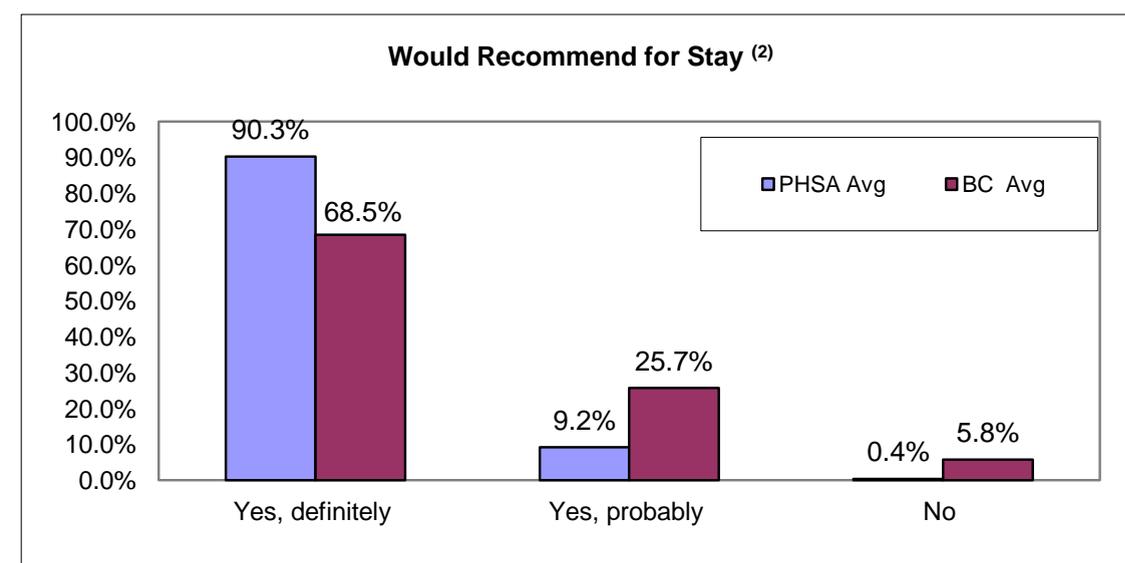
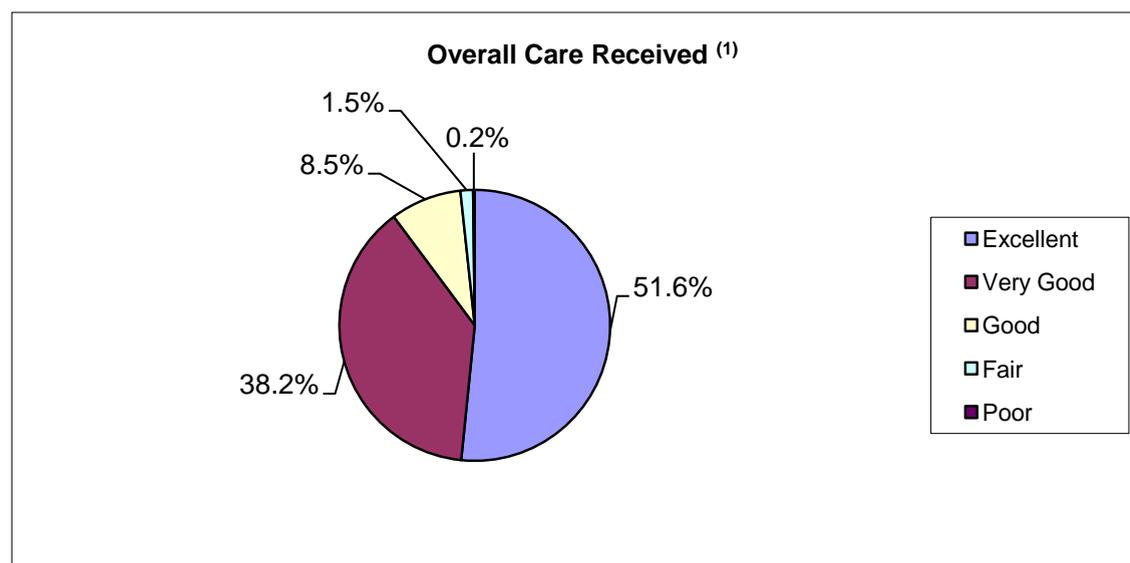


British Columbia - PHSA - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 05, 2012 Survey of Acute Care Patient Experience: October 2011 - Mar 2012 n=417 Response Rate= 37.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	98.3% PHSA Avg 92.2% BC Avg	IP: Rate how Dr/Nurses worked together	99.0%	IP: Discussed when to resume normal activities	55.2%
Access to Care (IP Can)	88.9%	IP: Courtesy of Dr	98.2%	IP: Overall quality of food	63.5%
Emotional Support (IP Can)	74.8%	IP: Overall Dr care	98.0%	IP: Dr/Nurse did not explain/say things differently	63.9%
Respect for Patient Preferences (IP Can)	77.3%	IP: Minutes for help after call button	97.6%	IP: Family had enough recovery info	64.0%
Involvement of Family (IP Can)	75.2%	IP: Availability of Nurses	96.9%	IP: Scheduled tests/procedures were on time	64.6%
Information and Education (IP Can)	80.8%	IP: Courtesy of Nurses	96.5%	IP: Enough say about treatment	65.7%
Continuity and Transition (IP Can)	74.3%	IP: Courtesy of admission	95.3%	IP: Ease of finding someone to talk to	66.3%
Physical Comfort (IP Can)	82.7%	IP: Amount of info given to family	94.9%	IP: Discussed medication side effects	67.4%
Coordination of Care (IP Can)	69.3%	IP: Amount of pain medicine received	93.3%	IP: Family talked w/Dr enough	67.7%
		IP: Explained reason for wait in going to room	91.0%	IP: One Dr in charge of care	69.0%



(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".