



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 Children'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 Children'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

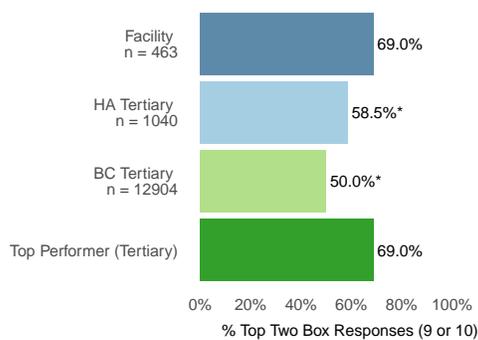
1.1 Global Rating Indicators (Top Box Scores): Graphs 1.1-A through 1.1-D show the results of the four overall rating (also called global rating) questions on the CPES-IC. Facility results are compared to the average (mean) score for all tertiary facilities within Health Services Authority health authority; 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...

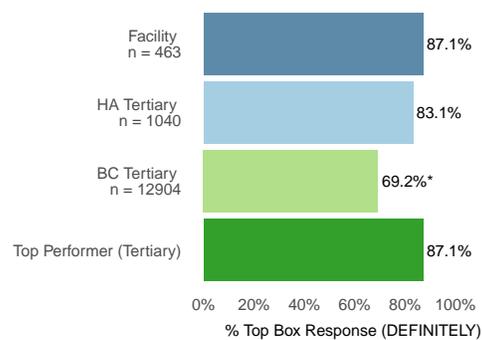
- HA Peer Group (Facility Type) Average
- BC Peer Group Average
- BC High Performer Average

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?



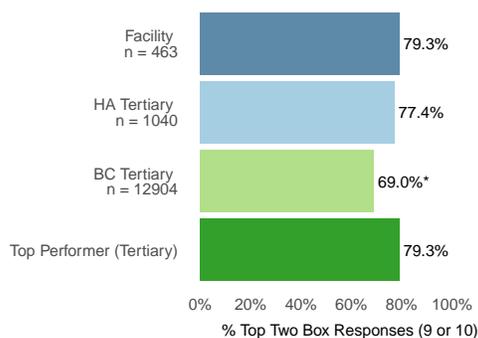
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).

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



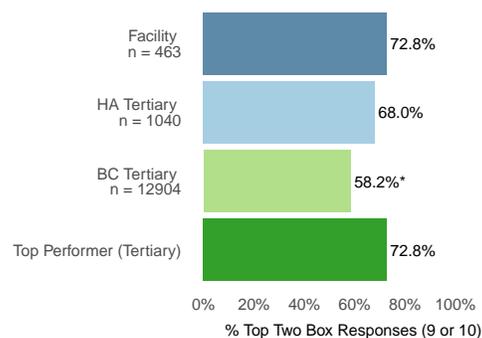
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).

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 = 463	HA Average (TERTIARY) n = 1040	BC Average (TERTIARY) n = 12904	Top BC Performer (TERTIARY)
QPY3. Reported that someone on the hospital staff taught them what they needed to know to care for their child/ themselves at home. (COMPLETELY)	69.1%	69.1%	64.3%	100.0%*
Q46. Reported that when their doctors changed, they had confidence in the care the next doctor provided. (ALWAYS)	65.1%	65.8%	62.6%	69.2%
Q52. Reported that before leaving the hospital, they were told when they could resume regular daily activities. (COMPLETELY)	63.1%	53.1%	46.5%	63.1%
P5. Reported that a doctor or nurse asked their child questions about his or her pain. (ALWAYS)	61.8%	61.5%	62.7%	88.9%*
Q45. Reported that when their doctors changed, the next doctor seemed up-to-date on their care. (ALWAYS)	60.7%	62.3%	57.5%	63.6%
Q34. Reported receiving the support they needed to help with any anxieties, fears, or worries they had during their hospital stay. (ALWAYS)	56.1%	58.2%	54.9%	61.3%
PY9. Reported that when they or their child used the call button to get help, the response was quick enough. (ALWAYS)	53.9%	53.7%	51.5%	75.0%*
Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)	48.9%	49.3%	35.8%	49.6%

