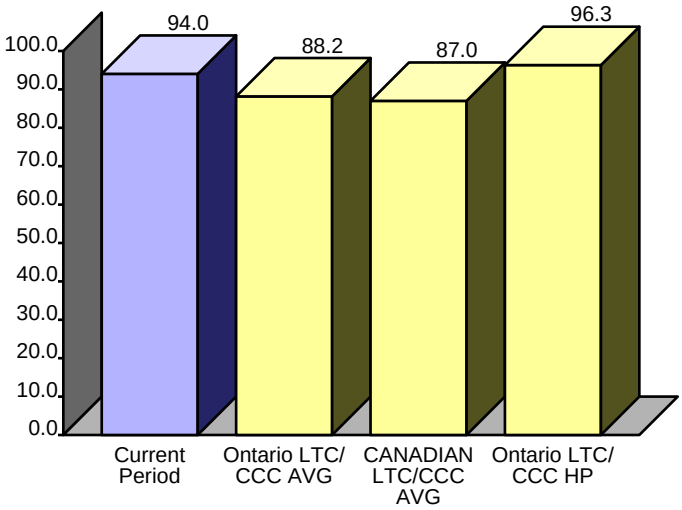
Detail

Highest correlation with "Overall quality of care/services (FAM)"	% Positive Score	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
Staff follow-up w/requests (FAM)	71.3%	68.4%	65.5%	80.7%🡻
Staff keeping you informed (FAM)	87.1%	80.2%	79.1%	87.1%
Staff involve you in planning care (FAM)	80.0%	77.8%	76.4%	86.2%
Staff respond to questions/concerns (FAM)	89.3%	87.3%	86.5%	93.2%
Your relationship w/staff (FAM)	91.8%	91.8%	90.9%	95.5%
Staff appreciate your help (FAM)	96.0%	90.8%	90.4%	96.0%
Feel welcome on unit (FAM)	94.1%	92.7%	92.3%	95.7%
Staff polite/courteous towards you (FAM)	97.6%	93.5%	92.8%	97.2%
Know who to talk to for info (FAM)	84.3%	79.1%	77.4%	83.7%

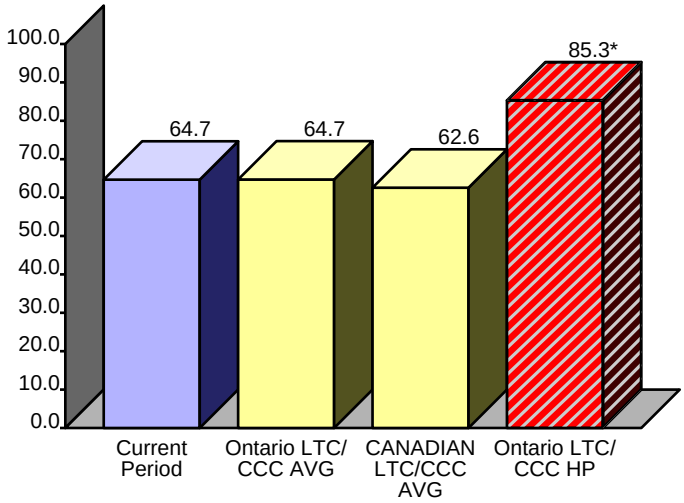
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher 🡹 or lower🡻.

Long Term Care Family Satisfaction-Activities
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

