

BLOORVIEW KIDS REHAB
TELL US WHAT YOU THINK!
Client/Family Survey Results

June 15, 2009

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Survey Results for Fiscal Year 2008-09

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Survey Results for Fiscal Years 2005-6 to 2008-09

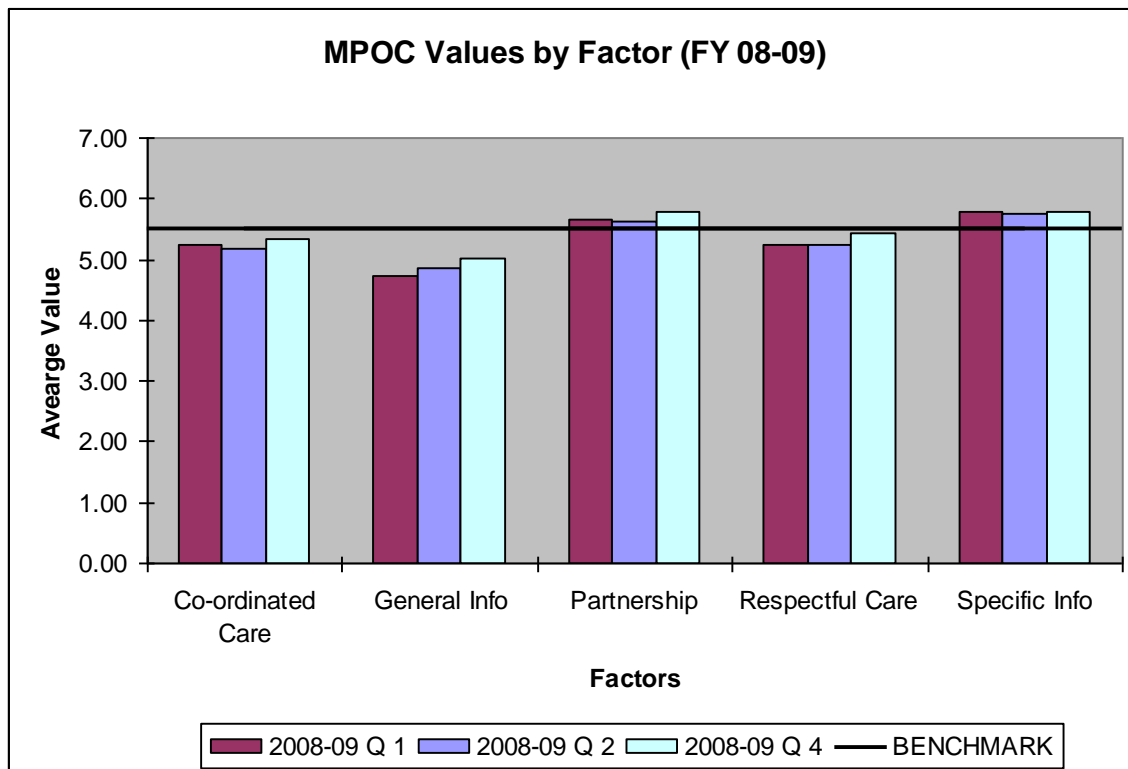
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TELL US WHAT YOU THINK
CLIENT/FAMILY SATISFACTION SURVEY
Fiscal Year 2008-09

Bloorview's Tell Us survey uses a standardized questionnaire (Measure of Processes of Care MPOC-20) to obtain feedback from families regarding the family-centredness of our services. The survey also asks for feedback on wait times, accessibility, parking and overall satisfaction. Total number of responses for 2008-09 was 408 with a 16.5% response rate.

