| Summary Results (% positive score)** | | Strengths (Highest % positive scores) | | Opportunities for Improvement (Lowest % positive scores) | |
|---|---|---|---|---|---|
| Overall care received [1] | 98.5% BC Women's Avg 98.3% PHSA Tertiary Avg | IP: Rate how Dr/Nurses worked together | 98.8% | IP: Discussed when to resume normal activities | 50.7% |
| Access to Care (IP Can) | 90.1% | IP: Courtesy of Dr | 98.5% | IP: Family had enough recovery info | 59.7% |
| Emotional Support (IP Can) | 76.1% | IP: Availability of Nurses | 98.0% | IP: Dr/Nurse did not explain/say things differently | 61.9% |
| Involvement of Family (IP Can) | 73.3% | IP: Overall Dr care | 98.0% | IP: Overall quality of food | 62.7% |
| Respect for Patient Preferences (IP Can) | 76.1% | IP: Minutes for help after call button | 97.8% | IP: Discussed medication side effects | 66.9% |
| Continuity and Transition (IP Can) | 73.4% | IP: Courtesy of Nurses | 95.4% | IP: Enough say about treatment | 67.1% |
| Physical Comfort (IP Can) | 83.6% | IP: Amount of pain medicine received | 94.6% | IP: Family talked w/Dr enough | 67.2% |
| Information and Education (IP Can) | 82.8% | IP: Courtesy of admission | 94.5% | IP: Scheduled tests/procedures were on time | 67.4% |
| Coordination of Care (IP Can) | 69.4% | IP: Amount of info given to family | 94.2% | IP: One Dr in charge of care | 68.6% |
| | | IP: Availability of Dr | 93.3% | IP: Ease of finding someone to talk to | 69.0% |

**Overall Care Received [1]**



- Excellent 50.8%
- Very Good 39.1%
- Good 8.6%
- Fair 1.1%
- Poor 0.3%

**Would Recommend for Stay [2]**



| | BC Women's Avg | PHSA Tertiary Avg |
|---|---|---|
| Yes, definitely | 89.3% | 90.3% |
| Yes, probably | 10.2% | 9.2% |
| No | 0.5% | 0.4% |
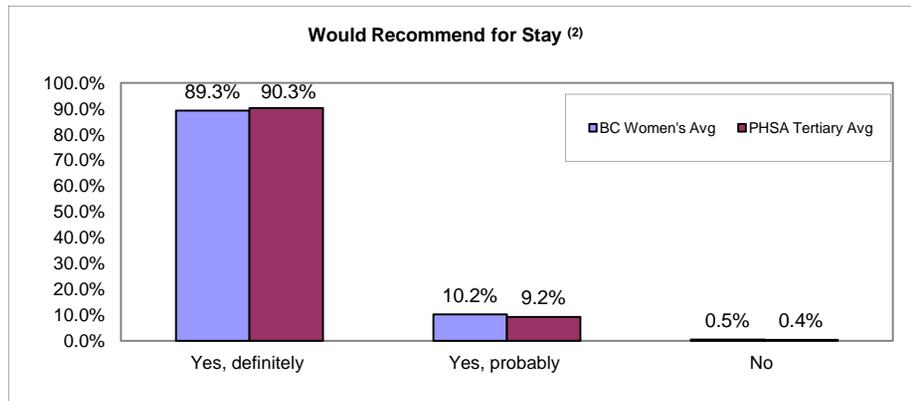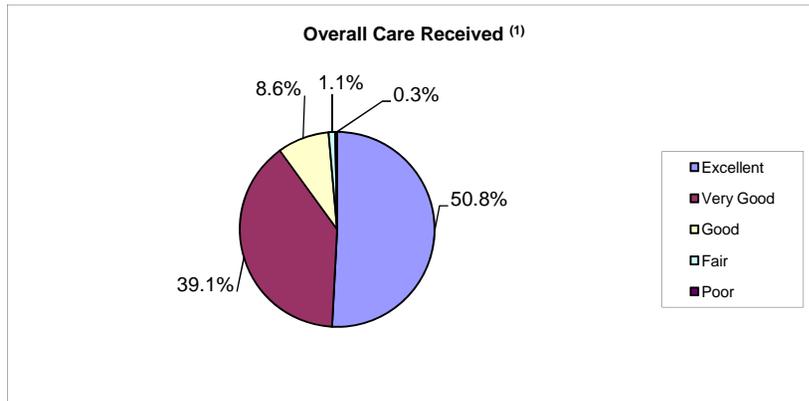
**(1) Question 44: Overall, how would you rate the care you received at the hospital?**
Response scale = Poor, Fair, Good, Very Good, Excellent    Percent Positive Score = Good+Very Good+ Excellent
**(2) Question 46: Would you recommend this hospital to your friends and family?**
Response scale = Yes, definitely; Yes, probably; No    Percent Positive Score = Yes, definitely
** Items highlighted in RED have the highest correlation with "IP: Overall care received".