



Using the Patient Experience to Transform Health Care:

British Columbia Patient-Centred Measurement, Reporting and Improvement
ACUTE INPATIENT SECTOR SURVEY 2016/17

The results of British Columbia's 2016/17 Acute Inpatient sector survey provide a snapshot of patient experiences with inpatient hospital care received between September 1, 2016 and March 31, 2017. Over 24,000 patients in BC completed a survey. This report presents the results for BC Women's Hospital. Where applicable, facility scores are presented alongside the average (mean) score for all tertiary facilities within Health Services Authority health authority; the province; and the average for the highest performing tertiary facility in the province. Statistically significant percentage differences from the facility average score are indicated where appropriate.

This report is organized into two sections:

Section 1: Key Findings

This section presents results from analyses conducted using patient responses to the questions on the Canadian Patient Experiences Survey for Inpatient Care (CPES-IC). There are 5 sets of analyses in this section:

1. Global Rating Question scores;
2. Key Driver Questions scores;
3. Top 10 scoring questions (facility strengths);
4. Bottom 10 scoring questions (facility areas of improvement); and,
5. Dimension scores.

Section 2: Frequency Tables

This section presents survey responses chosen by patients who were hospitalized at BC Women's Hospital. Sections 2A and 2B display patient responses to CPES-IC questions and Made-in-BC module questions respectively. Section 2C displays demographic characteristics for patients who participated in the survey.

Terminology

Key Drivers: Questions that reflect aspects of care and service shown to statistically have the greatest influence on the global rating indicator questions.

n: The number of patients who completed at least one survey question. Inclusion of all patient responses, regardless of whether the entire survey was completed, is consistent with an "Every Voice Counts" research approach.

Peer Group: All facilities within BC that are of a similar type to the current facility. A definition of each facility type and a list of facilities belonging to the peer groups is presented in Appendix A.

Statistical Significance: Indicates a result where the difference between two scores is unlikely to have occurred due to chance.

Top Box score: The percentage of respondents/patients who selected the most positive response category to a survey question.

Total Valid: The number of patients who reported a valid answer for the question.

Valid Percent: The percentage of responses based on the Total Valid (i.e., excluding missing and not applicable responses).



Section 1: Key Findings

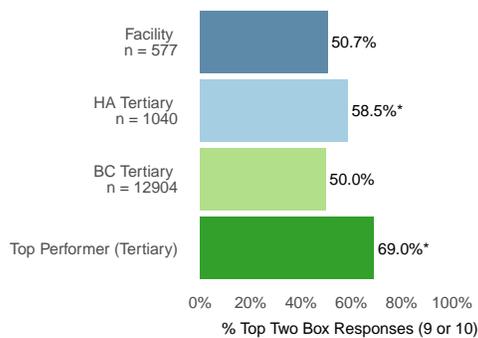
1.1 Global Rating Indicators (Top Box Scores): Graphs 1.1-A through 1.1-D show the results of the four overall rating (also called global rating) questions on the CPES-IC. Facility results are compared to the average (mean) score for all tertiary facilities within Health Services Authority health authority; the province; and the average for the highest performing tertiary facility in the province. Statistically significant percentage differences from the facility average score are indicated where appropriate.

REPORTING FRAMEWORK

Facility Average compared to...

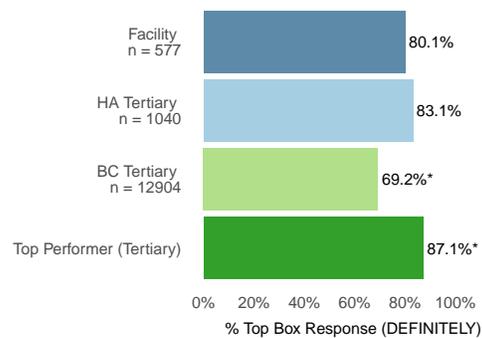
- HA Peer Group (Facility Type) Average
- BC Peer Group Average
- BC High Performer Average

Graph 1.1-A. Q21. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?



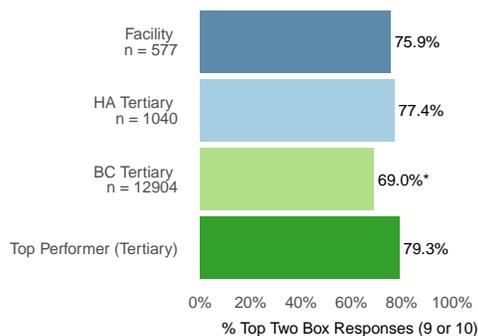
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).

Graph 1.1-B. Q22. Would you recommend BC Women's Hospital to your friends and family?



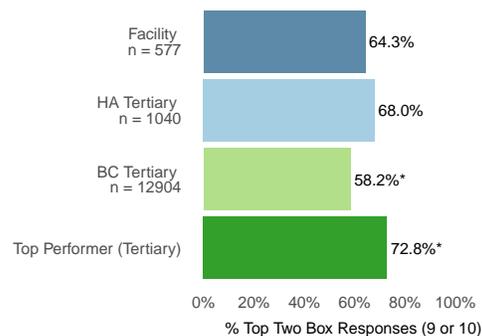
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).

Graph 1.1-C. Q40. Overall, on a scale of 0 to 10, do you feel you were helped by your hospital stay? Please answer on a scale where 0 is "not helped at all" and 10 is "helped completely."



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).

Graph 1.1-D. Q41. On a scale of 0 to 10, what was your overall experience with your hospital stay? Please answer on a scale where 0 is "I had a poor experience" and 10 is "I had a very good experience."



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



1.2 Key Drivers scores

Patients who report higher scores for the Key Driver questions are also more likely to rate their overall experience of care more positively. Determination of Key Driver questions involved analyses of survey results from over 20,000 patients who experienced care in BC hospitals between September 2016 and February 2017. Driver selection was based on the relationship strength of each question on the survey with the four rating questions and each question's Top Box score. Improvement work on the Key Drivers is likely to lead to more positive global ratings of care by patients.

Table 1.2 shows the percentage of patients who scored a Key Driver question with the highest scoring category (Top Box Score). Facility results are compared to the average (mean) score for all tertiary facilities within Health Services Authority health authority; the province; and the average for the highest performing tertiary facility in the province. Statistically significant percentage differences from the facility average score are indicated where appropriate.

Table 1.2. Percentage of patients who reported a top box score for key drivers

Percentage of patients who ...	Facility Average n = 577	HA Average (TERTIARY) n = 1040	BC Average (TERTIARY) n = 12904	Top BC Performer (TERTIARY)
Q51. Reported that before leaving the hospital, they received enough information from hospital staff about appointments and tests they needed after they left the hospital. (COMPLETELY)	71.0%	71.0%	69.1%	71.0%
Q46. Reported that when their doctors changed, they had confidence in the care the next doctor provided. (ALWAYS)	66.3%	65.8%	62.6%	69.2%
Q45. Reported that when their doctors changed, the next doctor seemed up-to-date on their care. (ALWAYS)	63.6%	62.3%	57.5%	63.6%
Q50. Reported that before leaving the hospital, the doctors, nurses or other hospital staff talked with them about whether they would have the help they needed when they went home. (COMPLETELY)	62.4%	61.2%	54.7%	62.4%
Q4. Received help as soon as they wanted it after pressing the call button. (ALWAYS)	62.2%	59.2%	54.2%	62.5%
Q34. Reported receiving the support they needed to help with any anxieties, fears, or worries they had during their hospital stay. (ALWAYS)	59.6%	58.2%	54.9%	61.3%
Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)	49.6%	49.3%	35.8%	49.6%
Q52. Reported that before leaving the hospital, they were told when they could resume regular daily activities. (COMPLETELY)	45.6%	53.1%*	46.5%	63.1%*

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement Acute Inpatient Sector Survey, 2016/17.

Note: Facility, HA and Provincial scores are weighted.

* denotes a statistically significant difference (p<.05).



1.3 Top 10 Strengths

Table 1.3 shows the 10 questions that received the highest Top Box scores from patients treated at BC Women's Hospital between September 2016 and March 2017 who also completed a survey; these high-scoring questions reflect areas of strength (when compared to other areas covered by the survey). Facility results are compared to the average (mean) score for all tertiary facilities within Health Services Authority health authority; the province; and the average for the highest performing tertiary facility in the province. Statistically significant percentage differences from the facility average score are indicated where appropriate.

Table 1.3. Ten Highest Scoring Questions

Percentage of patients who ...	Facility Average n = 577	HA Average (TERTIARY) n = 1040	BC Average (TERTIARY) n = 12904	Top BC Performer (TERTIARY)
Q70. Reported that their spiritual needs were met. (COMPLETELY)	100.0%	100.0%	38.2%*	100.0%
M11. Reported receiving a newborn screening test for their baby.	91.1%	91.1%	93.1%	100.0%*
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)	90.2%	90.2%	90.4%	93.3%*
Q19. Reported that doctors, nurses or other hospital staff talked with them about whether they would have the help they needed when they left the hospital.	88.7%	88.7%	80.4%*	88.7%
Q20. Reported that they got information in writing about what symptoms or health problems to look out for after they left the hospital.	88.6%	88.6%	66.9%*	88.6%
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.	85.8%	85.8%	73.8%*	85.8%
Q5. Reported doctors treated them with courtesy and respect. (ALWAYS)	84.9%	84.9%	81.6%	85.9%
Q37. Reported they had a clear understanding about all of their prescribed medications before leaving the hospital. (COMPLETELY)	84.4%	84.4%	73.8%*	84.4%
M14. Reported that their family members or those close to them were able to stay with them as much as they wanted. (ALWAYS)	83.5%	83.5%	84.6%	94.5%*
M15. Reported that doctors, midwives or nurses respected their wishes for labour and delivery in the care that was provided. (COMPLETELY)	83.3%	83.3%	78.8%*	100.0%*

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement Acute Inpatient Sector Survey, 2016/17.

Note: Facility, HA and Provincial scores are weighted.

* denotes a statistically significant difference (p<.05).



1.4 Top 10 Areas of Improvement

Table 1.4 shows the 10 questions that received the lowest Top Box scores from patients treated at BC Women's Hospital between September 2016 and March 2017 who also completed a survey. Patient scores for these questions indicate possible areas of improvement. Facility results are compared to the average (mean) score for all tertiary facilities within Health Services Authority health authority; the province; and the average for the highest performing tertiary facility in the province. Statistically significant percentage differences from the facility average score are indicated where appropriate.

Table 1.4. Ten Lowest Scoring Questions

Percentage of patients who ...	Facility Average n = 577	HA Average (TERTIARY) n = 1040	BC Average (TERTIARY) n = 12904	Top BC Performer (TERTIARY)
Q65. Reported that hospital staff showed them how to properly clean their own hands. (ALWAYS)	9.7%	9.7%	10.4%	15.1%*
Q66. Reported that hospital staff told them about products available for them to wash or clean their own hands. (ALWAYS)	10.8%	10.8%	12.7%	20.0%*
Q64. Reported that hospital staff told them about the importance of washing or cleaning their own hands. (COMPLETELY)	24.0%	24.0%	29.5%*	34.4%*
Q67. Reported that they would have been comfortable asking their care providers if they had washed or cleaned their hands before caring for them. (ALWAYS)	32.1%	32.1%	34.4%	42.2%*
Q24. Reported they had enough information about what was going to happen during the admission process. (COMPLETELY)	33.5%	33.5%	55.2%*	65.2%*
M12. Reported receiving the information they needed about immunizations for their baby. (COMPLETELY)	34.4%	34.4%	44.9%*	57.5%*
M6. Reported their pain was controlled. (COMPLETELY)	39.9%	39.9%	36.8%	50.0%*
M13. Reported getting enough information about caring for themselves. (COMPLETELY)	42.2%	42.2%	44.1%	52.9%*
M19. Reported they felt confident about caring for their baby when they first brought their baby home. (COMPLETELY)	43.8%	43.8%	49.2%*	65.0%*
Q9. Reported that the area around their room was quiet at night. (ALWAYS)	43.9%	43.9%	38.3%*	54.2%*

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement Acute Inpatient Sector Survey, 2016/17.

Note: Facility, HA and Provincial scores are weighted.

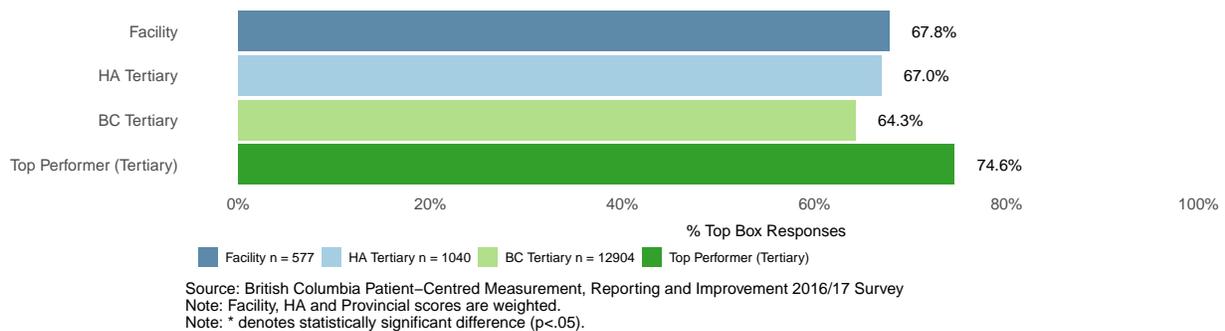
* denotes a statistically significant difference (p<.05).