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



Activities (FAM)
% Positive Score



* Significantly Different from Your Current Score

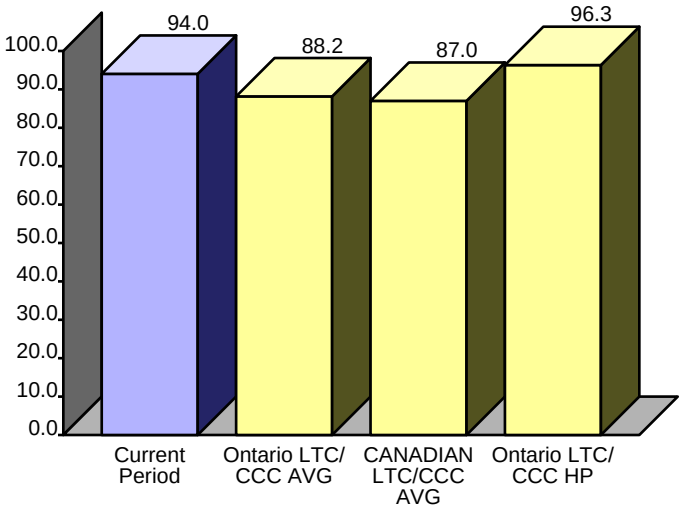
Detail

	Highest correlation with "Overall quality of care/services (FAM)"	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
	% Positive Score			
Enough activities for resident (FAM)	65.9%	63.7%	61.5%	79.9%🡻
Enough entertainment (FAM)	63.4%	65.7%	63.7%	90.8%🡻

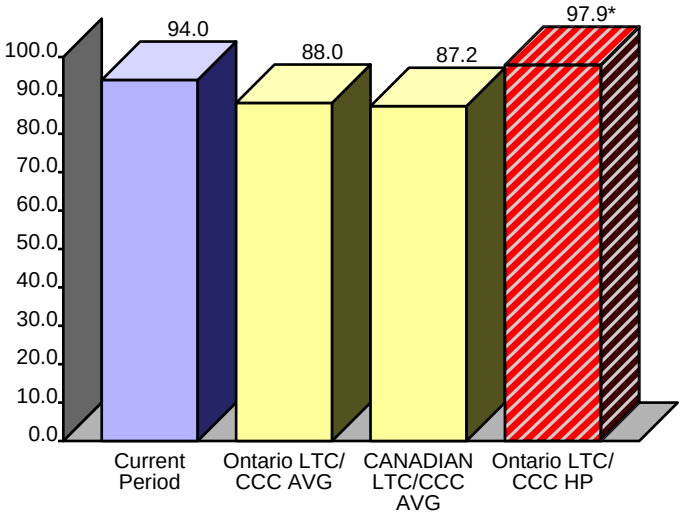
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher 🡹 or lower🡻.

Long Term Care Family Satisfaction-Global Quality
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

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



Global Quality (FAM)
% Positive Score



* Significantly Different from Your Current Score

Detail

Highest correlation with "Overall quality of care/services (FAM)"	% Positive Score	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
Facility takes care of needs (FAM)	92.9%	89.9%	88.3%	97.1%⬇
Staff provide tender/loving care (FAM)	93.9%	85.6%⬆	84.8%⬆	96.8%
Facility maintains dignity (FAM)	95.2%	90.0%	89.3%	100.0%⬇

Told people care is excellent (FAM)		Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
Yes	80.0%	70.8%	69.1%⬆	93.4%⬇
No	20.0%	29.2%	30.9%⬇	6.6%⬆

Quality of care/services over last year (FAM)				
Improved	17.6%	16.2%	16.6%	18.0%
Same	77.0%	74.5%	74.7%	79.4%
Worse	5.4%	9.3%	8.6%	2.6%

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

Long Term Care Family Satisfaction-Global Quality (continued)
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

Detail

		Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
Would recommend facility (FAM)				
Definitely Recommend	78.6%	59.4%⬆	55.4%⬆	79.4%
Probably Recommend	15.5%	26.1%⬇	29.9%⬇	13.9%
Probably not Recommend	1.2%	4.2%	4.2%	1.3%
Definitely not Recommend	1.2%	3.7%	2.8%	1.3%
Resident's health compared to others (FAM)				
Excellent	6.1%	5.1%	5.7%	
Very Good	35.4%	20.2%⬆	22.3%⬆	
Good	37.8%	35.5%	36.4%	
Fair	17.1%	26.3%	24.1%	
Poor	3.7%	12.9%⬇	11.4%⬇	

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

Long Term Care Family Satisfaction-Strengths
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

