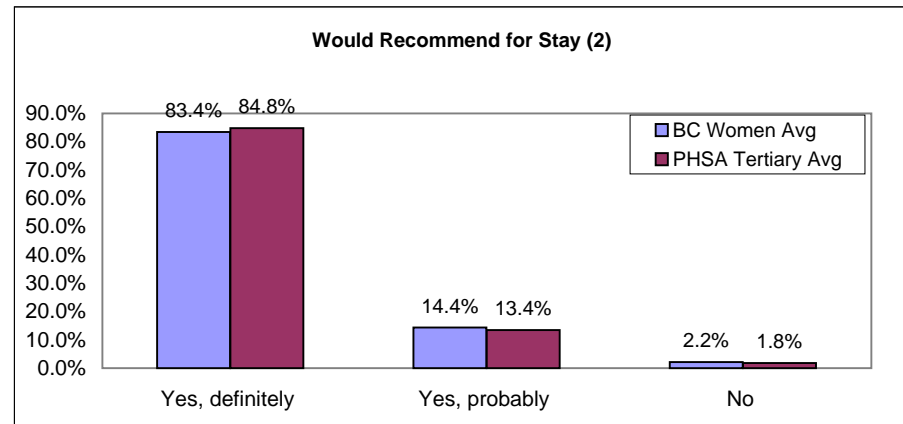
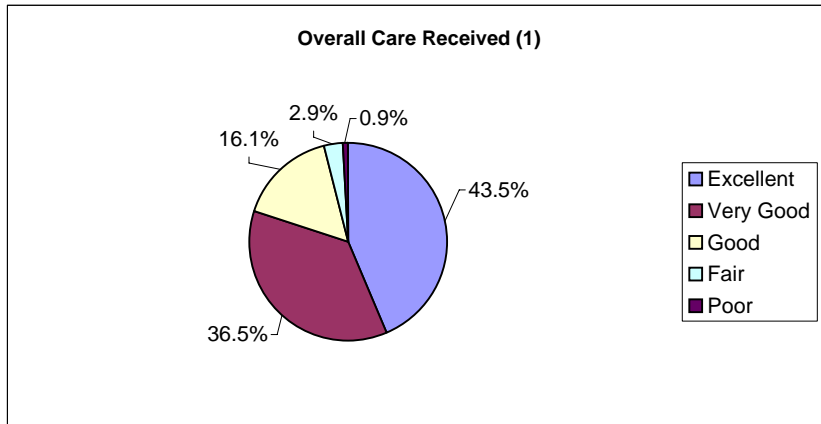




British Columbia - BC Women's Hospital Experience of Inpatient Care Results - All Sectors

Report Date: November 19, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 339; Response Rate = 51.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	96.1% BC Women Avg 96.8% PHSA Tertiary Avg				
Overall care received ⁽¹⁾		OB: Did nurse visit you at home	99.9%	OB: Enough info re: blood tests/immunizations	46.1%
Emotional Support (IP Can)	71.0%	IP: Minutes for help after call button	96.7%	IP: Discussed when to resume normal activities	48.2%
Access to Care (IP Can)	82.3%	IP: Overall Dr care	95.3%	OB: Pain well controlled	49.5%
Involvement of Family (IP Can)	70.7%	IP: Courtesy of Nurses	95.0%	OB: Told how would feel after delivery	52.2%
Information and Education (IP Can)	78.5%	IP: Courtesy of Dr	94.6%	OB: Told symptoms to watch for in you/baby	53.8%
Continuity and Transition (IP Can)	71.8%	IP: Rate how Dr/Nurses worked together	94.0%	OB: Enough info re: caring for yourself	54.6%
Respect for Patient Preferences (IP Can)	75.4%	IP: Amount of info given to family	93.1%	IP: Family had enough recovery info	56.6%
Physical Comfort (IP Can)	81.0%	IP: Availability of Nurses	91.8%	IP: Overall quality of food	61.0%
Coordination of Care (IP Can)	67.5%	OB: Confidence in caring for baby at home	91.8%	IP: Family talked w/Dr enough	62.7%
		IP: Courtesy of admission	91.0%	OB: Discussed options for pain during labour	63.4%



(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".