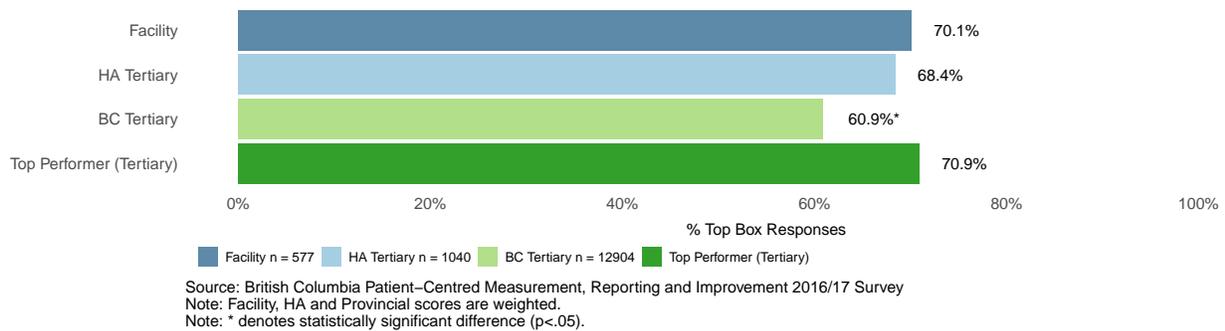
1.5 CPES-IC Dimension and Made-in-BC Module Scores

This section presents patient scores for the CPES-IC dimensions of Continuity of Care; Communication, Participation and Partnership; and, Physical Comfort (Graph 1.5-A). Scores for the CPES-IC subdimensions and associated survey questions are shown in Graphs 1.5-B through 1.5-H. Graphs 1.5-I through 1.5-L present patient scores for the BC Continuity across Transition in Care and Patient Safety modules (Hand Hygiene and Medication Reconciliation) as well as the scores for the individual survey questions included in each module. In each graph, facility results are compared to the average (mean) score for all tertiary facilities within Health Services Authority health authority; the province; and the average for the highest performing tertiary facility in the province. Statistically significant percentage differences from the facility average score are indicated where appropriate.

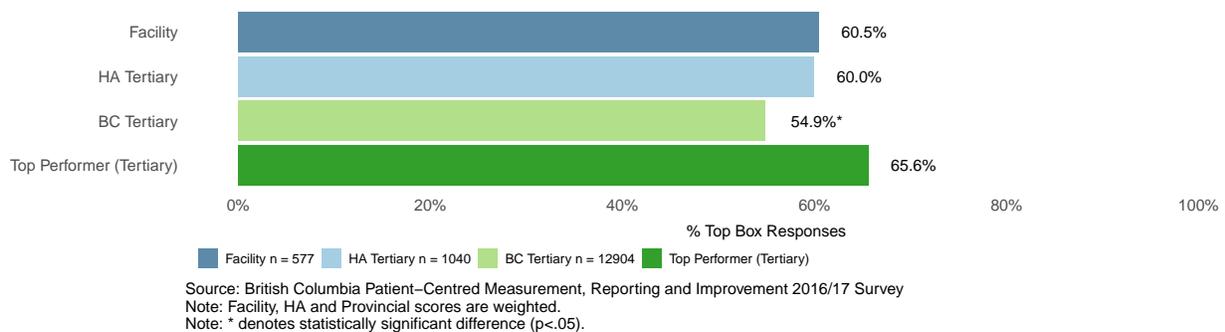
Graph 1.5-A. CPES-IC Dimension Scores - Continuity of Care



Graph 1.5-A. CPES-IC Dimension Scores - Communication, Participation, and Partnership

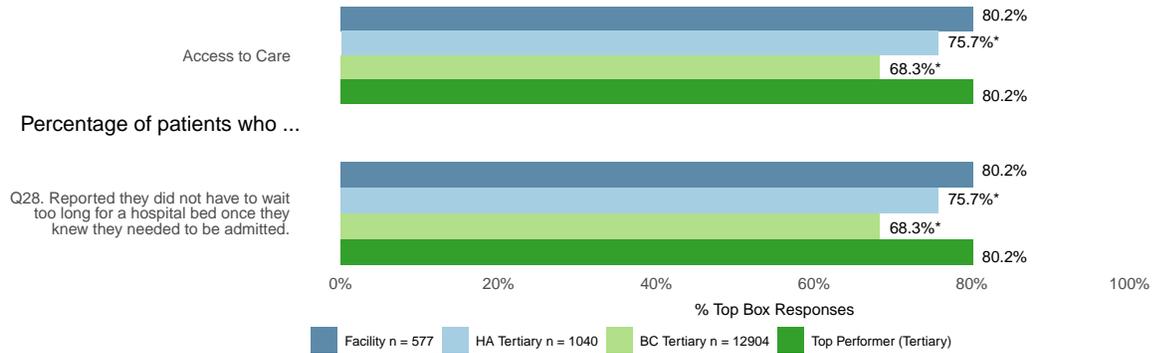


Graph 1.5-A. CPES-IC Dimension Scores - Physical Comfort





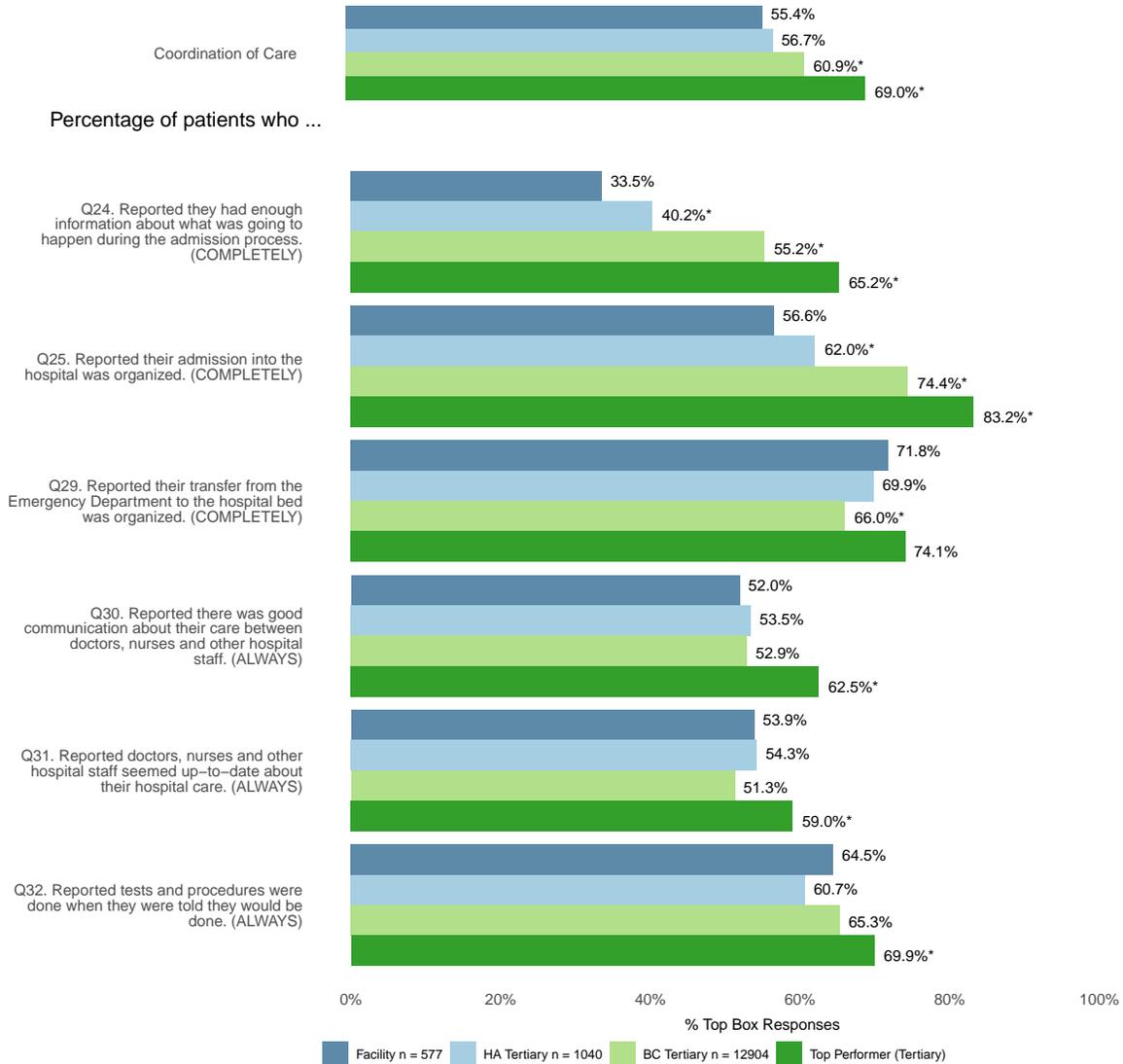
Graph 1.5-B. CPES-IC Subdimensions Continuity of Care: Access to Care



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
Note: Facility, HA and Provincial scores are weighted.
Note: * denotes statistically significant difference (p<.05).