Detail

Items ranked in descending order by current score	% Positive Score	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
Staff polite/courteous towards you (FAM)	97.6%	93.5%	92.8%	97.2%
Staff appreciate your help (FAM)	96.0%	90.8%	90.4%	96.0%
Facility maintains dignity (FAM)	95.2%	90.0%	89.3%	100.0%⬇
Quality of care/services over last year (FAM)	94.6%	90.7%	91.4%	97.4%
Feel welcome on unit (FAM)	94.1%	92.7%	92.3%	95.7%
Staff provide tender/loving care (FAM)	93.9%	85.6%⬆	84.8%⬆	96.8%
Respectful treatment of residents (FAM)	93.0%	90.7%	90.0%	97.7%⬇
Facility takes care of needs (FAM)	92.9%	89.9%	88.3%	97.1%⬇
Staff know care requirements (FAM)	92.8%	82.6%⬆	82.3%⬆	96.7%⬇
Hygiene/cleanliness of way things are done (FAM)	91.9%	86.0%	85.3%	94.6%

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

Long Term Care Family Satisfaction-Areas for Improvement
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

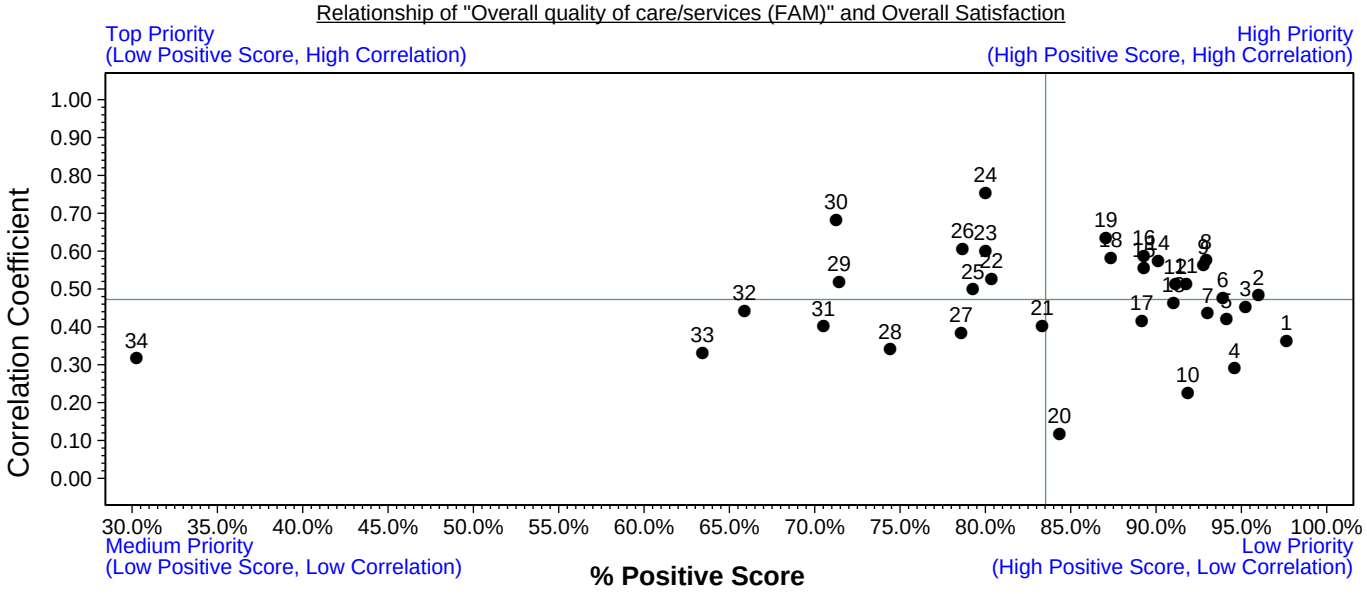
Detail

Items ranked in ascending order by current score	*% Positive Score*	Ontario LTC/ CCC AVG	CANADIAN LTC/CCC AVG	Ontario LTC/ CCC HP
Enough staff for resident needs (FAM)	30.3%	31.9%	29.5%	51.0%⬇
Enough entertainment (FAM)	63.4%	65.7%	63.7%	90.8%⬇
Enough activities for resident (FAM)	65.9%	63.7%	61.5%	79.9%⬇
Encouraged to bring personal items (FAM)	70.5%	71.4%	68.3%	78.1%
Staff follow-up w/requests (FAM)	71.3%	68.4%	65.5%	80.7%⬇
Take proper time to feed resident (FAM)	71.4%	60.8%	55.4%	80.8%
Comfortable place to visit w/resident (FAM)	74.4%	75.2%	73.8%	80.9%
Room meets needs (FAM)	78.6%	76.0%	76.4%	85.5%
Way to deal w/ concerns/complaints (FAM)	78.7%	82.1%	78.9%	91.1%⬇
Facility keeps track of personal belongings (FAM)	79.3%	74.2%	72.4%	83.7%