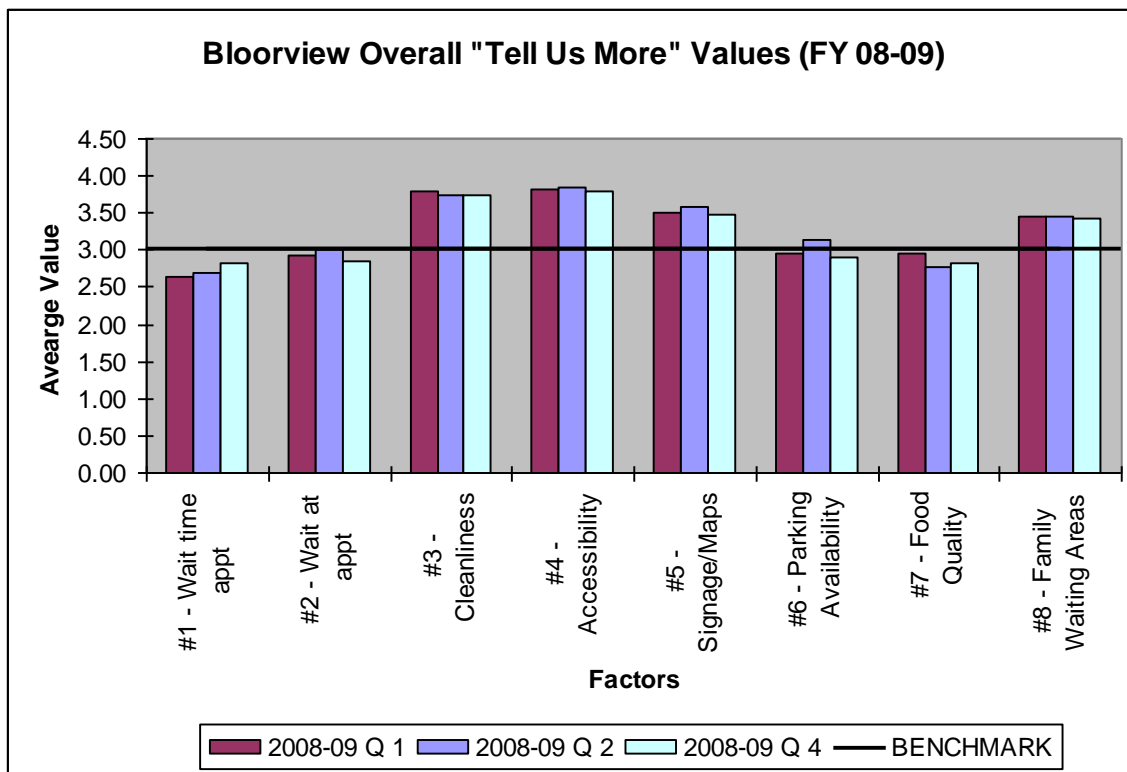
Part A - Measure of Processes of Care (MPOC)

| Average Value | 2008-09 Q 1 | 2008-09 Q 2 | 2008-09 Q 3 | 2008-09 Q 4 | BENCHMARK | FY 2008-09 |
|-------------------|-------------|-------------|-------------|-------------|-----------|-------------|
| Co-ordinated Care | 5.25 | 5.18 | | 5.33 | 5.50 | 5.25 |
| General Info | 4.73 | 4.87 | | 5.03 | 5.50 | 4.92 |
| Partnership | 5.65 | 5.63 | | 5.79 | 5.50 | 5.68 |
| Respectful Care | 5.24 | 5.25 | | 5.43 | 5.50 | 5.35 |
| Specific Info | 5.80 | 5.76 | | 5.78 | 5.50 | 5.76 |



Part B - "About Your Needs"

| Average Value | 2008-09 Q 1 | 2008-09 Q 2 | 2008-09 Q 3 | 2008-09 Q 4 | BENCHMARK | FY 2008-09 |
|---------------------------|-------------|-------------|-------------|-------------|-----------|------------|
| #1 - Wait time appt | 2.64 | 2.69 | | 2.82 | 3.00 | 2.74 |
| #2 - Wait at appt | 2.92 | 3.01 | | 2.86 | 3.00 | 2.90 |
| #3 - Cleanliness | 3.79 | 3.74 | | 3.74 | 3.00 | 3.74 |
| #4 - Accessibility | 3.83 | 3.85 | | 3.79 | 3.00 | 3.81 |
| #5 - Signage/Maps | 3.51 | 3.59 | | 3.48 | 3.00 | 3.50 |
| #6 - Parking Availability | 2.95 | 3.15 | | 2.91 | 3.00 | 2.95 |
| #7 - Food Quality | 2.95 | 2.78 | | 2.83 | 3.00 | 2.83 |
| #8 - Family Waiting Areas | 3.44 | 3.46 | | 3.43 | 3.00 | 3.44 |