Graph 1.5-C. CPES-IC Subdimensions
Continuity of Care: Coordination of Care

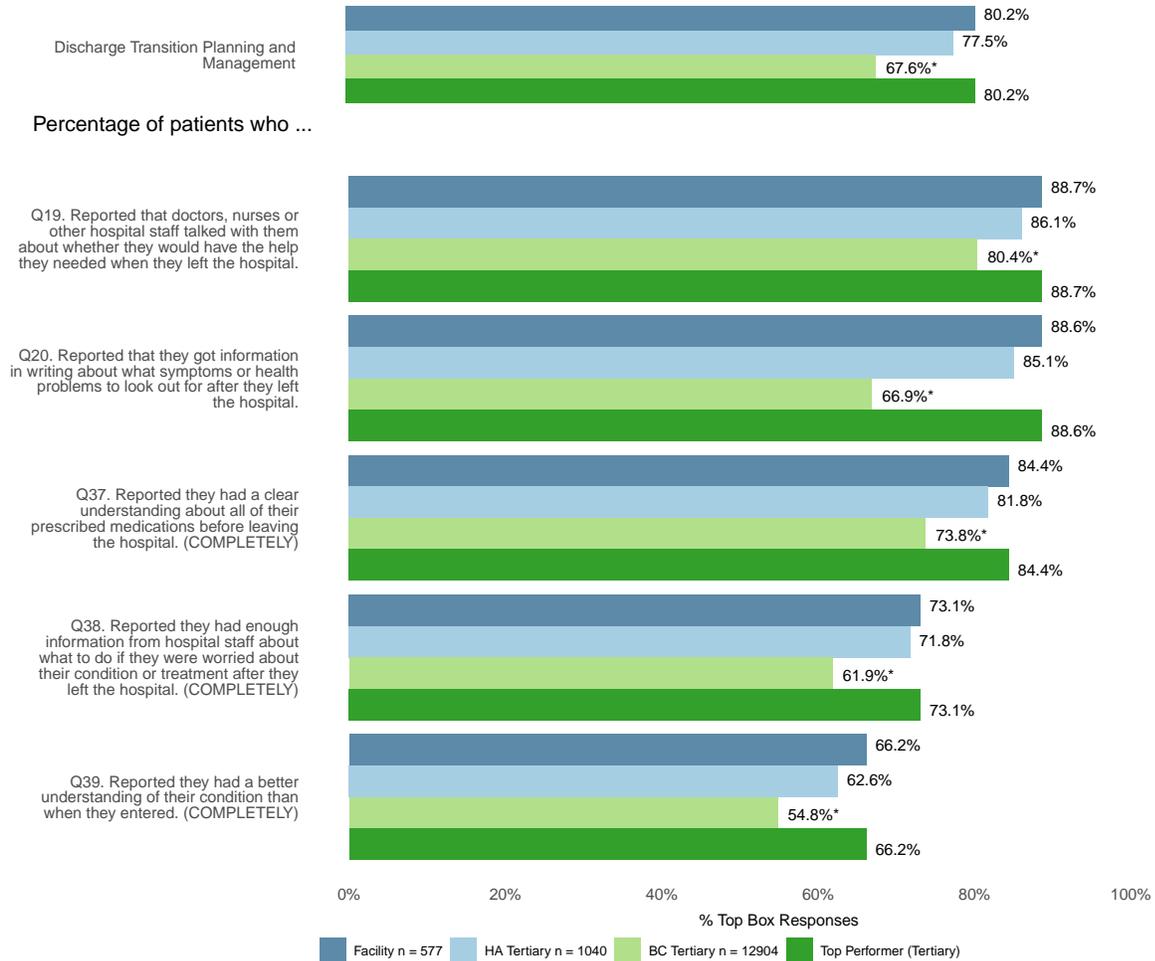


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



Graph 1.5-D. CPES-IC Subdimensions

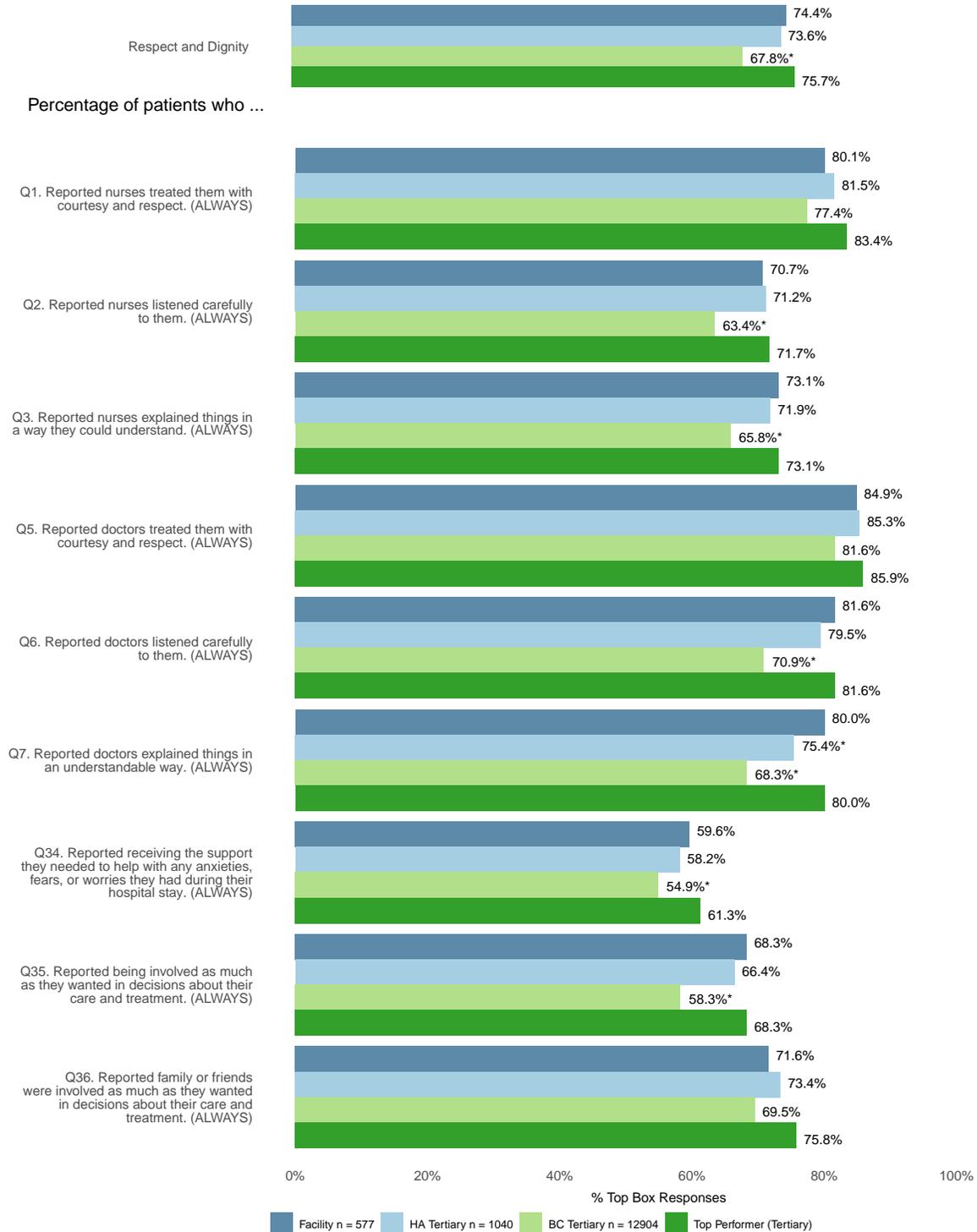
Continuity of Care: Discharge Transition Planning and Management



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



Graph 1.5-E. CPES-IC Subdimensions
Communication, Participation and Partnership: Respect and Dignity

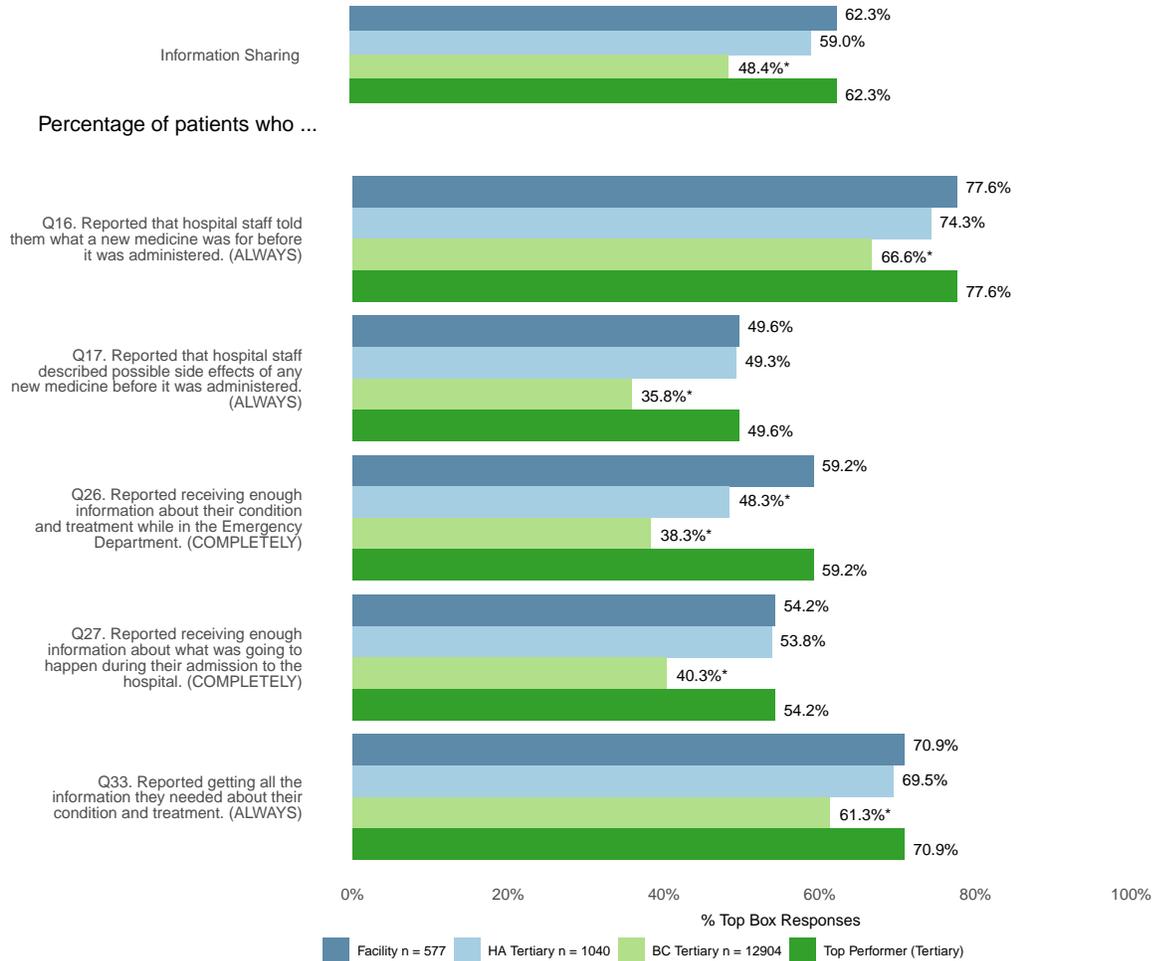


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



Graph 1.5-F. CPES-IC Subdimensions

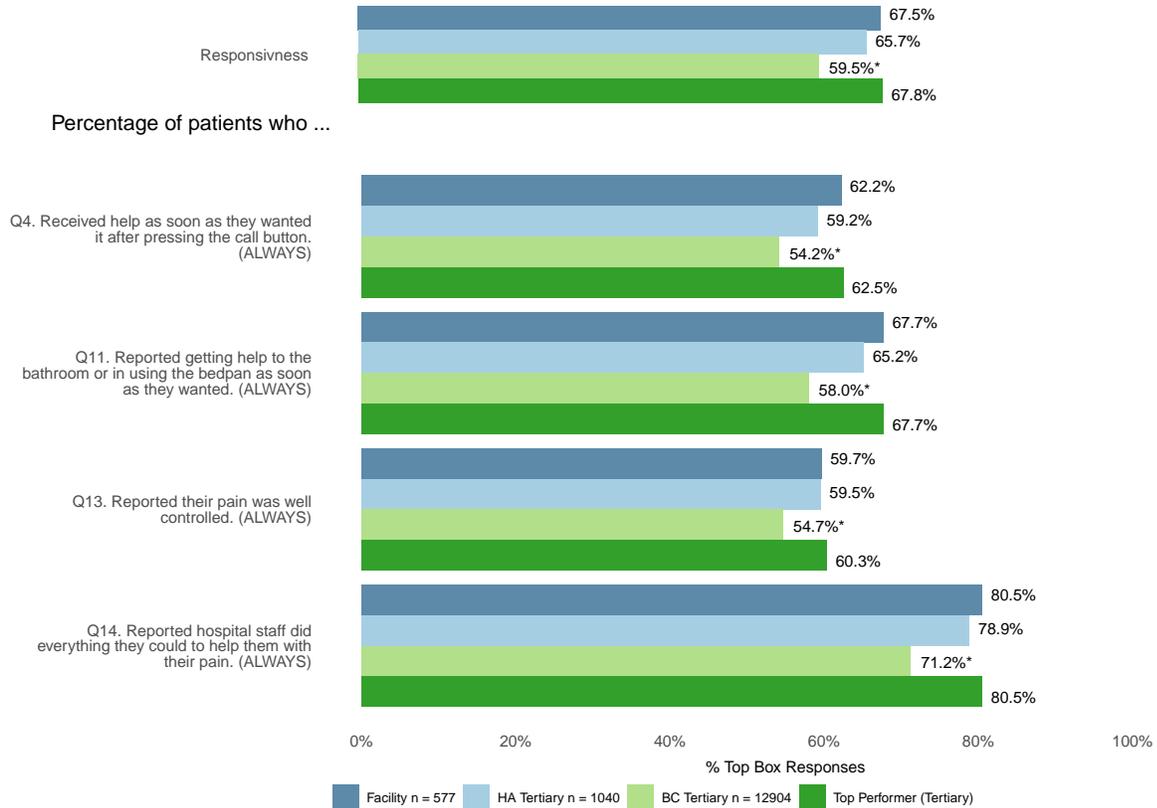
Communication, Participation and Partnership: Information Sharing



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



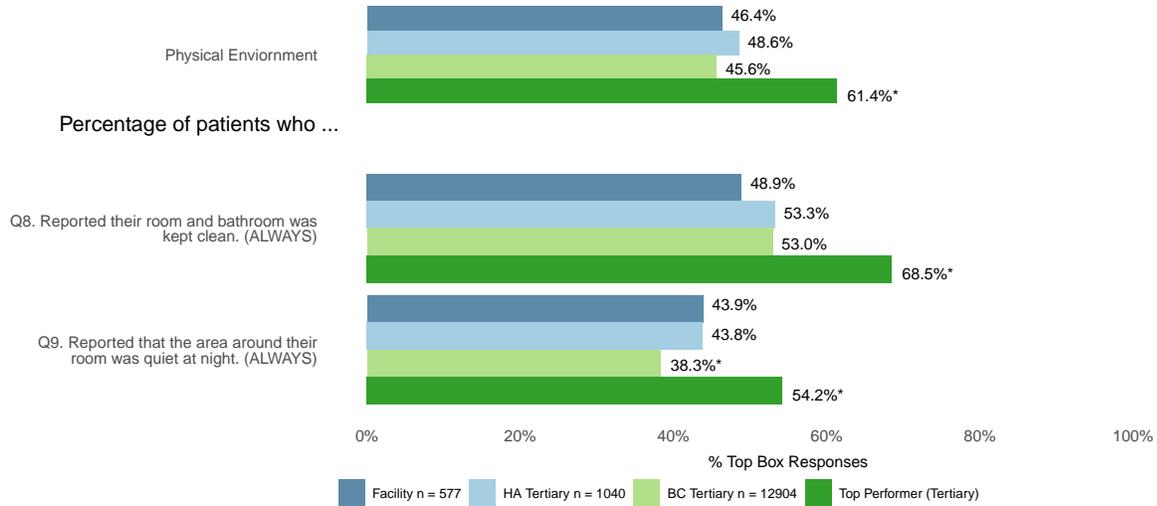
Graph 1.5-G. CPES-IC Subdimensions
Physical Comfort: Responsiveness