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

Long Term Care Family Satisfaction-Priority Matrix
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

Relationship of "Overall quality of care/services (FAM)" and Overall Satisfaction



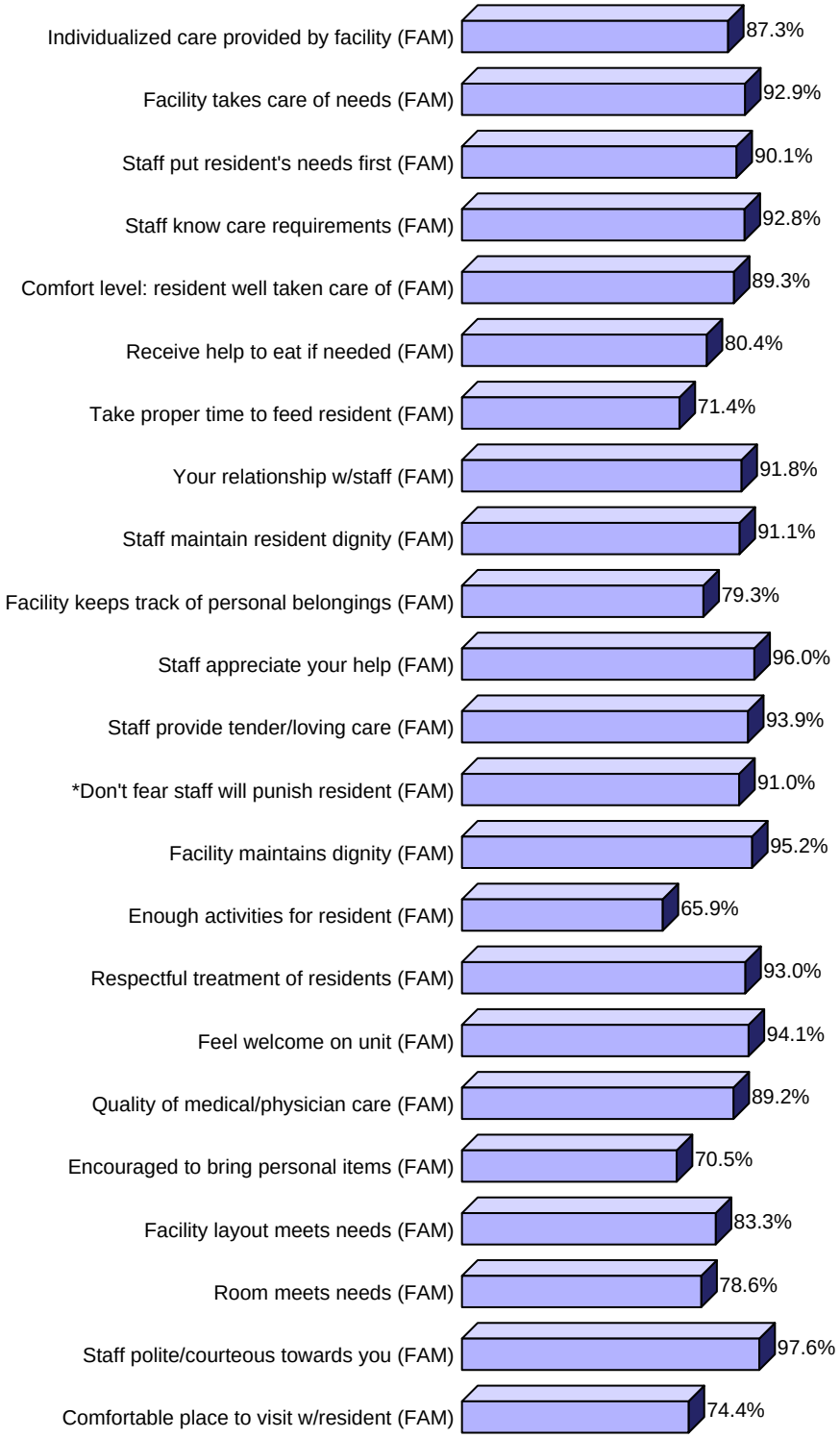
1 Staff polite/courteous towards you (FAM)
2 Staff appreciate your help (FAM)
3 Facility maintains dignity (FAM)
4 Quality of care/services over last year (FAM)
5 Feel welcome on unit (FAM)
6 Staff provide tender/loving care (FAM)
7 Respectful treatment of residents (FAM)
8 Facility takes care of needs (FAM)
9 Staff know care requirements (FAM)
10 Hygiene/cleanliness of way things are done (FAM)
11 Your relationship w/staff (FAM)
12 Staff maintain resident dignity (FAM)
13 *Don't fear staff will punish resident (FAM)
14 Staff put resident's needs first (FAM)
15 Comfort level: resident well taken care of (FAM)
16 Staff respond to questions/concerns (FAM)
17 Quality of medical/physician care (FAM)
18 Individualized care provided by facility (FAM)
19 Staff keeping you informed (FAM)
20 Know who to talk to for info (FAM)
21 Facility layout meets needs (FAM)
22 Receive help to eat if needed (FAM)
23 Staff involve you in planning care (FAM)
24 Told people care is excellent (FAM)
25 Facility keeps track of personal belongings (FAM)
26 Way to deal w/ concerns/complaints (FAM)
27 Room meets needs (FAM)
28 Comfortable place to visit w/resident (FAM)
29 Take proper time to feed resident (FAM)
30 Staff follow-up w/requests (FAM)
31 Encouraged to bring personal items (FAM)
32 Enough activities for resident (FAM)
33 Enough entertainment (FAM)
34 Enough staff for resident needs (FAM)