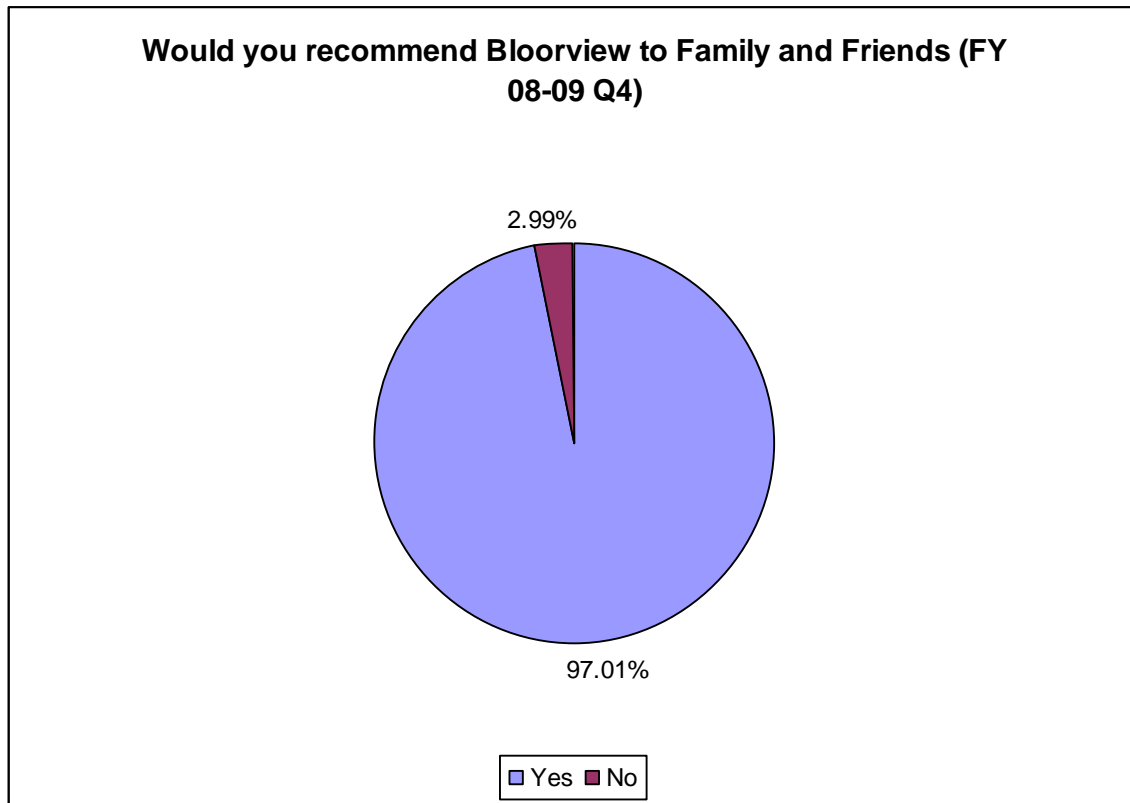


Would you recommend Bloorview to family and friends?

Part C - Overall Performance

| | 2008-09 Q 1 | 2008-09 Q 2 | 2008-09 Q 3 | 2008-09 Q 4 | FY 2008- 09 |
|----------------|----------------|----------------|----------------|----------------|----------------|
| Yes | 98.72% | 97.65% | | 97.01% | 97.21% |
| No | 1.28% | 2.35% | | 2.99% | 2.79% |
| Overall Rating | 100.00% | 100.00% | | 100.00% | 100.00% |

- *Note: Blanks are not counted.*
- *Benchmark 97%, based on previous year's performance*