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



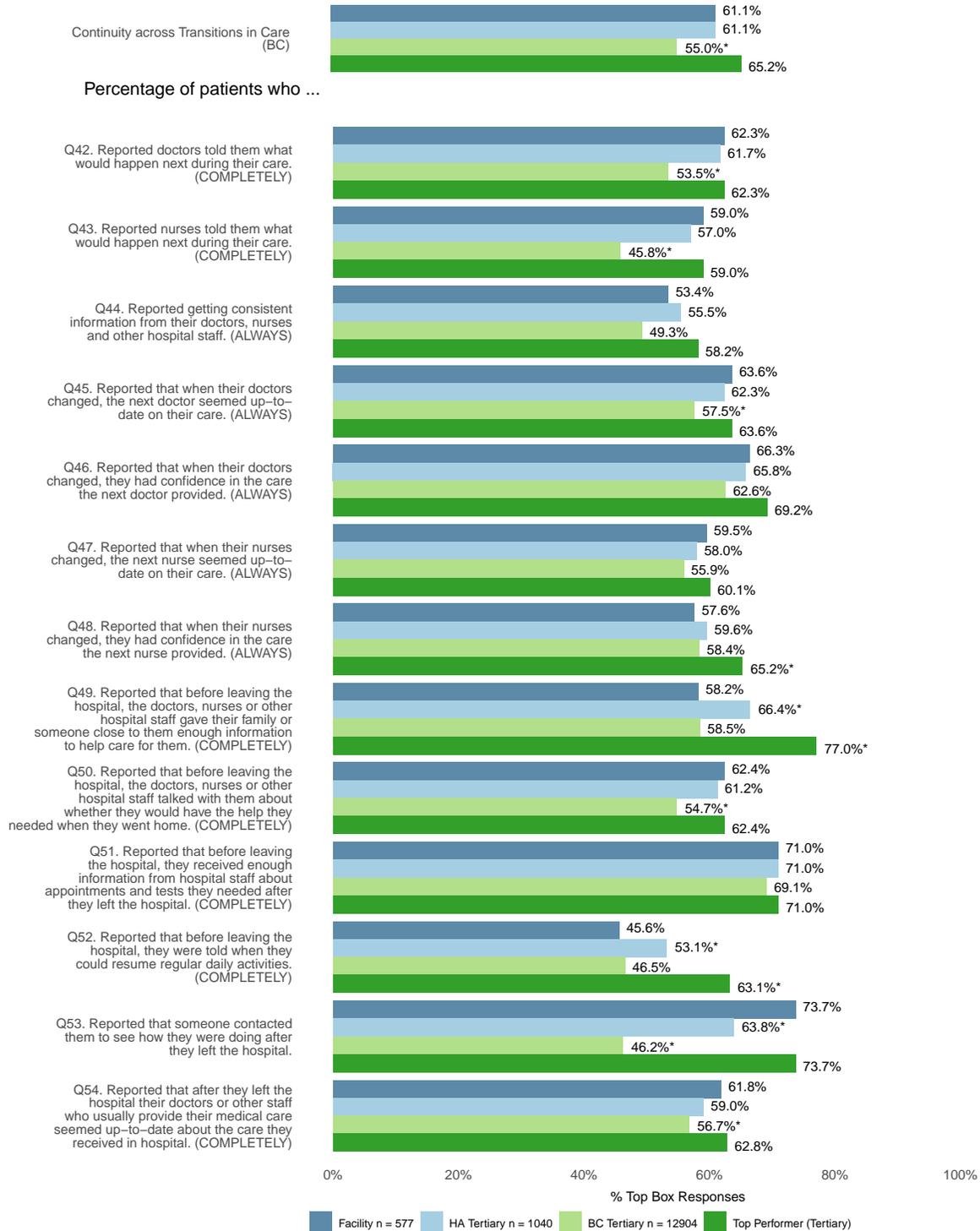
Graph 1.5-H. CPES-IC Subdimensions
Physical Comfort: Physical Environment



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



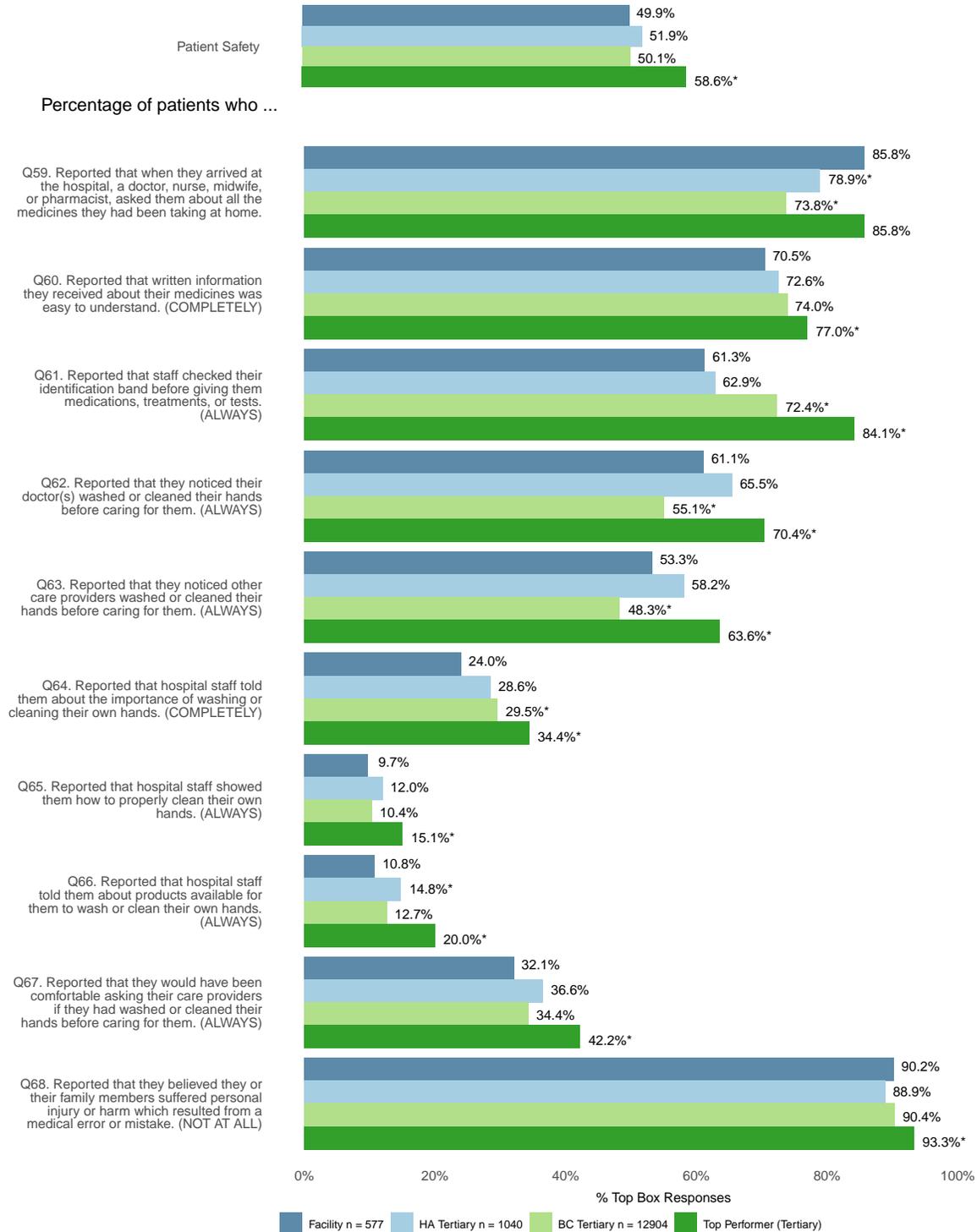
Graph 1.5-I. Made-In-BC Modules
BC's Continuity across Transitions in Care



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



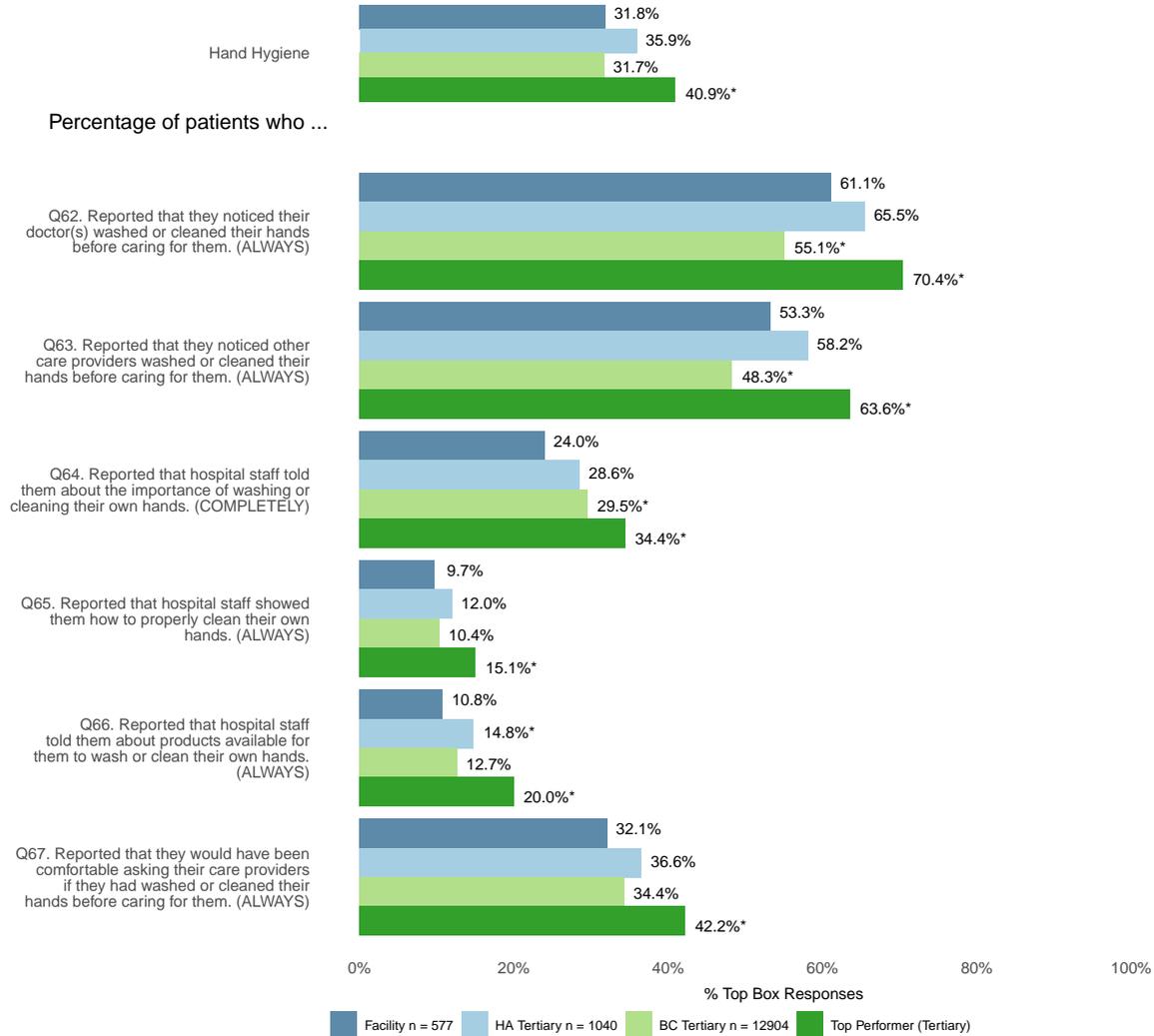
Graph 1.5-J. Made-In-BC Modules
Patient Safety



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



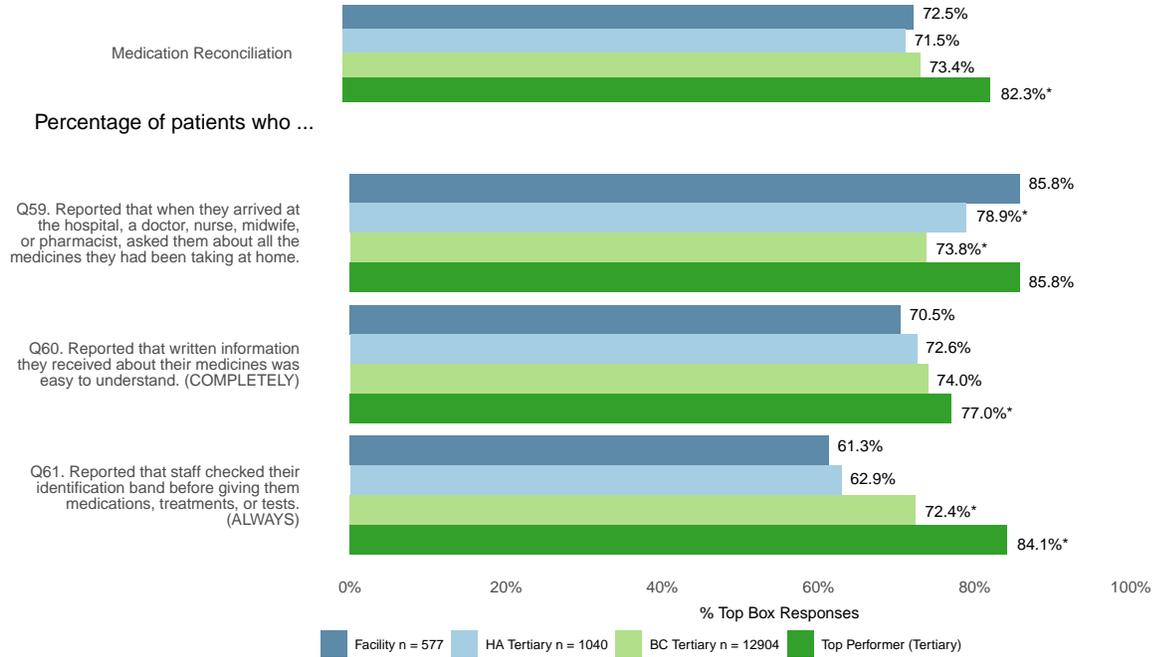
Graph 1.5-K. Made-In-BC Modules
Patient Safety: Hand Hygiene



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



Graph 1.5-L. Made-In-BC Modules
Patient Safety: Medication Reconciliation



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



Section 2: Frequency Tables

This section presents survey responses chosen by patients who were hospitalized at BC Women's Hospital. Sections 2A and 2B display patient responses to CPES-IC questions and Made-in-BC module questions respectively. Section 2C displays demographic characteristics for patients who participated in the survey.

