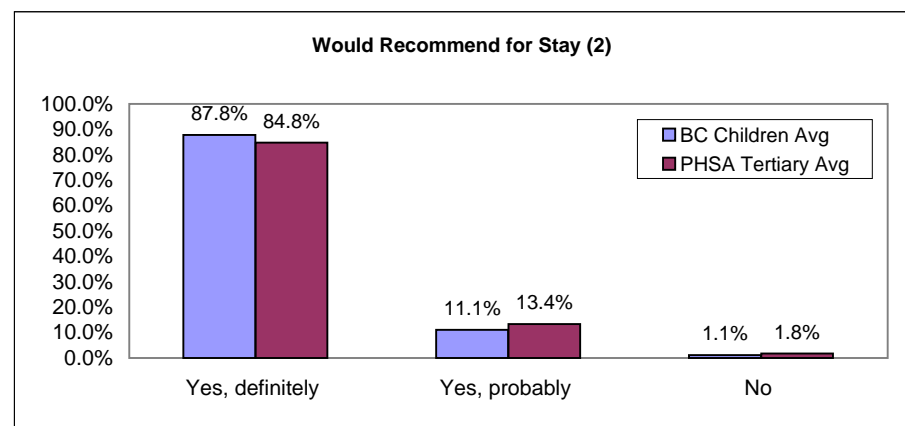
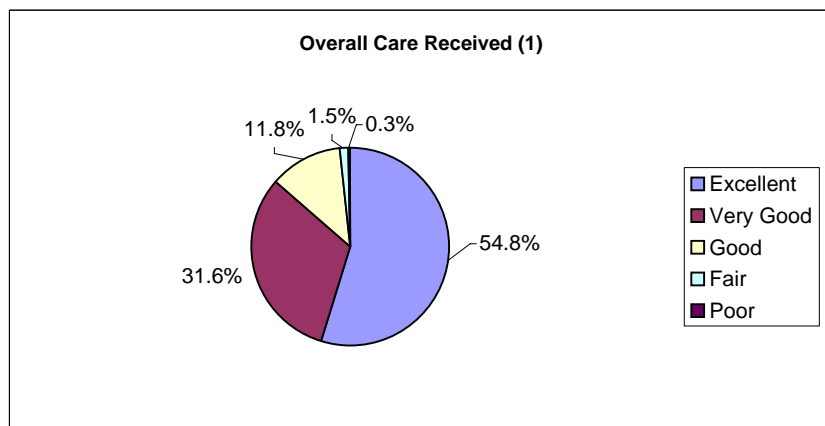




British Columbia - BC Children's Hospital Experience of Inpatient Care Results - All Sectors

Report Date: November 19, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 216; Response Rate = 41.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	98.2% BC Children Avg 96.8% PHSA Tertiary Avg	IP: Courtesy of Nurses	97.4%	IP: Scheduled tests/procedures were on time	57.7%
Access to Care (IP Can)	83.5%	PAED: Welcome to stay w/child as much as wanted	96.3%	IP: Ease of finding someone to talk to	57.7%
Emotional Support (IP Can)	67.9%	IP: Minutes for help after call button	96.0%	PAED: Organization of child's care	57.9%
Involvement of Family (IP Can)	79.5%	IP: Rate how Dr/Nurses worked together	95.8%	IP: Enough say about treatment	59.1%
Information and Education (IP Can)	75.8%	IP: Courtesy of admission	95.7%	Availability of Drs to answer questions/concerns	60.2%
Respect for Patient Preferences (IP Can)	80.2%	IP: Courtesy of Dr	95.1%	IP: Discussed when to resume normal activities	60.4%
Physical Comfort (IP Can)	79.4%	IP: Overall Dr care	94.8%	IP: Nurse discussed anxieties/fears	60.6%
Coordination of Care (IP Can)	65.6%	IP: Amount of pain medicine received	94.0%	IP: Wait time after call button reasonable	61.6%
Continuity and Transition (IP Can)	73.9%	IP: Amount of info given to family	92.1%	Response quickness of call button	62.0%
		IP: Condition of room/hospital environment	92.1%	IP: Discussed medication side effects	62.5%



(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".