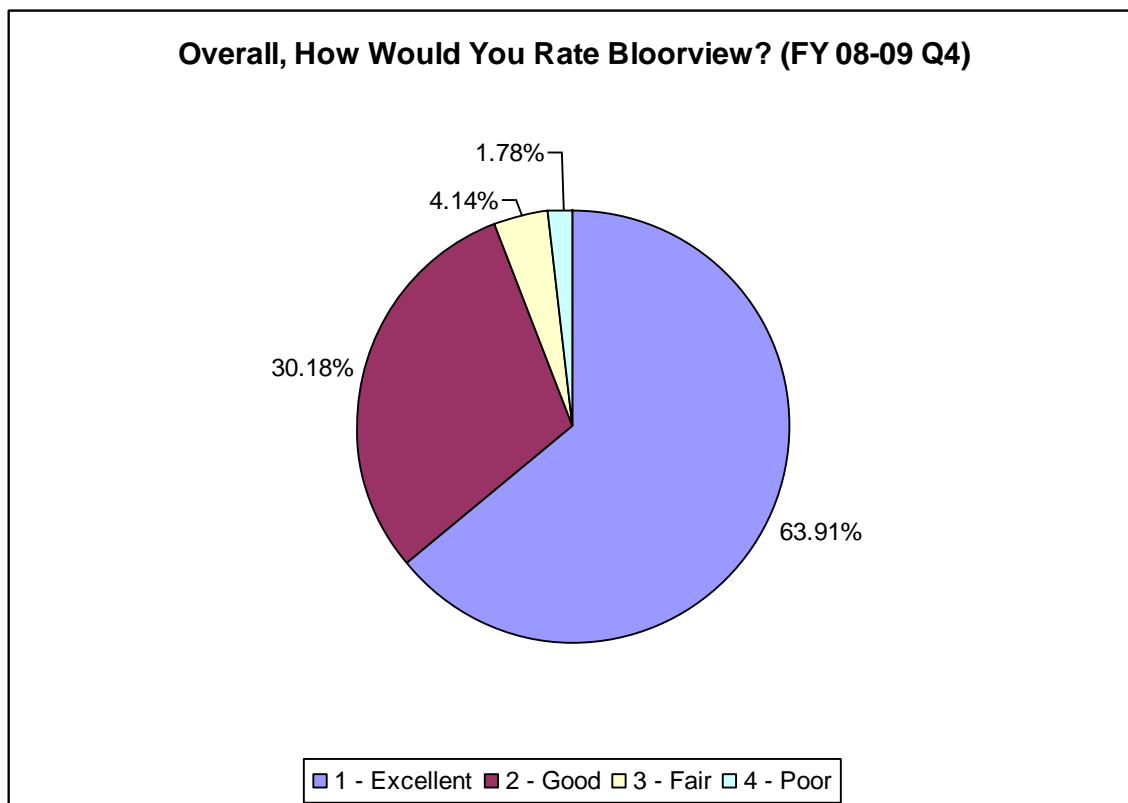


Overall how would you rate Bloorview Kids Rehab?

Overall Satisfaction

| | 2008-09 Q 1 | 2008-09 Q 2 | 2008-09 Q 3 | 2008-09 Q 4 | FY 2008-09 |
|----------------|-------------|-------------|-------------|-------------|------------|
| 1 - Excellent | 69.14% | 58.14% | | 63.91% | 62.09% |
| 2 - Good | 27.16% | 37.21% | | 30.18% | 32.42% |
| 3 - Fair | 3.70% | 4.65% | | 4.14% | 4.40% |
| 4 - Poor | 0.00% | 0.00% | | 1.78% | 1.10% |
| Overall Rating | 100.00% | 100.00% | | 100.00% | 100.00% |

- *Note: Blanks are not counted*
- *Benchmark=Combined Excellent/Good rating of 96% based on previous year's performance*

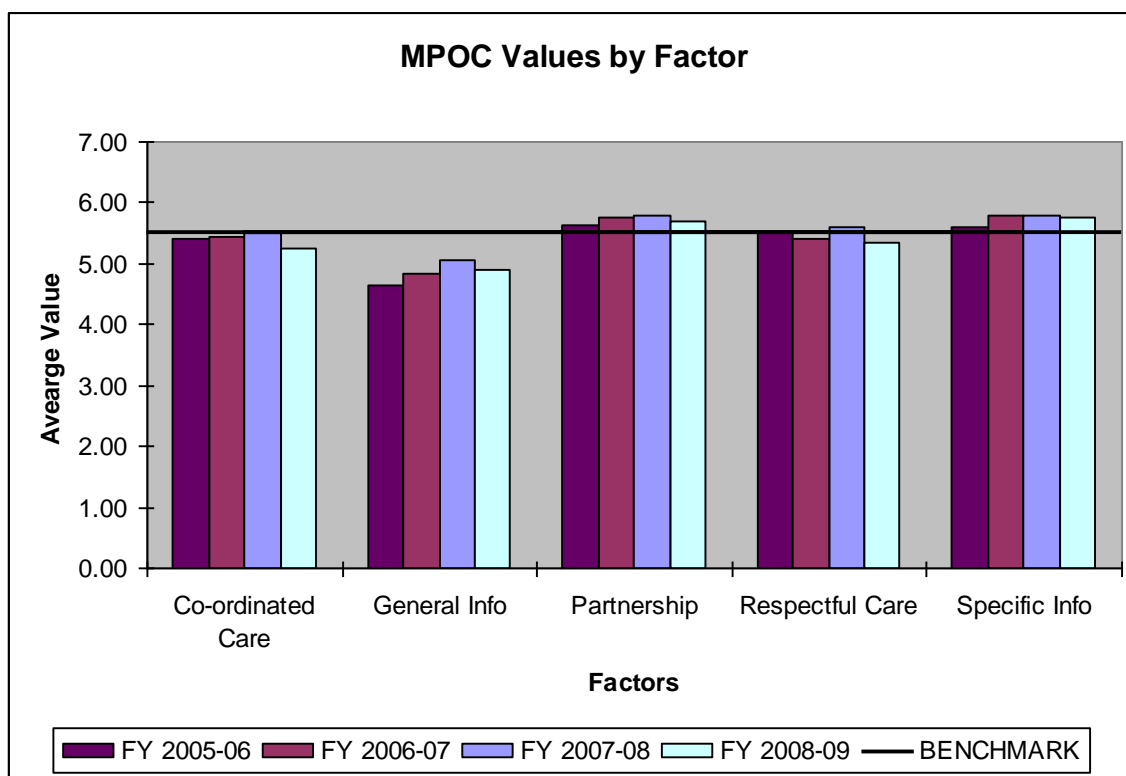


TELL US WHAT YOU THINK
CLIENT/FAMILY SATISFACTION SURVEY
Survey results from 2005-06 to 2008-09