Tips for reading the frequency tables: The n size reflects the number of participants who answered a given survey question. The total n size for Q1 matches the value reported on the cover sheet. Some of the survey questions were not intended for all participants. In these situations, the total n size will, at times, appear much smaller than for other survey questions. The total n size for Q68 reflects the number of survey participants who completed all of the core (non-demographic) questions of the Acute IP survey. The valid percent column is arguably the best statistic for reporting purposes as it excludes those for whom the question was not applicable, and those who weren't sure of or didn't know the answer to the question.

Section 2A. CPES-IC Questions

Q1. During this hospital stay, how often did the nurses treat you with courtesy and respect?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	0	0	0.0	0.0	0.0
Sometimes	21	180	3.8	3.8	3.8
Usually	95	762	16.1	16.1	19.9
Always	460	3783	79.9	80.1	100.0
Total Valid	576	4726	99.8		
Don't Know	0	0	0.0		
Prefer not to answer	1	7	0.2		
Total	577	4733	100.0		

Q2. During this hospital stay, how often did the nurses listen carefully to you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	2	17	0.4	0.4	0.4
Sometimes	32	255	5.4	5.4	5.8
Usually	136	1110	23.5	23.5	29.3
Always	406	3340	70.7	70.7	100.0
Total Valid	576	4723	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	576	4723	100.0		



Q3. During this hospital stay, how often did the nurses explain things in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	1	8	0.2	0.2	0.2
Sometimes	27	222	4.7	4.7	4.9
Usually	125	1036	21.9	22.0	26.9
Always	422	3449	73.0	73.1	100.0
Total Valid	575	4716	99.8		
Don't Know	0	0	0.0		
Prefer not to answer	1	7	0.2		
Total	576	4723	100.0		

Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	6	53	1.1	1.4	1.4
Sometimes	39	315	6.7	8.1	9.4
Usually	134	1106	23.5	28.4	37.8
Always	293	2427	51.5	62.2	100.0
Total Valid	472	3901	82.7		
You never pressed the call button	102	806	17.1		
Don't Know	1	7	0.2		
Prefer not to answer	0	0	0.0		
Total	575	4714	100.0		



Q5. During this hospital stay, how often did the doctors treat you with courtesy and respect?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	2	20	0.4	0.4	0.4
Sometimes	18	145	3.1	3.2	3.6
Usually	63	524	11.1	11.5	15.1
Always	475	3872	82.2	84.9	100.0
Total Valid	558	4561	96.8		
Don't Know	10	89	1.9		
Prefer not to answer	7	63	1.3		
Total	575	4714	100.0		

Q6. During this hospital stay, how often did the doctors listen carefully to you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	2	20	0.4	0.4	0.4
Sometimes	22	182	3.9	4.0	4.5
Usually	78	630	13.4	13.9	18.4
Always	451	3687	78.4	81.6	100.0
Total Valid	553	4519	96.1		
Don't Know	13	113	2.4		
Prefer not to answer	8	72	1.5		
Total	574	4704	100.0		



Q7. During this hospital stay, how often did the doctors explain things in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3	26	0.5	0.6	0.6
Sometimes	22	183	3.9	4.0	4.6
Usually	86	694	14.8	15.3	20.0
Always	442	3619	77.1	80.0	100.0
Total Valid	553	4522	96.4		
Don't Know	12	104	2.2		
Prefer not to answer	7	67	1.4		
Total	572	4692	100.0		

Q8. During this hospital stay, how often were your room and bathroom kept clean?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	29	253	5.4	5.5	5.5
Sometimes	84	713	15.2	15.6	21.1
Usually	170	1376	29.3	30.0	51.1
Always	274	2238	47.7	48.9	100.0
Total Valid	557	4580	97.6		
Don't Know	14	102	2.2		
Prefer not to answer	1	10	0.2		
Total	572	4692	100.0		

Q9. During this hospital stay, how often was the area around your room quiet at night?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	23	195	4.2	4.2	4.2
Sometimes	89	711	15.2	15.4	19.7
Usually	203	1679	35.8	36.5	56.1
Always	245	2019	43.1	43.9	100.0
Total Valid	560	4604	98.3		
Don't Know	11	80	1.7		
Prefer not to answer	0	0	0.0		
Total	571	4683	100.0		



Q10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	259	2189	46.7	47.3	47.3
No	305	2438	52.1	52.7	100.0
Total Valid	564	4627	98.8		
Don't Know	4	31	0.7		
Prefer not to answer	3	26	0.5		
Total	571	4683	100.0		

Q11. How often did you get help in getting to the bathroom or in using the bedpan as soon as you wanted?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	1	10	0.5	0.5	0.5
Sometimes	43	358	16.4	16.7	17.2
Usually	39	325	14.8	15.1	32.3
Always	171	1453	66.4	67.7	100.0
Total Valid	254	2146	98.1		
Not Applicable	0	0	0.0		
Don't Know	2	17	0.8		
Prefer not to answer	3	26	1.2		
Total	259	2189	100.0		

Q12. During this hospital stay, did you need medicine for pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	505	4198	89.8	90.3	90.3
No	62	452	9.7	9.7	100.0
Total Valid	567	4651	99.5		
Don't Know	3	23	0.5		
Prefer not to answer	0	0	0.0		
Total	570	4674	100.0		



Q13. During this hospital stay, how often was your pain well controlled?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3	23	0.6	0.6	0.6
Sometimes	50	421	10.0	10.0	10.6
Usually	151	1249	29.7	29.7	40.3
Always	301	2505	59.7	59.7	100.0
Total Valid	505	4198	100.0		
Not Applicable	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	505	4198	100.0		

Q14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	1	7	0.2	0.2	0.2
Sometimes	25	209	5.0	5.0	5.2
Usually	72	596	14.3	14.3	19.5
Always	403	3352	80.2	80.5	100.0
Total Valid	501	4164	99.6		
Not Applicable	0	0	0.0		
Don't Know	2	17	0.4		
Prefer not to answer	0	0	0.0		
Total	503	4181	100.0		

Q15. During this hospital stay, were you given any medicine that you had not taken before?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	297	2420	52.0	55.7	55.7
No	234	1927	41.4	44.3	100.0
Total Valid	531	4347	93.4		
Don't Know	36	302	6.5		
Prefer not to answer	1	7	0.2		
Total	568	4656	100.0		



Q16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	4	34	1.4	1.4	1.4
Sometimes	18	147	6.1	6.1	7.5
Usually	43	356	14.8	14.8	22.4
Always	230	1864	77.3	77.6	100.0
Total Valid	295	2401	99.6		
Not Applicable	0	0	0.0		
Don't Know	1	10	0.4		
Prefer not to answer	0	0	0.0		
Total	296	2411	100.0		

Q17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	41	329	13.6	14.3	14.3
Sometimes	46	368	15.2	16.0	30.2
Usually	57	464	19.3	20.1	50.4
Always	139	1144	47.4	49.6	100.0
Total Valid	283	2304	95.6		
Not Applicable	0	0	0.0		
Don't Know	10	82	3.4		
Prefer not to answer	3	24	1.0		
Total	296	2411	100.0		

Q18. After you left the hospital, did you go directly to ...

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Your Own Home	523	4317	93.2	94.0	94.0
Someone Else's Home	23	184	4.0	4.0	98.0
Another Health Facility	13	90	1.9	2.0	100.0
Total Valid	559	4591	99.1		
Don't Know/Missing	4	27	0.6		
Prefer not to answer	2	13	0.3		
Total	565	4631	100.0		



Q19. During your hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	448	3712	82.5	88.7	88.7
No	59	475	10.6	11.3	100.0
Total Valid	507	4187	93.0		
Not Applicable	17	130	2.9		
Don't Know	22	184	4.1		
Prefer not to answer	0	0	0.0		
Total	546	4501	100.0		

Q20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	454	3774	83.8	88.6	88.6
No	62	483	10.7	11.4	100.0
Total Valid	516	4257	94.6		
Not Applicable	12	91	2.0		
Don't Know	16	137	3.0		
Prefer not to answer	2	17	0.4		
Total	546	4501	100.0		



Q21. We want to know your overall rating of your stay at BC Women's Hospital. Please do not include any other hospital stays in your answer.

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Worst Hospital Possible (0)	1	7	0.2	0.2	0.2
1	1	9	0.2	0.2	0.4
2	2	19	0.4	0.4	0.8
3	11	93	2.0	2.0	2.8
4	7	55	1.2	1.2	4.0
5	10	74	1.6	1.6	5.6
6	14	121	2.6	2.6	8.2
7	76	603	13.0	13.0	21.2
8	161	1301	28.1	28.1	49.3
9	132	1104	23.8	23.8	73.2
Best Hospital Possible (10)	150	1243	26.8	26.8	100.0
Total Valid	565	4631	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	565	4631	100.0		

Q22. Would you recommend BC Women's Hospital to your friends and family?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Definitely No	4	36	0.8	0.8	0.8
Probably No	10	81	1.7	1.8	2.5
Probably Yes	97	798	17.2	17.4	19.9
Definitely Yes	450	3680	79.5	80.1	100.0
Total Valid	561	4595	99.2		
Don't Know	3	29	0.6		
Prefer not to answer	1	7	0.2		
Total	565	4631	100.0		



Q23. When you arrived at the hospital, did you go to the Emergency Department?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	187	1544	33.3	35.1	35.1
No	349	2855	61.7	64.9	100.0
Total Valid	536	4399	95.0		
Don't Know	27	217	4.7		
Prefer not to answer	2	14	0.3		
Total	565	4631	100.0		

Q24. Before coming to the hospital, did you have enough information about what was going to happen during the admission process?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	44	352	11.4	11.7	11.7
Partly	84	683	22.1	22.7	34.4
Quite a Bit	116	963	31.2	32.0	66.5
Completely	122	1008	32.6	33.5	100.0
Total Valid	366	3006	97.4		
Don't Know	10	67	2.2		
Prefer not to answer	2	14	0.5		
Total	378	3087	100.0		

Q25. Was your admission into the hospital organized?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	15	124	4.0	4.2	4.2
Partly	45	357	11.6	11.9	16.1
Quite a Bit	100	818	26.6	27.3	43.4
Completely	206	1691	54.9	56.6	100.0
Total Valid	366	2990	97.1		
Don't Know	10	81	2.6		
Prefer not to answer	1	7	0.2		
Total	377	3078	100.0		



Q26. When you were in the Emergency Department, did you get enough information about your condition and treatment?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	4	32	2.1	2.1	2.1
Partly	17	133	8.6	9.0	11.1
Quite a Bit	54	443	28.7	29.8	40.8
Completely	106	881	57.1	59.2	100.0
Total Valid	181	1490	96.5		
Don't Know	6	54	3.5		
Prefer not to answer	0	0	0.0		
Total	187	1544	100.0		

Q27. Were you given enough information about what was going to happen during your admission to the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	2	16	1.0	1.0	1.0
Partly	21	173	11.2	11.3	12.4
Quite a Bit	61	508	33.1	33.4	45.8
Completely	100	826	53.7	54.2	100.0
Total Valid	184	1522	99.1		
Don't Know	2	14	0.9		
Prefer not to answer	0	0	0.0		
Total	186	1537	100.0		

Q28. After you knew that you needed to be admitted to a hospital bed, did you have to wait too long before getting there?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	38	302	19.7	19.8	19.8
No	146	1219	79.8	80.2	100.0
Total Valid	184	1521	99.5		
Don't Know	1	7	0.5		
Prefer not to answer	0	0	0.0		
Total	185	1528	100.0		



Q29. Was your transfer from the Emergency Department into the hospital bed organized?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	4	32	2.1	2.2	2.2
Partly	14	113	7.4	7.6	9.8
Quite a Bit	33	274	17.9	18.5	28.2
Completely	129	1065	69.7	71.8	100.0
Total Valid	180	1484	97.1		
Don't Know	4	35	2.3		
Prefer not to answer	1	9	0.6		
Total	185	1528	100.0		

Q30. Do you feel that there was good communication about your care between doctors, nurses and other hospital staff?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	5	40	0.9	0.9	0.9
Sometimes	59	493	10.7	10.9	11.7
Usually	205	1647	35.9	36.3	48.0
Always	285	2357	51.3	52.0	100.0
Total Valid	554	4536	98.8		
Don't Know	6	56	1.2		
Prefer not to answer	0	0	0.0		
Total	560	4592	100.0		

Q31. How often did doctors, nurses and other hospital staff seem informed and up-to-date about your hospital care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3	26	0.6	0.6	0.6
Sometimes	58	482	10.5	10.6	11.2
Usually	196	1588	34.7	34.9	46.1
Always	297	2450	53.5	53.9	100.0
Total Valid	554	4546	99.3		
Don't Know	3	24	0.5		
Prefer not to answer	1	7	0.2		
Total	558	4577	100.0		



Q32. How often were tests and procedures done when you were told they would be done?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	7	59	1.3	1.4	1.4
Sometimes	32	256	5.6	6.3	7.7
Usually	137	1129	24.7	27.8	35.5
Always	318	2617	57.3	64.5	100.0
Total Valid	494	4060	88.9		
You did not have any tests or procedures	43	340	7.4		
Don't Know	16	134	2.9		
Prefer not to answer	4	36	0.8		
Total	557	4569	100.0		