Detail

Highest correlation with "Overall quality of care/services (FAM)"	% Positive Score	Correlation Coefficient	n size
Told people care is excellent (FAM)	80.0%	0.754	85
Staff follow-up w/requests (FAM)	71.3%	0.683	80
Staff keeping you informed (FAM)	87.1%	0.636	85
Way to deal w/ concerns/complaints (FAM)	78.7%	0.606	75
Staff involve you in planning care (FAM)	80.0%	0.601	85
Staff respond to questions/concerns (FAM)	89.3%	0.587	84

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

Long Term Care Family Satisfaction-Priority Matrix (continued)
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)



Detail	Correlation Coefficient	n size
Individualized care provided by facility (FAM)	0.582	79
Facility takes care of needs (FAM)	0.578	85
Staff put resident's needs first (FAM)	0.574	81
Staff know care requirements (FAM)	0.563	83
Comfort level: resident well taken care of (FAM)	0.556	84
Receive help to eat if needed (FAM)	0.526	56
Take proper time to feed resident (FAM)	0.519	35
Your relationship w/staff (FAM)	0.515	85
Staff maintain resident dignity (FAM)	0.513	79
Facility keeps track of personal belongings (FAM)	0.499	82
Staff appreciate your help (FAM)	0.483	75
Staff provide tender/loving care (FAM)	0.477	82
*Don't fear staff will punish resident (FAM)	0.464	78
Facility maintains dignity (FAM)	0.453	84
Enough activities for resident (FAM)	0.442	85
Respectful treatment of residents (FAM)	0.436	86
Feel welcome on unit (FAM)	0.421	85
Quality of medical/physician care (FAM)	0.416	83
Encouraged to bring personal items (FAM)	0.402	78
Facility layout meets needs (FAM)	0.402	84
Room meets needs (FAM)	0.384	84
Staff polite/courteous towards you (FAM)	0.364	85
Comfortable place to visit w/resident (FAM)	0.341	86