Bloorview's Tell Us survey uses a standardized questionnaire (Measure of Processes of Care MPOC-20) to obtain feedback from families regarding the family-centredness of our services. The survey also asks for feedback on wait times, accessibility, parking and overall satisfaction. This report represents four years of survey data and information.

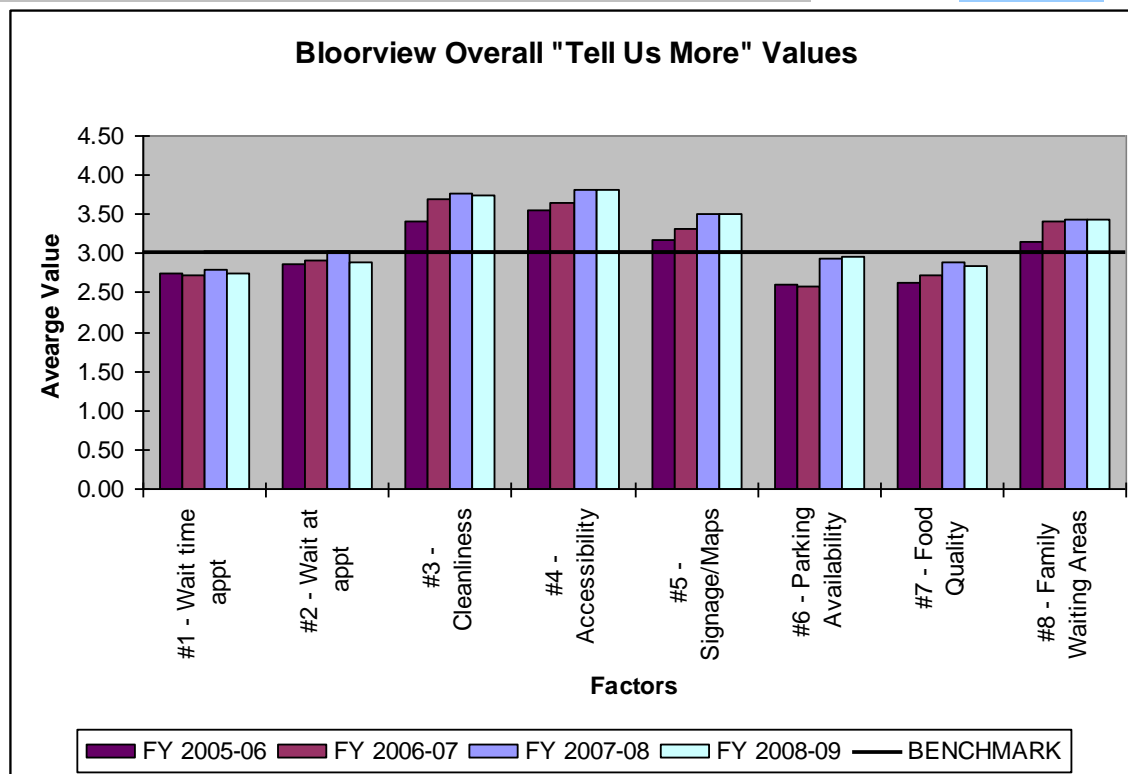
Part A - Measure of Processes of Care (MPOC)

| Average Value | FY 2005-06 | FY 2006-07 | FY 2007-08 | FY 2008-09 | BENCHMARK | Date |
|-------------------|------------|------------|------------|------------|-----------|-------------|
| Co-ordinated Care | 5.41 | 5.45 | 5.50 | 5.25 | 5.50 | 5.40 |
| General Info | 4.63 | 4.83 | 5.07 | 4.92 | 5.50 | 4.81 |
| Partnership | 5.62 | 5.75 | 5.79 | 5.68 | 5.50 | 5.69 |
| Respectful Care | 5.51 | 5.41 | 5.59 | 5.35 | 5.50 | 5.47 |
| Specific Info | 5.59 | 5.80 | 5.79 | 5.76 | 5.50 | 5.71 |



Part B - "About Your Needs"