Q33. During this hospital stay, did you get all the information you needed about your condition and treatment?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	2	11	0.2	0.2	0.2
Sometimes	28	219	4.8	4.8	5.1
Usually	129	1091	23.9	24.0	29.1
Always	394	3217	70.5	70.9	100.0
Total Valid	553	4539	99.5		
Don't Know	2	17	0.4		
Prefer not to answer	1	7	0.2		
Total	556	4563	100.0		

Q34. Did you get the support you needed to help with any anxieties, fears, or worries you had during this hospital stay?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	16	135	3.0	3.6	3.6
Sometimes	49	402	8.9	10.6	14.2
Usually	119	992	21.9	26.2	40.4
Always	276	2257	49.7	59.6	100.0
Total Valid	460	3786	83.4		
Not Applicable	90	734	16.2		
Don't Know	3	20	0.4		
Prefer not to answer	0	0	0.0		
Total	553	4540	100.0		



Q35. Were you involved as much as you wanted to be in decisions about your care and treatment during this hospital stay?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	4	37	0.8	0.8	0.8
Sometimes	41	356	7.9	8.0	8.9
Usually	124	1010	22.4	22.8	31.7
Always	369	3018	66.9	68.3	100.0
Total Valid	538	4421	97.9		
Don't Know	10	77	1.7		
Prefer not to answer	2	17	0.4		
Total	550	4514	100.0		

Q36. During your hospital stay, were your family or friends involved as much as you wanted in decisions about your care and treatment?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	10	83	1.9	2.2	2.2
Sometimes	29	246	5.5	6.5	8.7
Usually	93	751	16.7	19.8	28.4
Always	329	2721	60.6	71.6	100.0
You did not want them involved	48	397	8.8		
You did not have family or friends to be involved	25	196	4.4		
Total Valid	461	3801	84.7		
Don't Know	8	60	1.3		
Prefer not to answer	4	32	0.7		
Total	546	4486	100.0		

Q37. Before you left the hospital, did you have a clear understanding about all of your prescribed medications, including those you were taking before your hospital stay?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	5	41	0.9	1.0	1.0
Partly	18	144	3.2	3.6	4.7
Quite a Bit	50	431	9.6	10.9	15.6
Completely	403	3331	74.3	84.4	100.0
Total Valid	476	3947	88.0		
Not Applicable	69	533	11.9		
Don't Know	0	0	0.0		
Prefer not to answer	1	7	0.2		
Total	546	4486	100.0		



Q38. Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	13	104	2.3	2.4	2.4
Partly	32	261	5.8	6.1	8.6
Quite a Bit	91	777	17.4	18.3	26.9
Completely	379	3107	69.6	73.1	100.0
Total Valid	515	4249	95.2		
Not Applicable	25	189	4.2		
Don't Know	2	17	0.4		
Prefer not to answer	1	7	0.2		
Total	543	4462	100.0		

Q39. When you left the hospital, did you have a better understanding of your condition than when you entered?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	22	177	4.0	4.5	4.5
Partly	24	208	4.7	5.2	9.7
Quite a Bit	115	959	21.5	24.1	33.8
Completely	322	2632	59.1	66.2	100.0
Total Valid	483	3976	89.2		
Don't Know	28	218	4.9		
Prefer not to answer	31	261	5.9		
Total	542	4455	100.0		



Q40. Overall, on a scale of 0 to 10, do you feel you were helped by your hospital stay? Please answer on a scale where 0 is "not helped at all" and 10 is "helped completely".

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not helped at all (0)	0	0	0.0	0.0	0.0
1	2	19	0.4	0.4	0.4
2	0	0	0.0	0.0	0.4
3	4	35	0.8	0.8	1.2
4	3	21	0.5	0.5	1.7
5	7	54	1.2	1.2	3.0
6	6	42	0.9	1.0	3.9
7	34	288	6.5	6.6	10.5
8	74	592	13.4	13.6	24.1
9	100	814	18.4	18.7	42.8
Helped completely (10)	300	2492	56.3	57.2	100.0
Total Valid	530	4357	98.5		
Don't Know	1	8	0.2		
Prefer not to answer	7	58	1.3		
Total	538	4423	100.0		

Q41. On a scale of 0 to 10, what was your overall experience with your hospital stay? Please answer on a scale where 0 is "I had a poor experience" and 10 is "I had a very good experience".

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
I had a very poor experience (0)	3	24	0.5	0.5	0.5
1	4	36	0.8	0.8	1.4
2	4	32	0.7	0.7	2.1
3	6	51	1.2	1.2	3.3
4	5	39	0.9	0.9	4.2
5	8	66	1.5	1.5	5.7
6	12	108	2.5	2.5	8.1
7	50	393	8.9	9.0	17.1
8	101	816	18.5	18.6	35.7
9	123	1020	23.2	23.2	58.9
I had a very good experience (10)	218	1805	41.0	41.1	100.0
Total Valid	534	4391	99.8		
Don't Know	0	0	0.0		
Prefer not to answer	1	7	0.2		
Total	535	4398	100.0		



Facility: BC Women's Hospital
Peer Group: Tertiary
Date: Sept 1, 2016 - March 31, 2017 Discharges

FACILITY FINAL REPORT
Surveys Completed: 577
Response Rate: 43.6%
MOE: $\pm 3.7\%$

Q42. During this hospital stay, did doctors tell you what would happen next during your care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	16	140	3.2	3.4	3.4
Partly	43	342	7.8	8.3	11.7
Quite a Bit	128	1074	24.5	26.0	37.7
Completely	315	2573	58.7	62.3	100.0
Total Valid	502	4128	94.2		
Don't Know	22	181	4.1		
Prefer not to answer	9	75	1.7		
Total	533	4384	100.0		



Section 2B. Made-In-BC Module Questions

BC's Continuity Across Transitions in Care Module

Q43. During this hospital stay, did nurses tell you what would happen next during your care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	20	168	3.8	3.9	3.9
Partly	42	347	7.9	8.1	12.0
Quite a Bit	150	1242	28.3	29.0	41.0
Completely	308	2528	57.7	59.0	100.0
Total Valid	520	4286	97.8		
Don't Know	11	84	1.9		
Prefer not to answer	2	14	0.3		
Total	533	4384	100.0		

Q44. During this hospital stay, did you get consistent information from your doctors, nurses and other hospital staff?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	11	84	1.9	1.9	1.9
Sometimes	58	461	10.6	10.6	12.6
Usually	179	1472	33.7	34.0	46.6
Always	278	2314	53.0	53.4	100.0
Total Valid	526	4332	99.2		
Don't Know	4	30	0.7		
Prefer not to answer	1	7	0.2		
Total	531	4368	100.0		

Q45. During your hospital stay, when your doctors changed, did the next doctor seem up-to-date on your care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	8	69	1.6	2.2	2.2
Sometimes	30	240	5.5	7.5	9.7
Usually	104	851	19.5	26.7	36.4
Always	244	2023	46.4	63.6	100.0
Total Valid	386	3183	73.0		
There were no changes in the doctors treating me	120	982	22.5		
Don't Know	16	124	2.8		
Prefer not to answer	8	71	1.6		
Total	530	4359	100.0		



Q46. During this hospital stay, when your doctors changed, did you have confidence in the care the next doctor provided?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	12	102	2.3	3.2	3.2
Sometimes	27	218	5.0	6.9	10.2
Usually	90	741	17.0	23.5	33.7
Always	255	2091	48.0	66.3	100.0
Total Valid	384	3152	72.4		
There were no changes in the doctors treating me	122	1004	23.1		
Don't Know	14	117	2.7		
Prefer not to answer	9	79	1.8		
Total	529	4353	100.0		

Q47. During this hospital stay, when your nurses changed, did the next nurse seem up-to-date on your care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	9	76	1.7	1.8	1.8
Sometimes	51	430	9.9	9.9	11.7
Usually	155	1243	28.6	28.8	40.5
Always	309	2571	59.1	59.5	100.0
Total Valid	524	4319	99.2		
Don't Know	3	19	0.4		
Prefer not to answer	2	14	0.3		
Total	529	4353	100.0		

Q48. During this hospital stay, when your nurses changed, did you have confidence in the care the next nurse provided?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	8	65	1.5	1.5	1.5
Sometimes	52	438	10.1	10.1	11.6
Usually	163	1331	30.6	30.8	42.4
Always	302	2492	57.2	57.6	100.0
Total Valid	525	4326	99.4		
Don't Know	2	12	0.3		
Prefer not to answer	2	14	0.3		
Total	529	4353	100.0		



Q49. Before you left the hospital, did the doctors, nurses or other hospital staff give your family or someone close to you enough information to help care for you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	28	219	5.0	5.9	5.9
Partly	50	428	9.8	11.5	17.4
Quite a Bit	108	907	20.9	24.4	41.8
Completely	263	2163	49.8	58.2	100.0
I did not want information provided to anyone	1	9	0.2		
I did not need information provided to anyone	51	406	9.3		
I had no family or friends involved	10	87	2.0		
Total Valid	449	3716	85.5		
Don't Know	13	92	2.1		
Prefer not to answer	4	34	0.8		
Total	528	4343	100.0		

Q50. Before you left the hospital, did the doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you went home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	21	165	3.8	4.0	4.0
Partly	47	356	8.2	8.6	12.6
Quite a Bit	122	1041	24.0	25.1	37.6
Completely	313	2592	59.8	62.4	100.0
Total Valid	503	4154	95.9		
Don't Know	21	153	3.5		
Prefer not to answer	3	27	0.6		
Total	527	4334	100.0		



Q51. Before you left the hospital, did you get enough information from hospital staff about appointments and tests you needed after you left the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	14	116	2.7	3.3	3.3
Partly	35	275	6.4	7.8	11.1
Quite a Bit	75	634	14.7	18.0	29.0
Completely	305	2505	58.2	71.0	100.0
Total Valid	429	3530	82.0		
I did not need appointments or tests after I left the hospital	89	731	17.0		
Don't Know	4	27	0.6		
Prefer not to answer	2	17	0.4		
Total	524	4306	100.0		

Q52. Before you left the hospital, were you told when you could resume your regular daily activities?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	62	514	11.9	12.7	12.7
Partly	82	672	15.6	16.5	29.2
Quite a Bit	124	1026	23.8	25.2	54.4
Completely	226	1853	43.0	45.6	100.0
Total Valid	494	4065	94.4		
Don't Know	24	189	4.4		
Prefer not to answer	6	51	1.2		
Total	524	4306	100.0		



Q53. After you left the hospital, did someone from the hospital contact you to see how you were doing?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes - Someone from the hospital	52	422	9.8	10.1	10.1
Yes - Someone from my doctor's office	43	335	7.8	8.0	18.2
Yes - Someone else	277	2316	53.9	55.6	73.7
No	136	1095	25.5	26.3	100.0
Total Valid	508	4168	97.0		
Don't Know	13	113	2.6		
Prefer not to answer	2	16	0.4		
Total	523	4296	100.0		

Q54. After you left the hospital, did the doctors or other staff who usually provide your medical care seem informed and up-to-date about the care you received in the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	22	177	4.1	5.3	5.3
Partly	47	378	8.8	11.2	16.5
Quite a Bit	89	731	17.1	21.7	38.2
Completely	250	2082	48.7	61.8	100.0
I did not need care after I left the hospital	77	627	14.6		
I do not have a place where I usually receive medical care	7	47	1.1		
Total Valid	408	3368	78.7		
Don't Know	24	197	4.6		
Prefer not to answer	5	41	1.0		
Total	521	4279	100.0		



Section 2B. Made-In-BC Module Questions
BC's Maternity Module

QM1. Was your most recent stay at this hospital for a childbirth experience?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	475	3972	93.7	93.7	93.7
No	39	267	6.3	6.3	100.0
Total Valid	514	4240	100.0		
Total	514	4240	100.0		

QM2. While in the hospital, did your doctor, midwife or nurse answer your questions about your childbirth in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	1	7	0.2	0.2	0.2
Partly	16	136	3.4	3.6	3.8
Quite a Bit	60	506	12.8	13.4	17.1
Completely	376	3138	79.3	82.9	100.0
Total Valid	453	3787	95.8		
I did not have questions	17	139	3.5		
Don't Know	2	19	0.5		
Prefer not to answer	1	10	0.3		
Total	473	3955	100.0		

QM3. While in the hospital, were you given enough information about what to expect about your own physical recovery after birth?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	13	110	2.8	2.9	2.9
Partly	49	408	10.4	10.9	13.9
Quite a Bit	144	1215	31.0	32.5	46.3
Completely	241	2010	51.2	53.7	100.0
Total Valid	447	3743	95.4		
I did not have questions	18	146	3.7		
Don't Know	4	33	0.8		
Prefer not to answer	0	0	0.0		
Total	469	3922	100.0		



QM4. While in the hospital, were you given enough information about any emotional changes you might experience after the birth?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	47	387	9.9	10.1	10.1
Partly	69	576	14.7	15.0	25.0
Quite a Bit	98	815	20.8	21.2	46.2
Completely	246	2069	52.8	53.8	100.0
Total Valid	460	3847	98.1		
Don't Know	9	75	1.9		
Prefer not to answer	0	0	0.0		
Total	469	3922	100.0		

QM5. While in the hospital, did your doctor, midwife, or nurse discuss different options for pain control during the labour and delivery with you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	31	257	6.6	6.8	6.8
Partly	55	456	11.6	12.0	18.8
Quite a Bit	96	816	20.9	21.5	40.4
Completely	271	2260	57.8	59.6	100.0
Total Valid	453	3790	96.8		
Don't Know	9	74	1.9		
Prefer not to answer	6	50	1.3		
Total	468	3914	100.0		



Facility: BC Women's Hospital
Peer Group: Tertiary
Date: Sept 1, 2016 - March 31, 2017 Discharges

FACILITY FINAL REPORT
Surveys Completed: 577
Response Rate: 43.6%
MOE: ±3.7%

QM6. Overall was your pain well controlled? Please answer on a scale where 0 is "Not controlled at all" and 10 is "Controlled completely."

