



# Using the Patient Experience to Transform Health Care: British Columbia Patient-Centred Measurement Reporting and Improvement 2016/17

**Health Authority:** Provincial Health Services Authority

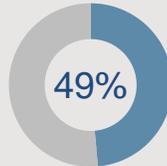
**Peer Group:** All Tertiary Facilities

**Facility:** BC Children's Hospital

**Acute Inpatient Sector Survey 2016/17**  
Sept 1, 2016 - March 31, 2017 Discharge Dates

**463**

SURVEYS COMPLETED



RESPONSE RATE

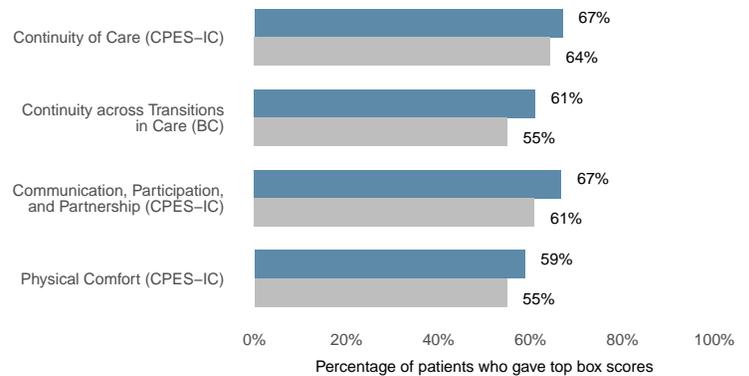
**±4.0%**

MARGIN OF ERROR

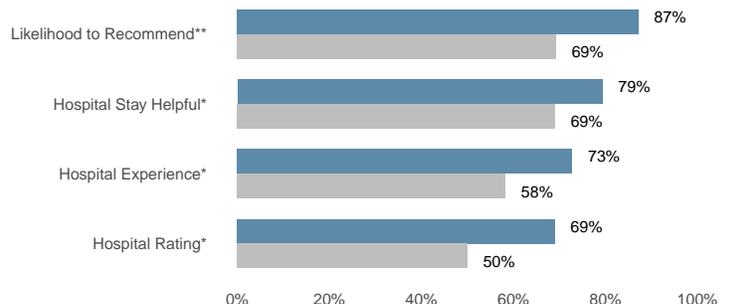
### Drivers of Overall Patient Experience

| Percentage of patients who ...  | Facility | Peer |
|---|----------|------|
| QPY3. Reported that someone on the hospital staff taught them what they needed to know to care for their child/themselves at home. (COMPLETELY) | 69%      | 64%  |
| Q46. Reported that when their doctors changed, they had confidence in the care the next doctor provided. (ALWAYS)                               | 65%      | 63%  |
| Q52. Reported that before leaving the hospital, they were told when they could resume regular daily activities. (COMPLETELY)                    | 63%      | 47%  |
| P5. Reported that a doctor or nurse asked their child questions about his or her pain. (ALWAYS)   | 62%      | 63%  |
| Q45. Reported that when their doctors changed, the next doctor seemed up-to-date on their care. (ALWAYS)  | 61%      | 58%  |
| Q34. Reported receiving the support they needed to help with any anxieties, fears, or worries they had during their hospital stay. (ALWAYS)     | 56%      | 55%  |
| PY9. Reported that when they or their child used the call button to get help, the response was quick enough. (ALWAYS)                           | 54%      | 51%  |
| Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)                      | 49%      | 36%  |

### Dimensions of Patient-Reported Experience



### Global Rating Indicators



\*Percentage of patients who gave ratings of 9 or 10 out of a possible 10  
\*\*Percentage of patients who gave ratings of "Definitely"

Facility Peer Group

### 3 Highest Scoring Questions

| Percentage of patients who ...  | Score |
|---|-------|
| Q59. Reported that when they arrived at the hospital, a doctor, nurse, midwife, or pharmacist, asked them about all the medicines they had been taking at home. | 93%   |
| P2. Reported feeling welcome to stay with their child as much as they wanted. (COMPLETELY)  | 90%   |
| Q68. Reported that they believed they or their family members suffered personal injury or harm which resulted from a medical error or mistake. (NOT AT ALL)     | 87%   |

### 3 Lowest Scoring Questions

| Percentage of patients who ...   | Score |
|--|-------|
| Q65. Reported that hospital staff showed them how to properly clean their own hands. (ALWAYS)                            | 15%   |
| Q66. Reported that hospital staff told them about products available for them to wash or clean their own hands. (ALWAYS) | 20%   |
| Q64. Reported that hospital staff told them about the importance of washing or cleaning their own hands. (COMPLETELY)    | 34%   |