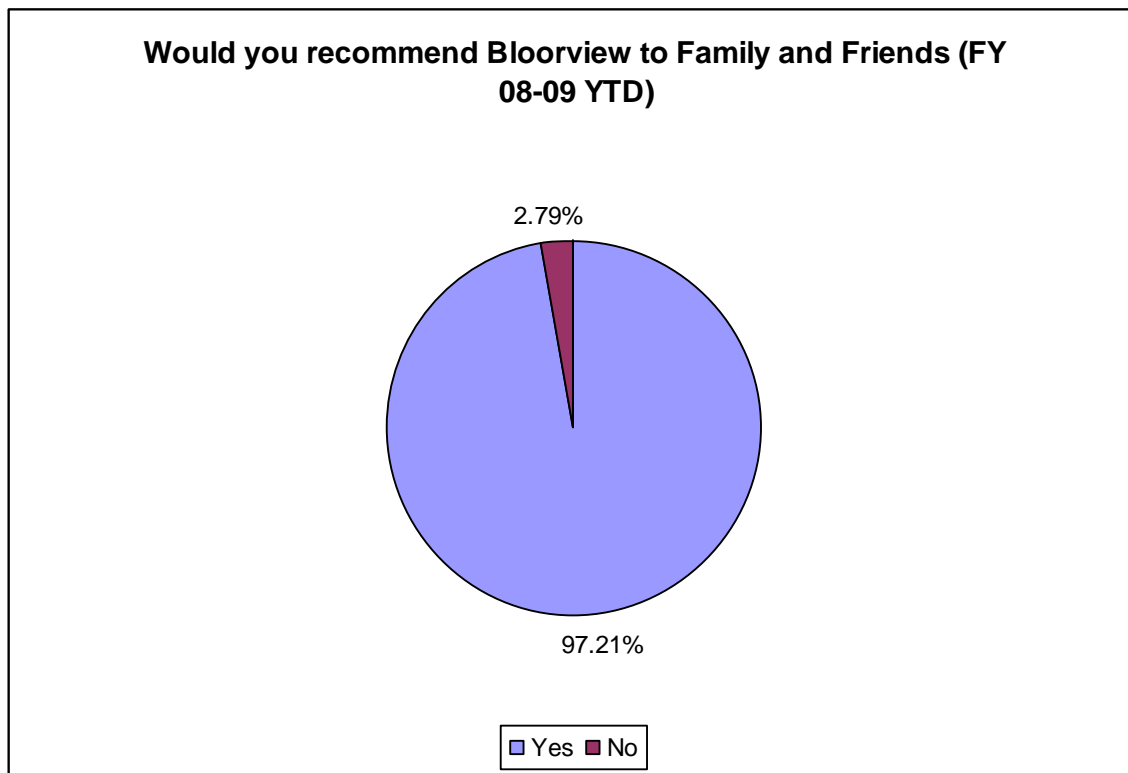
| Average Value | FY 2005-06 | FY 2006-07 | FY 2007-08 | FY 2008-09 | BENCHMARK | Date |
|---------------------------|------------|------------|------------|------------|-----------|------|
| #1 - Wait time appt | 2.74 | 2.72 | 2.80 | 2.74 | 3.00 | 2.75 |
| #2 - Wait at appt | 2.88 | 2.91 | 3.03 | 2.90 | 3.00 | 2.92 |
| #3 - Cleanliness | 3.42 | 3.69 | 3.78 | 3.74 | 3.00 | 3.61 |
| #4 - Accessibility | 3.55 | 3.66 | 3.81 | 3.81 | 3.00 | 3.68 |
| #5 - Signage/Maps | 3.17 | 3.31 | 3.52 | 3.50 | 3.00 | 3.34 |
| #6 - Parking Availability | 2.61 | 2.58 | 2.93 | 2.95 | 3.00 | 2.75 |
| #7 - Food Quality | 2.62 | 2.72 | 2.89 | 2.83 | 3.00 | 2.74 |
| #8 - Family Waiting Areas | 3.16 | 3.41 | 3.44 | 3.44 | 3.00 | 3.32 |



Would you recommend Bloorview to family and friends?

| | FY 2005-06 | FY 2006-07 | FY 2007-08 | FY 2008-09 |
|-----------------------|----------------|----------------|----------------|----------------|
| Yes | 98.69% | 97.30% | 96.82% | 97.21% |
| No | 1.31% | 2.70% | 3.18% | 2.79% |
| Overall Rating | 100.00% | 100.00% | 100.00% | 100.00% |