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not Controlled at All (0)	17	155	4.0	4.0	4.0
1	5	42	1.1	1.1	5.1
2	7	54	1.4	1.4	6.5
3	6	51	1.3	1.3	7.9
4	8	70	1.8	1.8	9.7
5	13	115	2.9	3.0	12.7
6	21	181	4.7	4.7	17.4
7	41	339	8.7	8.8	26.3
8	76	624	16.0	16.3	42.6
9	81	673	17.3	17.6	60.1
Controlled Completely (10)	182	1530	39.2	39.9	100.0
Total Valid	457	3835	98.4		
Don't Know	3	20	0.5		
Prefer not to answer	6	42	1.1		
Total	466	3898	100.0		



QM7. While in the hospital, did you get enough information about caring for your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	9	73	1.9	1.9	1.9
Partly	54	447	11.5	11.5	13.4
Quite a Bit	171	1430	36.7	36.9	50.4
Completely	229	1922	49.3	49.6	100.0
Total Valid	463	3872	99.3		
Don't Know	0	0	0.0		
Prefer not to answer	3	26	0.7		
Total	466	3898	100.0		

QM8. While in the hospital, did you get enough information to support your decision to breast or bottle feed your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	17	145	3.7	3.9	3.9
Partly	77	628	16.2	17.1	21.0
Quite a Bit	104	892	23.0	24.2	45.2
Completely	243	2020	52.0	54.8	100.0
Total Valid	441	3685	95.0		
Not Applicable	20	168	4.3		
Don't Know	0	0	0.0		
Prefer not to answer	3	28	0.7		
Total	464	3881	100.0		

QM9. While in the hospital, did doctors, midwives or nurses give you the assistance and support you needed to help you breast feed your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	11	92	2.4	2.5	2.5
Partly	59	500	12.9	13.5	16.0
Quite a Bit	125	1036	26.7	28.0	44.0
Completely	247	2072	53.5	56.0	100.0
Total Valid	442	3699	95.5		
Not Applicable	19	155	4.0		
Don't Know	0	0	0.0		
Prefer not to answer	2	19	0.5		
Total	463	3873	100.0		



QM10. While in the hospital, did you get enough information about bathing your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	72	600	15.5	15.9	15.9
Partly	62	523	13.5	13.9	29.8
Quite a Bit	98	813	21.0	21.6	51.4
Completely	217	1828	47.2	48.6	100.0
Total Valid	449	3763	97.2		
Don't Know	6	48	1.2		
Prefer not to answer	8	62	1.6		
Total	463	3873	100.0		

QM11. While in the hospital, were you offered a newborn screening test for your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	332	2824	72.9	91.1	91.1
No	34	276	7.1	8.9	100.0
Total Valid	366	3099	80.0		
Don't Know	91	732	18.9		
Prefer not to answer	6	41	1.1		
Total	463	3873	100.0		

QM12. While in the hospital, did you get the information you needed about immunizations for your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	114	941	24.3	26.7	26.7
Partly	77	642	16.6	18.2	44.9
Quite a Bit	86	731	18.9	20.7	65.6
Completely	144	1211	31.3	34.4	100.0
Total Valid	421	3525	91.0		
Not Applicable	19	153	4.0		
Don't Know	21	179	4.6		
Prefer not to answer	2	16	0.4		
Total	463	3873	100.0		



QM13. While in the hospital, did you get enough information about caring for yourself?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	22	183	4.7	4.7	4.7
Partly	81	680	17.6	17.7	22.4
Quite a Bit	161	1362	35.2	35.4	57.8
Completely	196	1621	41.8	42.2	100.0
Total Valid	460	3845	99.3		
Not Applicable	3	28	0.7		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	463	3873	100.0		

QM14. After the birth of your baby, were other family members or those close to you able to stay with you as much as you wanted?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	6	54	1.4	1.4	1.4
Partly	26	213	5.5	5.6	7.1
Usually	45	358	9.3	9.5	16.5
Always	376	3155	81.6	83.5	100.0
Total Valid	453	3780	97.8		
No family or friends were involved	7	66	1.7		
Don't Know	1	9	0.2		
Prefer not to answer	1	10	0.3		
Total	462	3866	100.0		

QM15. While in the hospital, did doctors, midwives, or nurses respect your wishes for labour and delivery in the care that was provided?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	6	51	1.3	1.4	1.4
Partly	17	146	3.8	3.8	5.2
Quite a Bit	54	438	11.3	11.5	16.7
Completely	378	3174	82.1	83.3	100.0
Total Valid	455	3810	98.5		
Don't Know	3	26	0.7		
Prefer not to answer	4	30	0.8		
Total	462	3866	100.0		



QM16. Before you left the hospital, did hospital staff tell you what symptoms to watch for in your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	36	294	7.6	7.8	7.8
Partly	52	447	11.6	11.9	19.7
Quite a Bit	146	1231	31.9	32.8	52.5
Completely	214	1786	46.3	47.5	100.0
Total Valid	448	3757	97.3		
Don't Know	8	61	1.6		
Prefer not to answer	5	42	1.1		
Total	461	3859	100.0		

QM17. Before you left the hospital, were you given enough information about support services available in your community for you and your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	22	177	4.6	4.7	4.7
Partly	68	555	14.4	14.7	19.3
Quite a Bit	122	1052	27.2	27.7	47.1
Completely	241	2006	52.0	52.9	100.0
Total Valid	453	3790	98.2		
Don't Know	5	41	1.1		
Prefer not to answer	3	29	0.7		
Total	461	3859	100.0		

QM18. Before you left the hospital, did you get enough information from hospital staff about appointments and tests needed after you left the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	33	271	7.0	7.3	7.3
Partly	73	606	15.7	16.3	23.6
Quite a Bit	100	845	21.9	22.8	46.4
Completely	239	1993	51.7	53.6	100.0
Total Valid	445	3716	96.3		
Don't Know	10	88	2.3		
Prefer not to answer	6	55	1.4		
Total	461	3859	100.0		



QM19. When you first brought your baby home, how confident did you feel about caring for your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	12	102	2.7	2.7	2.7
Partly	59	492	12.8	13.1	15.9
Quite a Bit	180	1507	39.1	40.3	56.2
Completely	195	1640	42.6	43.8	100.0
Total Valid	446	3742	97.2		
Don't Know	5	41	1.1		
Prefer not to answer	9	68	1.8		
Total	460	3851	100.0		

QM20. After you left the hospital, did you receive a visit from a nurse at your home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	72	600	15.5	15.9	15.9
Partly	62	523	13.5	13.9	29.8
Quite a Bit	98	813	21.0	21.6	51.4
Completely	217	1828	47.2	48.6	100.0
Total Valid	449	3763	97.2		
Don't Know	6	48	1.2		
Prefer not to answer	8	62	1.6		
Total	463	3873	100.0		

QM21. Did your prenatal care prepare you for your labour and delivery at the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	29	253	6.6	7.0	7.0
Partly	59	488	12.7	13.5	20.5
Quite a Bit	139	1149	29.8	31.8	52.4
Completely	203	1717	44.6	47.6	100.0
Total Valid	430	3607	93.7		
Don't Know	19	156	4.1		
Prefer not to answer	11	87	2.3		
Total	460	3851	100.0		



Section 2B. Made-In-BC Module Questions
BC's Surgical Module

QS1. During your stay in hospital, did you have an operation?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	175	1410	34.0	34.5	34.5
No	322	2675	64.5	65.5	100.0
Total Valid	497	4085	98.6		
Don't Know	1	9	0.2		
Prefer not to answer	6	50	1.2		
Total	504	4144	100.0		

QS2. Before your operation, did hospital staff explain the risks and benefits of the operation in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	3	28	2.0	2.0	2.0
Partly	12	93	6.6	6.9	8.9
Quite a Bit	25	203	14.5	14.9	23.8
Completely	129	1035	73.9	76.2	100.0
Total Valid	169	1358	97.0		
I did not want an explanation	5	41	3.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	174	1400	100.0		

QS3. Before your operation, did hospital staff answer your questions about the operation in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	2	18	1.3	1.5	1.5
Partly	6	42	3.0	3.3	4.8
Quite a Bit	23	194	13.9	15.4	20.2
Completely	126	1006	71.9	79.8	100.0
Total Valid	157	1260	90.0		
I did not have any questions	16	133	9.5		
Don't Know	1	7	0.5		
Prefer not to answer	0	0	0.0		
Total	174	1400	100.0		



QS4. Before your operation, were you told how you could expect to feel after you had the operation?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	15	127	9.1	9.3	9.3
Partly	25	206	14.7	15.1	24.4
Quite a Bit	42	349	24.9	25.6	50.0
Completely	87	681	48.6	50.0	100.0
Total Valid	169	1362	97.3		
Don't Know	5	37	2.7		
Prefer not to answer	0	0	0.0		
Total	174	1400	100.0		

QS5. After your operation, did hospital staff explain how the operation had gone in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	6	51	3.6	3.7	3.7
Partly	17	137	9.8	10.0	13.8
Quite a Bit	41	341	24.3	25.0	38.8
Completely	105	833	59.5	61.2	100.0
Total Valid	169	1361	97.3		
Don't Know	5	38	2.7		
Prefer not to answer	0	0	0.0		
Total	174	1400	100.0		



Section 2B. Made-In-BC Module Questions
BC's Pediatric/Youth Modules

QP1. During this hospital stay, did the nurses pay enough attention to your experiences and suggestions in caring for your child?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	2	11	33.3	33.3	33.3
Quite a Bit	0	0	0.0	0.0	33.3
Completely	4	21	66.7	66.7	100.0
Total Valid	6	32	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	6	32	100.0		

QP2. During this hospital stay, did you feel welcome to stay with your child as much as you wanted?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	1	5	16.7	16.7	16.7
Quite a Bit	0	0	0.0	0.0	16.7
Completely	5	27	83.3	83.3	100.0
Total Valid	6	32	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	6	32	100.0		

QP3. During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for your child at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	2	11	33.3	40.0	40.0
Completely	3	16	50.0	60.0	100.0
Total Valid	5	27	83.3		
Not Applicable	1	5	16.7		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	6	32	100.0		



QP4. During this hospital stay, was your child ever in any pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	5	27	83.3	83.3	83.3
No	1	5	16.7	16.7	100.0
Total Valid	6	32	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	6	32	100.0		

QP5. During this hospital stay, did a doctor or nurse ask your child questions about his or her pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	0	0	0.0	0.0	0.0
Sometimes	0	0	0.0	0.0	0.0
Usually	1	5	20.0	100.0	100.0
Always	0	0	0.0	0.0	100.0
Total Valid	1	5	20.0		
Child is too young	4	21	80.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	5	27	100.0		

QP6. During this hospital stay, were nurses available to answer your questions or concerns when you needed them?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	1	5	16.7	16.7	16.7
Completely	5	27	83.3	83.3	100.0
Total Valid	6	32	100.0		
I had no questions or concerns	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	6	32	100.0		



QP7. During this hospital stay, was information about his or her condition discussed with your child in a way he or she could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	1	5	16.7	100.0	100.0
Completely	0	0	0.0	0.0	100.0
Total Valid	1	5	16.7		
Child is too young/could not understand	5	27	83.3		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	6	32	100.0		

QP8. During this hospital stay, do you feel you had a doctor or nurse that had a good understanding of your child's condition and treatment?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	2	11	33.3	33.3	33.3
Completely	4	21	66.7	66.7	100.0
Total Valid	6	32	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	6	32	100.0		

QP9. During this hospital stay, when you or your child used the call button to get help, was the response quick enough?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	0	0	0.0	0.0	0.0
Sometimes	0	0	0.0	0.0	0.0
Usually	1	5	16.7	50.0	50.0
Always	1	5	16.7	50.0	100.0
Total Valid	2	11	33.3		
We did not use the call button	4	21	66.7		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	6	32	100.0		



Facility: BC Women's Hospital
Peer Group: Tertiary
Date: Sept 1, 2016 - March 31, 2017 Discharges

FACILITY FINAL REPORT
Surveys Completed: 577
Response Rate: 43.6%
MOE: ±3.7%

QP10. During this hospital stay, did your child receive the care he or she needed when he or she needed it?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	0	0	0.0	0.0	0.0
Sometimes	0	0	0.0	0.0	0.0
Usually	5	27	83.3	83.3	83.3
Always	1	5	16.7	16.7	100.0
Total Valid	6	32	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	6	32	100.0		



