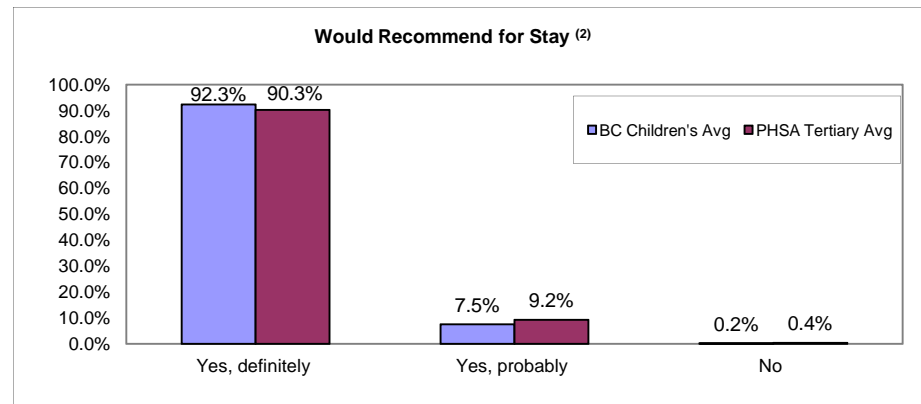
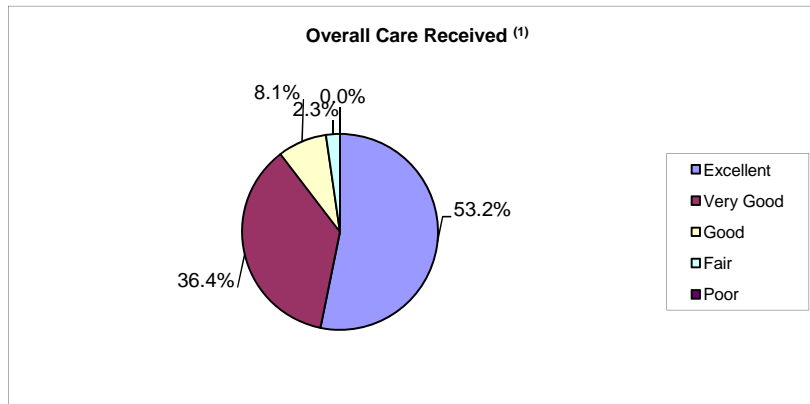




**British Columbia - BC Children's Hospital - All Sectors Combined**  
**Acute Care Patient Experience-All Dimensions and Overall Ratings**

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=166, Response Rate= 33.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	97.7% BC Children's Avg 98.3% PHSA Tertiary Avg				
Overall care received <sup>(1)</sup>		IP: Rate how Dr/Nurses worked together	99.5%	IP: Scheduled tests/procedures were on time	59.6%
Emotional Support (IP Can)	72.3%	IP: Courtesy of Nurses	98.5%	IP: Ease of finding someone to talk to	61.3%
Access to Care (IP Can)	86.6%	IP: Overall Dr care	97.8%	IP: Enough say about treatment	63.2%
Information and Education (IP Can)	77.3%	IP: Courtesy of Dr	97.6%	IP: Discussed when to resume normal activities	64.1%
Respect for Patient Preferences (IP Can)	79.5%	IP: Minutes for help after call button	97.4%	IP: Overall quality of food	65.1%
Coordination of Care (IP Can)	69.1%	IP: Courtesy of admission	96.7%	IP: Wait time after call button reasonable	65.2%
Involvement of Family (IP Can)	79.2%	IP: Amount of info given to family	96.6%	IP: Nurse discussed anxieties/fears	66.0%
Continuity and Transition (IP Can)	76.2%	IP: Availability of Nurses	94.8%	IP: Got bathroom help in time	67.5%
Physical Comfort (IP Can)	80.4%	IP: Explained reason for wait in going to room	92.2%	IP: Dr/Nurse did not explain/say things differently	67.7%
		IP: Amount of pain medicine received	88.8%	IP: Explained test results understandably	68.3%



(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".