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

Long Term Care Family Satisfaction-Priority Matrix (continued)
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

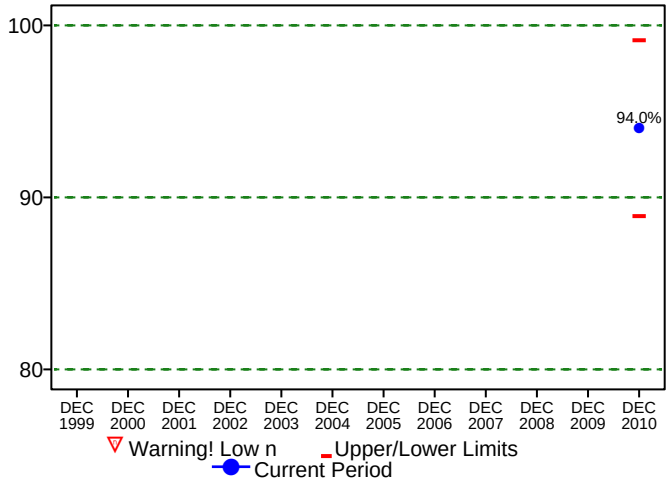
Detail	Correlation Coefficient	n size
% Positive Score		
Enough entertainment (FAM) 63.4%	0.331	82
Enough staff for resident needs (FAM) 30.3%	0.317	76
Quality of care/services over last year (FAM) 94.6%	0.291	74
Hygiene/cleanliness of way things are done (FAM) 91.9%	0.225	86
Know who to talk to for info (FAM) 84.3%	0.118	83

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

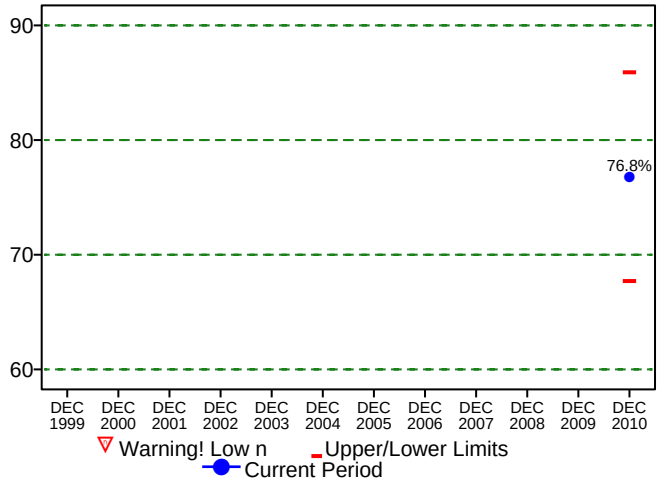
Providence Care

Long Term Care Family Satisfaction-Performance Across Time
Providence Care - Corporate
November 2010 (n=86, Response Rate= 63.2%)