QY1. During this hospital stay, did the nurses pay enough attention to your experiences and suggestions in caring for you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	0	0	0.0	0.0	0.0
Completely	1	7	100.0	100.0	100.0
Total Valid	1	7	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		

QY2. During this hospital stay, did your family and friends feel welcome to stay with you as much as you wanted?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	0	0	0.0	0.0	0.0
Completely	1	7	100.0	100.0	100.0
Total Valid	1	7	100.0		
I had no family or friends involved	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		

QY3. During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for yourself at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	0	0	0.0	0.0	0.0
Completely	1	7	100.0	100.0	100.0
Total Valid	1	7	100.0		
Not Applicable	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		



QY4. During this hospital stay, were you ever in any pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	1	7	100.0	100.0	100.0
No	0	0	0.0	0.0	100.0
Total Valid	1	7	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		

QY5. During this hospital stay, did a doctor or nurse ask you questions about your pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	0	0	0.0	0.0	0.0
Sometimes	0	0	0.0	0.0	0.0
Usually	1	7	100.0	100.0	100.0
Always	0	0	0.0	0.0	100.0
Total Valid	1	7	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		

QY6. During this hospital stay, were the nurses available to answer your questions or concerns when you needed them?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	0	0	0.0	0.0	0.0
Completely	0	0	0.0	0.0	0.0
Total Valid	0	0	0.0		
I had no questions or concerns	1	7	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		



QY7. During this hospital stay, was information about your condition discussed with you in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	0	0	0.0	0.0	0.0
Completely	1	7	100.0	100.0	100.0
Total Valid	1	7	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		

QY8. During this hospital stay, do you feel you had a doctor or nurse that had a good understanding of your condition and treatment?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a Bit	0	0	0.0	0.0	0.0
Completely	1	7	100.0	100.0	100.0
Total Valid	1	7	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		



QY9. During this hospital stay, when you used the call button to get help, was the response quick enough?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	0	0	0.0	0.0	0.0
Sometimes	0	0	0.0	0.0	0.0
Usually	1	7	100.0	100.0	100.0
Always	0	0	0.0	0.0	100.0
Total Valid	1	7	100.0		
I did not use the call button	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		

QY10. During this hospital stay, did you receive the care you needed when you needed it?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	0	0	0.0	0.0	0.0
Sometimes	1	7	100.0	100.0	100.0
Usually	0	0	0.0	0.0	100.0
Always	0	0	0.0	0.0	100.0
Total Valid	1	7	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	1	7	100.0		



Section 2B. Made-In-BC Module Questions

BC's Patient Safety Module

Q59. When you arrived at the hospital, did a doctor, nurse, midwife, or pharmacist, ask you about all the medicines you had been taking at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	343	2814	73.1	90.9	90.9
No	33	281	7.3	9.1	100.0
Total Valid	376	3094	80.3		
Don't Know	87	729	18.9		
Prefer not to answer	4	28	0.7		
Total	467	3851	100.0		

Q60. Was the written information you received about your medicines easy to understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	8	69	1.8	2.9	2.9
Sometimes	20	165	4.3	7.0	9.9
Usually	53	461	12.0	19.6	29.5
Always	202	1664	43.4	70.5	100.0
I didn't need any medicine	62	505	13.2		
I didn't receive any written information	96	772	20.1		
Total Valid	283	2358	61.5		
Don't Know	22	184	4.8		
Prefer not to answer	2	17	0.4		
Total	465	3836	100.0		

Q61. During this hospital stay, did staff check your identification band before giving you medications, treatments, or tests?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	33	284	6.9	8.0	8.0
Sometimes	49	393	9.6	11.2	19.2
Usually	83	686	16.7	19.5	38.7
Always	264	2160	52.6	61.3	100.0
Total Valid	429	3523	85.7		
Don't Know	66	545	13.3		
Prefer not to answer	5	42	1.0		
Total	500	4110	100.0		



Q62. During this hospital stay, did you notice your doctor(s) wash or clean their hands before caring for you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	28	231	5.6	7.4	7.4
Sometimes	39	314	7.7	10.0	17.4
Usually	82	673	16.4	21.5	38.9
Always	230	1917	46.7	61.1	100.0
Total Valid	379	3135	76.5		
Don't Know	113	905	22.1		
Prefer not to answer	7	61	1.5		
Total	499	4101	100.0		

Q63. During this hospital stay, did you notice other care providers wash or clean their hands before caring for you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	25	212	5.2	6.7	6.7
Sometimes	59	465	11.3	14.7	21.4
Usually	97	801	19.5	25.3	46.7
Always	202	1686	41.1	53.3	100.0
Total Valid	383	3164	77.2		
Don't Know	113	910	22.2		
Prefer not to answer	3	27	0.6		
Total	499	4101	100.0		

Q64. During this hospital stay, did hospital staff tell you about the importance of washing or cleaning your own hands?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	219	1793	43.7	48.4	48.4
Partly	61	502	12.2	13.5	61.9
Quite a Bit	62	522	12.7	14.1	76.0
Completely	109	891	21.7	24.0	100.0
Total Valid	451	3708	90.4		
Don't Know	44	359	8.7		
Prefer not to answer	4	35	0.9		
Total	499	4101	100.0		



Q65. During this hospital stay, did hospital staff show you how to properly wash or clean your own hands?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	384	3143	76.6	82.7	82.7
Sometimes	16	134	3.3	3.5	86.3
Usually	18	153	3.7	4.0	90.3
Always	45	369	9.0	9.7	100.0
Total Valid	463	3799	92.6		
Don't Know	27	229	5.6		
Prefer not to answer	9	73	1.8		
Total	499	4101	100.0		

Q66. During this hospital stay, did hospital staff tell you about products available for you to wash or clean your own hands?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	359	2955	72.1	76.9	76.9
Sometimes	34	273	6.7	7.1	84.0
Usually	24	200	4.9	5.2	89.2
Always	51	416	10.1	10.8	100.0
Total Valid	468	3844	93.7		
Don't Know	23	191	4.7		
Prefer not to answer	8	66	1.6		
Total	499	4101	100.0		

Q67. During this hospital stay, would you have been comfortable asking your care providers if they had washed or cleaned their hands before caring for you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	146	1204	29.4	35.7	35.7
Sometimes	63	509	12.4	15.1	50.8
Usually	71	577	14.1	17.1	67.9
Always	132	1082	26.4	32.1	100.0
Total Valid	412	3373	82.2		
Don't Know	71	585	14.3		
Prefer not to answer	16	143	3.5		
Total	499	4101	100.0		



Facility: BC Women's Hospital
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Surveys Completed: 577
Response Rate: 43.6%
MOE: ±3.7%

Q68. During this hospital stay, do you believe you or your family members suffered personal injury or harm, which resulted from a medical error or mistake?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	432	3548	86.5	90.2	90.2
Partly	17	140	3.4	3.6	93.8
Quite a Bit	15	123	3.0	3.1	96.9
Completely	14	121	2.9	3.1	100.0
Total Valid	478	3932	95.9		
Don't Know	15	121	3.0		
Prefer not to answer	6	48	1.2		
Total	499	4101	100.0		



Section 2C. Patient Demographics

Age (at discharge)	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
<6 yrs	10	53	1.1	1.1	1.1
6-12	0	0	0.0	0.0	1.1
13-17	1	7	0.2	0.2	1.3
18-29	101	826	17.5	17.5	18.7
30-44	461	3815	80.6	80.6	99.3
45-54	4	31	0.7	0.7	100.0
55-64	0	0	0.0	0.0	100.0
65-74	0	0	0.0	0.0	100.0
75-84	0	0	0.0	0.0	100.0
85+	0	0	0.0	0.0	100.0
Total Valid	577	4733	100.0		
Total	577	4733	100.0		

Gender	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Male	8	43	0.9	0.9	0.9
Female	569	4690	99.1	99.1	100.0
Transgender	0	0	0.0	0.0	100.0
Total Valid	577	4733	100.0		
Total	577	4733	100.0		



Education Level

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
8th grade or less	4	33	0.8	0.8	0.8
Some high school, but did not graduate	9	78	1.9	2.0	2.8
High school or high school equivalency certificate	35	285	7.1	7.2	10.0
College, CEGEP or other non-university certificate or diploma	100	822	20.4	20.8	30.8
Undergraduate degree or some university	177	1455	36.1	36.7	67.5
Post-graduate degree or professional designation	158	1288	32.0	32.5	100.0
Total Valid	483	3962	98.3		
Don't Know	1	9	0.2		
Prefer not to answer	7	58	1.4		
Total	491	4029	100.0		

Ethnicity (self-reported)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
White	187	1515	37.4	38.4	38.4
Chinese	129	1085	26.8	27.5	65.8
Indigenous (First Nations, Métis, Inuit)	6	43	1.1	1.1	66.9
South Asian	28	234	5.8	5.9	72.8
Black	5	46	1.1	1.2	74.0
Filipino	31	251	6.2	6.4	80.4
Latin American	17	145	3.6	3.7	84.0
Southeast Asian	18	153	3.8	3.9	87.9
Korean	11	88	2.2	2.2	90.1
Japanese	5	38	0.9	1.0	91.1
Other/Multiple Ethnicities	44	352	8.7	8.9	100.0
Total Valid	481	3951	97.4		
Don't know/Prefer not to answer	13	104	2.6		
Total	494	4055	100.0		



Appendix A

Peer Group - Facility Type

Tertiary Hospital = an acute hospital that functions as a tertiary provincial or regional referral facility (e.g., provides specialized pediatrics care, neurosciences, cardiac care, trauma care, perinatal care).

Health Authority	Tertiary Hospital
FHA	Royal Columbian Hospital
FHA	Surrey Memorial Hospital
FHA	Abbotsford Regional Hospital
IHA	Kelowna General Hospital
IHA	Royal Inland Hospital
NHA	University Hospital of Northern BC
VCHA	St. Paul's Hospital
PHSA	BC Children's Hospital
PHSA	BC Women's Hospital
VCHA	Vancouver General Hospital
VIHA	Royal Jubilee Hospital
VIHA	Victoria General Hospital
VIHA	Nanaimo Regional General Hospital

Community Hospital = an acute hospital that does not fit the definition of Small Hospital or Tertiary Hospital.

Health Authority	Community Hospital
FHA	Burnaby Hospital
FHA	Chilliwack General Hospital
FHA	Delta Hospital
FHA	Eagle Ridge Hospital
FHA	Langley Memorial Hospital
FHA	Peace Arch Hospital
FHA	Ridge Meadows Hospital
IHA	East Kootenay Regional Hospital
IHA	Kootenay Boundary Regional Hospital
IHA	Penticton Regional Hospital
IHA	Vernon Jubilee Hospital
IHA	Cariboo Memorial Hospital
IHA	Shuswap Lake General Hospital



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Health Authority	Community Hospital
NHA	Dawson Creek and District Hospital
NHA	Fort St. John Hospital
NHA	G.R. Baker Memorial Hospital
NHA	Mills Memorial Hospital
VCHA	Mount Saint Joseph Hospital
VCHA	Lions Gate Hospital
VCHA	Richmond Hospital
VCHA	University of BC Health Sciences Centre
VIHA	Campbell River & District General Hospital
VIHA	Cowichan District Hospital
VIHA	Saanich Peninsula Hospital
VIHA	St. Joseph's General Hospital
VIHA	West Coast General Hospital

Small Hospital = an acute hospital that admits fewer than 3500 patients annually, has a referral population of fewer than 20,000 people, AND is the only hospital in their community.

Health Authority	Small Hospital
FHA	Fraser Canyon Hospital
FHA	Mission Memorial Hospital
IHA	100 Mile District General Hospital
IHA	Arrow Lakes Hospital
IHA	Boundary Hospital
IHA	Creston Valley Hospital
IHA	Dr. Helmcken Memorial Hospital
IHA	Elk Valley Hospital
IHA	Golden and District Hospital
IHA	Invermere and District Hospital
IHA	Kootenay Lake Hospital
IHA	Lillooet District Hospital
IHA	Nicola Valley Hospital
IHA	Princeton Regional Hospital
IHA	Queen Victoria Hospital
IHA	South Okanagan General Hospital



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Health Authority	Small Hospital
NHA	Bulkley Valley District Hospital
NHA	Chetwynd General Hospital
NHA	Fort Nelson General Hospital
NHA	Kitimat General Hospital
NHA	Lakes District Hospital
NHA	Northern Haida Gwaii Hospital
NHA	McBride and District Hospital
NHA	MacKenzie and District Hospital
NHA	Prince Rupert Regional Hospital
NHA	HaidaGwaii Hospital
NHA	St. John Hospital
NHA	Stuart Lake Hospital
NHA	Wrinch Memorial Hospital
VCHA	Bella Coola General Hospital
VCHA	Powell River General
VCHA	R.W. Large Memorial Hospital
VCHA	Squamish General Hospital
VCHA	Sechelt Hospital
VIHA	Cormorant Island Health Centre
VIHA	Lady Minto Gulf Islands Hospital
VIHA	Port Hardy Hospital
VIHA	Port McNeill & District Hospital
VIHA	Tofino General Hospital

Freestanding Rehabilitation Facilities = a hospital that functions as a specialized rehabilitation facility.

Health Authority	Freestanding Rehabilitation Facilities
VCHA	G.F. Strong Rehabilitation Centre
VCHA	Holy Family Hospital