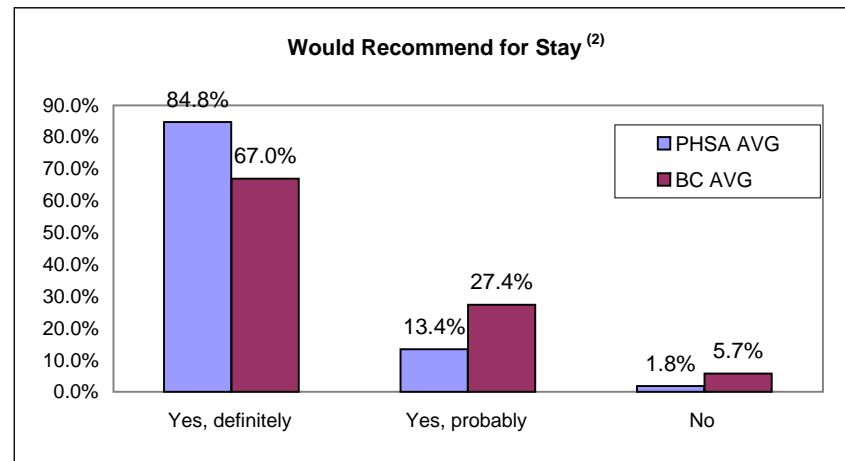
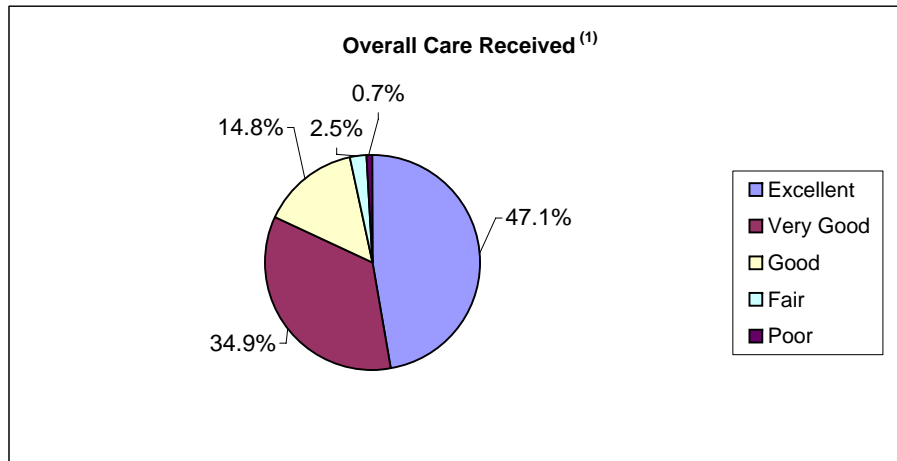


British Columbia - PHSA - All Sectors

Acute Care Patient Experience Results - All Dimensions and Overall Ratings

Report Date: Nov 06, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 555; Response Rate = 47.2%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	96.8% PHSA Avg 92.1% BC Avg	Minutes for help after call button	96.5%	Discussed when to resume normal activities	52.0%
Emotional Support (IP Can)	69.9%	Courtesy of Nurses	95.8%	Ease of finding someone to talk to	62.1%
Access to Care (IP Can)	82.7%	Overall Dr care	95.1%	Overall quality of food	62.6%
Involvement of Family (IP Can)	73.5%	Courtesy of Dr	94.8%	Family had enough recovery info	62.7%
Information and Education (IP Can)	77.6%	Rate how Dr/Nurses worked together	94.6%	Enough say about treatment	63.8%
Respect for Patient Preferences (IP Can)	76.9%	Amount of info given to family	92.8%	Scheduled tests/procedures were on time	64.0%
Continuity and Transition (IP Can)	72.5%	Courtesy of admission	92.5%	One Dr in charge of care	64.0%
Physical Comfort (IP Can)	80.6%	Availability of Nurses	91.9%	Dr/Nurse did not explain/say things differently	65.3%
Coordination of Care (IP Can)	66.9%	Amount of pain medicine received	90.1%	Family talked w/Dr enough	65.4%
		Discussed purpose of home meds	89.6%	Discussed medication side effects	65.7%



(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".