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 Children'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 = 463	HA Average (TERTIARY) n = 1040	BC Average (TERTIARY) n = 12904	Top BC Performer (TERTIARY)
P2. Reported feeling welcome to stay with their child as much as they wanted. (COMPLETELY)	90.5%	90.5%	91.2%	95.3%*
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)	87.2%	87.2%	90.4%*	93.3%*
Q22. Reported that they would DEFINITELY recommend BC Children's Hospital to their friends and family.	87.1%	87.1%	69.2%*	87.1%
Q5. Reported doctors treated them with courtesy and respect. (ALWAYS)	85.9%	85.9%	81.6%*	85.9%
Q72. Reported that their care providers were respectful of their culture and traditions. (COMPLETELY)	85.0%	85.0%	82.3%	86.0%
Y8. Reported that they felt they had a doctor or nurse that had a good understanding of their condition and treatment. (COMPLETELY)	85.0%	85.0%	76.9%*	100.0%*
Q1. Reported nurses treated them with courtesy and respect. (ALWAYS)	83.4%	83.4%	77.4%*	83.4%
Y2. Reported family and friends felt welcome to stay with them as much as they wanted. (COMPLETELY)	83.0%	83.0%	81.3%	100.0%*
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.	81.9%	81.9%	80.4%	88.7%*
S2. Reported that hospital staff explained the risks and benefits of the operation in a way they could understand. (COMPLETELY)	81.7%	81.7%	76.5%*	81.7%

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 Children'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 = 463	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)	15.1%	15.1%	10.4%*	15.1%
Q66. Reported that hospital staff told them about products available for them to wash or clean their own hands. (ALWAYS)	20.0%	20.0%	12.7%*	20.0%
Q64. Reported that hospital staff told them about the importance of washing or cleaning their own hands. (COMPLETELY)	34.4%	34.4%	29.5%*	34.4%
Q26. Reported receiving enough information about their condition and treatment while in the Emergency Department. (COMPLETELY)	40.5%	40.5%	38.3%	59.2%*
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)	42.2%	42.2%	34.4%*	42.2%
Q9. Reported that the area around their room was quiet at night. (ALWAYS)	43.8%	43.8%	38.3%*	54.2%*
Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)	48.9%	48.9%	35.8%*	49.6%
Q53. Reported that someone contacted them to see how they were doing after they left the hospital.	50.2%	50.2%	46.2%	73.7%*
P7. Reported that information about their child's condition was discussed with their child in a way that he or she could understand. (COMPLETELY)	53.0%	53.0%	54.4%	68.7%*
Q27. Reported receiving enough information about what was going to happen during their admission to the hospital. (COMPLETELY)	53.5%	53.5%	40.3%*	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.

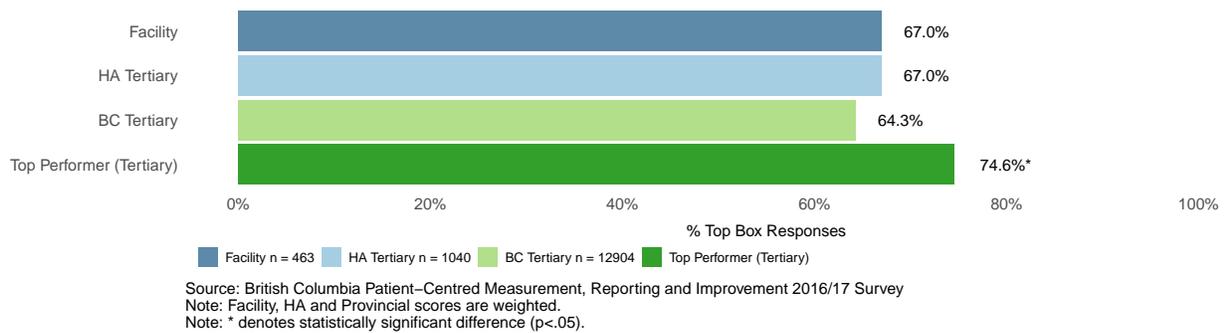
* denotes a statistically significant difference (p<.05).