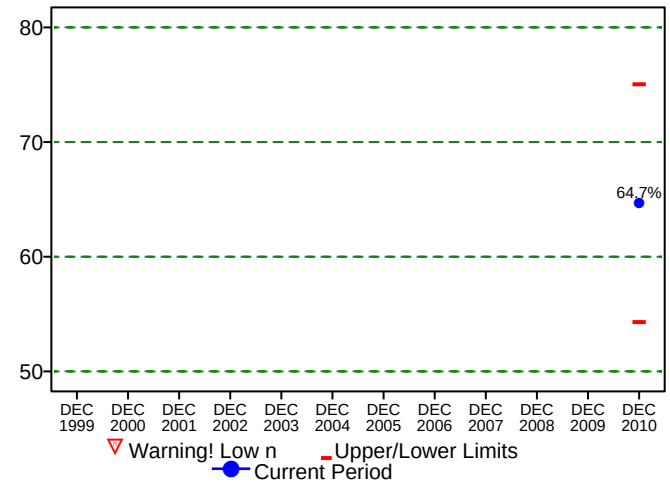
Global Quality (FAM)
% Positive Score



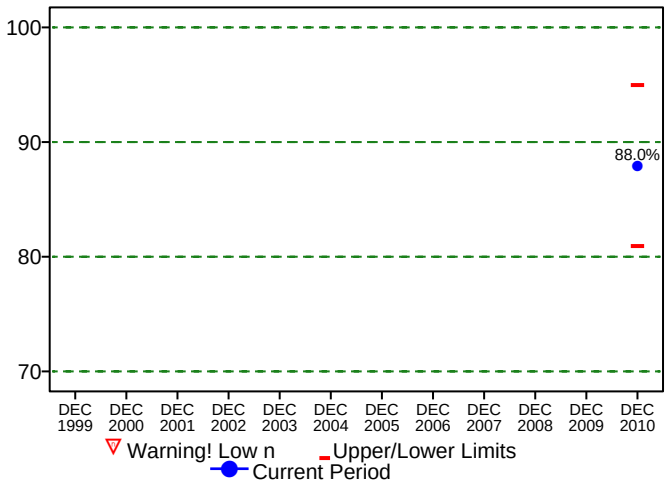
Living Environment (FAM)
% Positive Score



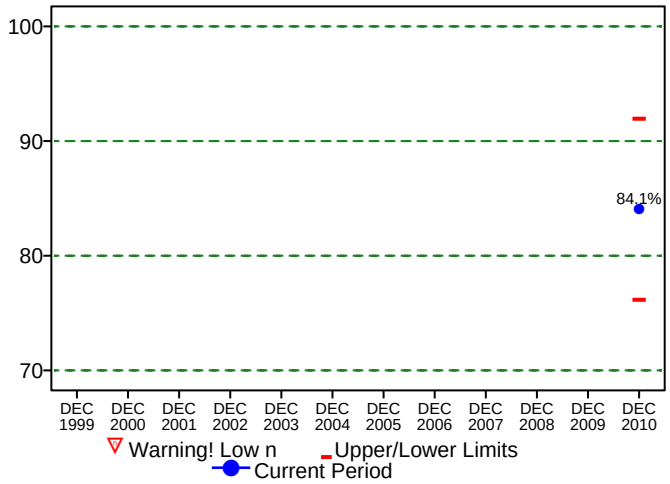
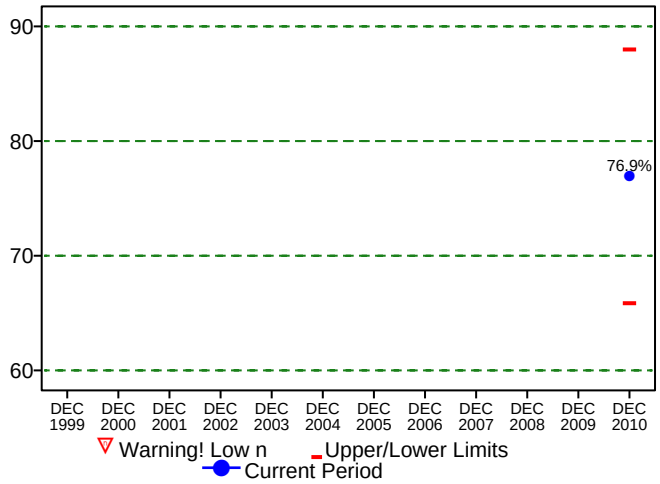
Activities (FAM)
% Positive Score



Communication (FAM)
% Positive Score



Care and Services (FAM)
% Positive Score



Assistance with Eating (FAM)
% Positive Score