- *Note: Blanks are not counted*

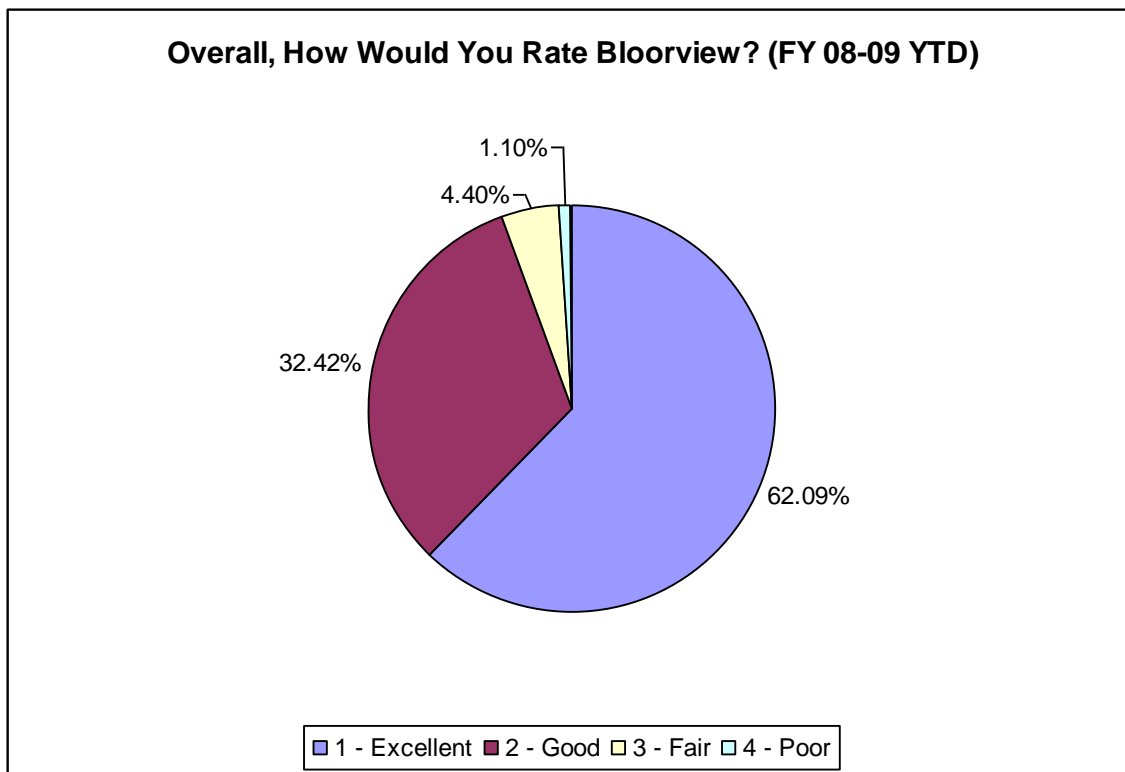


Overall how would you rate Bloorview Kids Rehab?

Overall Satisfaction

| | FY 2005-06 | FY 2006-07 | FY 2007-08 | FY 2008-09 |
|-----------------------|----------------|----------------|----------------|----------------|
| 1 - Excellent | 60.75% | 60.54% | 72.53% | 62.09% |
| 2 - Good | 34.36% | 35.63% | 23.46% | 32.42% |
| Sub-Total | 95.11% | 96.17% | 95.99% | 94.51% |
| 3 - Fair | 4.40% | 2.30% | 2.78% | 4.40% |
| 4 - Poor | 0.49% | 1.53% | 1.23% | 1.10% |
| Overall Rating | 100.00% | 100.00% | 100.00% | 100.00% |

