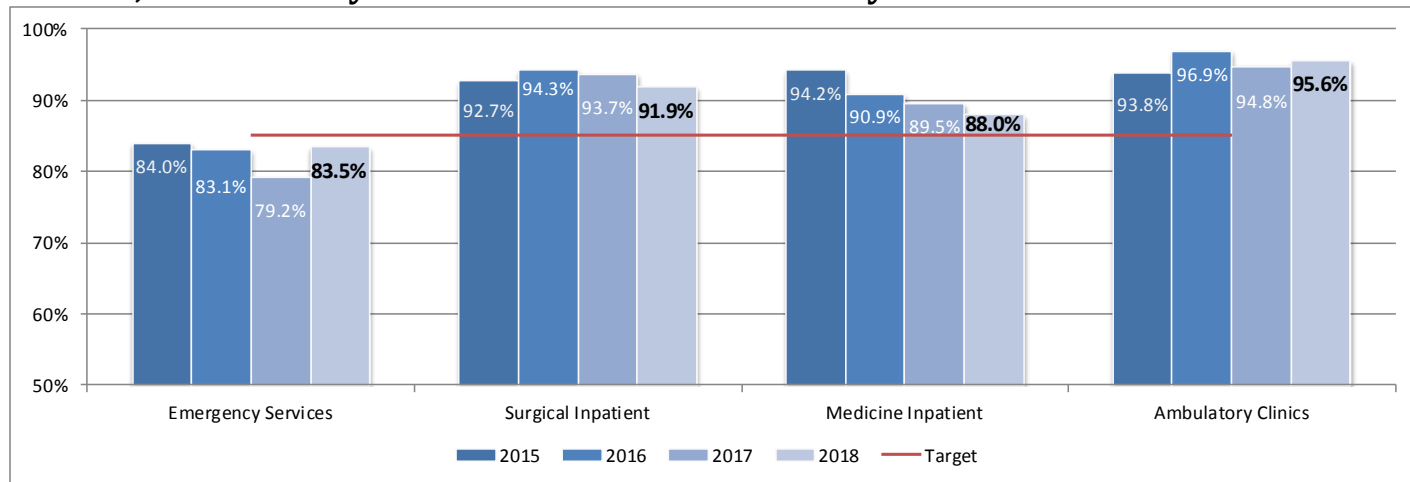
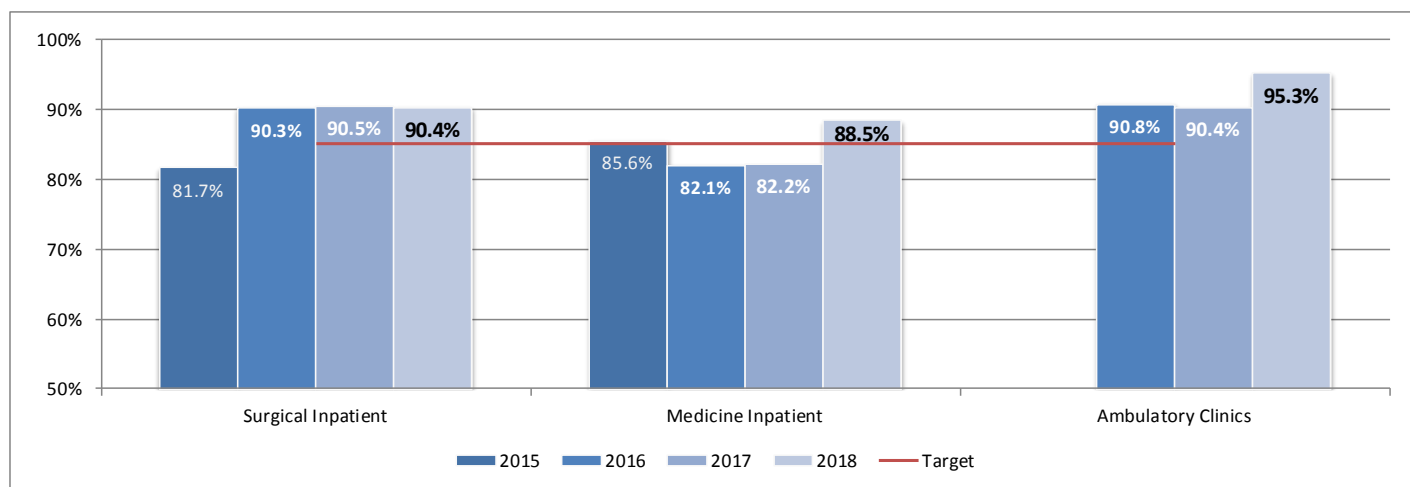


**Overall, how would you rate the care and services you received?**



**I was involved in decisions about my care as much as I wanted to be.**



The above questions were selected from patient surveys as organizational Key Performance Indicators to align with LHIN reporting requirements. Annual sample size is approximately 4000 with a response rate of 20-25%.

The scores above show the percentage of patients who responded to questions favourably (Good & Excellent, or Agree & Strongly Agree) on a 5-point Likert scale. Scores are based on combined results for emergency services, medicine inpatient units, surgical inpatient units and high-volume outpatient clinics. St. Joe's surveys over forty services, inpatient units and clinics annually.