• Note: Blanks are not counted



**Tell Us What You Think Family Satisfaction Survey
Comment Themes for FY 2008-09 by Quarter**

HOW BLOORVIEW HELPED

| Themes | Q1 | Q2 | Q3 | Q4 |
|---------------------|---|---|--|---|
| Access to service | <ul style="list-style-type: none"> • Able to access services and / or equipment (7) • Assessment (4) • Diagnosis (3) • School planning (3) • Funding (1) | | | <ul style="list-style-type: none"> • Funding (2) • Therapy (5) • Diagnosis • Scheduling of appointments convenient for family |
| Process of Care | <ul style="list-style-type: none"> • Empowered family (8) • Understand condition (7) • Achieve goals (5) • Offer support (3) • Provide knowledge (2) • Treated as partners (1) • Coordinated service (1) | <ul style="list-style-type: none"> • Excellent service (3) | <ul style="list-style-type: none"> • Understand condition (6) • Achieve goals (3) • Offer support • Information • Empowered • Follow-through | <ul style="list-style-type: none"> • Respected • Information (5) • Understand condition (2) • Achieve goals (4) • Co-ordinate & connect to services (4) • Support (2) |
| Programs & Services | <ul style="list-style-type: none"> • Excellent service (3) | <ul style="list-style-type: none"> • Dental/CLP (4) • Daycare for siblings • CWAs (3) • Inpatient care(2) • Medicine (3) • Orthotics(2) • Summer camp programs • Ability Review • Fibromyalgia Program • Playroom | <ul style="list-style-type: none"> • Dental • Music Therapy • Nutrition Clinic • Myoelectrics | <ul style="list-style-type: none"> • Dental (3) • Feeding Clinic • Music Therapy (2) • Swimming and/or Snoezelen pool (4) • Life Skills programs (2) • Transition 2 • Medication (6) • Psychopharm Clinic • Botox Clinic • Spina Bifida Clinic • Autism team • Orthotics/prosthetics (3) • Medicine (3) • Playroom for siblings • Respite • Library and Workshops |

| | | | | |
|----------------------|---|---|---|--|
| | | | | <ul style="list-style-type: none"> • Post-op follow-up & support (2) |
| Staff | <ul style="list-style-type: none"> • Excellent, well informed staff (13) | <p>Overall satisfaction (7) Therapy (9)</p> <ul style="list-style-type: none"> ○ Excellent, well informed staff (13) ○ Psychosocial support (7) | <p>Expertise Caring environment SLP, Medicine, Pharmacy</p> | <ul style="list-style-type: none"> • Kind a & caring (9) • OT , SW (2), PT (4), Physicians (4) |
| Physical Environment | | Physical Environment | Close location | |

WHAT CAN WE DO BETTER

| Themes | Q1 | Q2 | Q3 | Q4 |
|-------------------|---|---|--|---|
| Access to service | <ul style="list-style-type: none"> • Wait times (7) • Waiting at appointment (1) • Provide information regarding services / resources (6) • Out of catchment (4) • Documentation (2) • More service (4) • After school services (!) | <ul style="list-style-type: none"> • Shorten waitlist (7) • More services • Scheduling appointment notification • Services for children with Autism (2) • Services for high functioning, low functioning kids • Gaps in service | <ul style="list-style-type: none"> • Wait times (4) • Waiting at app't • Documentation | <ul style="list-style-type: none"> • Wait times (11) • Waiting at app't (6) • Increase therapy resources • Increase frequency of therapy (2) • Expand ASD services • Give ASD clients access to inpatient services • Enhance general information about services offered at Bloorview and elsewhere (2) • Funding • Partner with communities to provide services outside Toronto area and / closer to home e.g. New Market (5) • Provide information groups in satellite locations • Follow-up on recommendations • Documentation-timeliness |
| Process of Care | <ul style="list-style-type: none"> • Provide written information (2) • Improve customer service (4) • Transition and planning(1) • Poor service (1) • Improve communication and service co-ordination(3) | <ul style="list-style-type: none"> • Written assessment in timely manner (2) • Provide written recommendations etc • See clients on time • Navigation, coordination, transition (3) | <ul style="list-style-type: none"> • Involve siblings • Improve nursing team co-ordination • Listen • Treat as equal | <ul style="list-style-type: none"> • Improve equipment follow-up • Team work • Follow-up (3) • Co-ordination of care and addressing concerns (4) |

| | | | | |
|----------------------------------|--|---|---|---|
| Programs & Services | <ul style="list-style-type: none"> • Food (4) • Parking (3) • Floor transitions in lobby(1) | | <ul style="list-style-type: none"> • Autism school • Offer outreach to Vaughan • Safer medication practice | <ul style="list-style-type: none"> • Extend Library hours • Extend playroom hours • Pool programming on stat holidays • Enhance teen activities and programs • Dental care • Life time services (dental) • W/cs available for inpatients when needed |
| Staff | | <ul style="list-style-type: none"> • Treat with respect • Rushed | | <ul style="list-style-type: none"> • Staff knowledge ASD (2) • Reliable staff • Approachable staff |
| Physical Environment & Amenities | | <ul style="list-style-type: none"> • Signage • Parking • Allergy awareness (2) • Food quality &/or price(6) • Geographic location /satellites(2) • Infection control • Access pool, kitchen • Waiting rooms small | <ul style="list-style-type: none"> • Environment not welcoming to child • Chairs in hospital rooms not comfortable for sleeping • Food | <ul style="list-style-type: none"> • Food quality and /or price (4) • Automatic flush frightens children with autism • Relocate smoking area so clients /families not exposed to second hand smoke when entering building • More parking (5) • Free parking (2) • Improve signage on how to pay for parking |