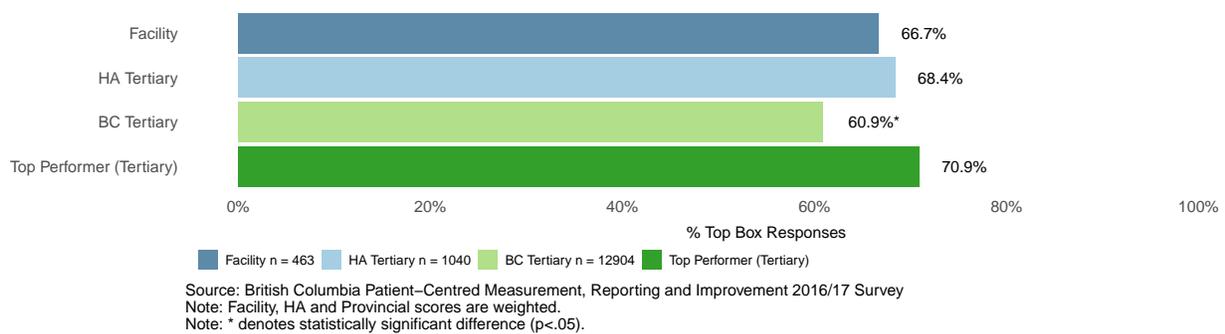
1.5 CPES-IC Dimension and Made-in-BC Module Scores

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.

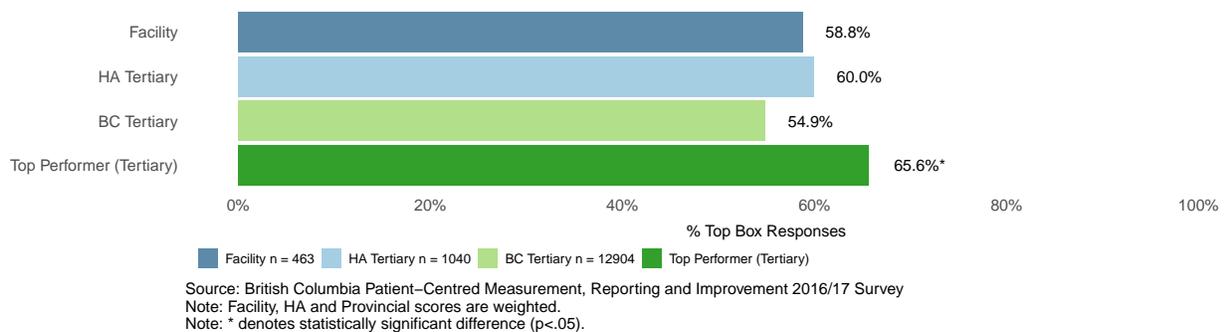
Graph 1.5-A. CPES-IC Dimension Scores - Continuity of Care



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

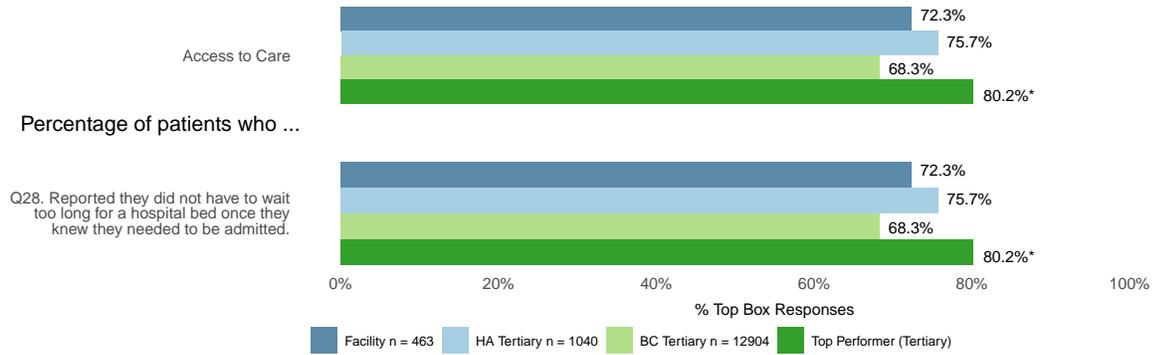


Graph 1.5-A. CPES-IC Dimension Scores - Physical Comfort





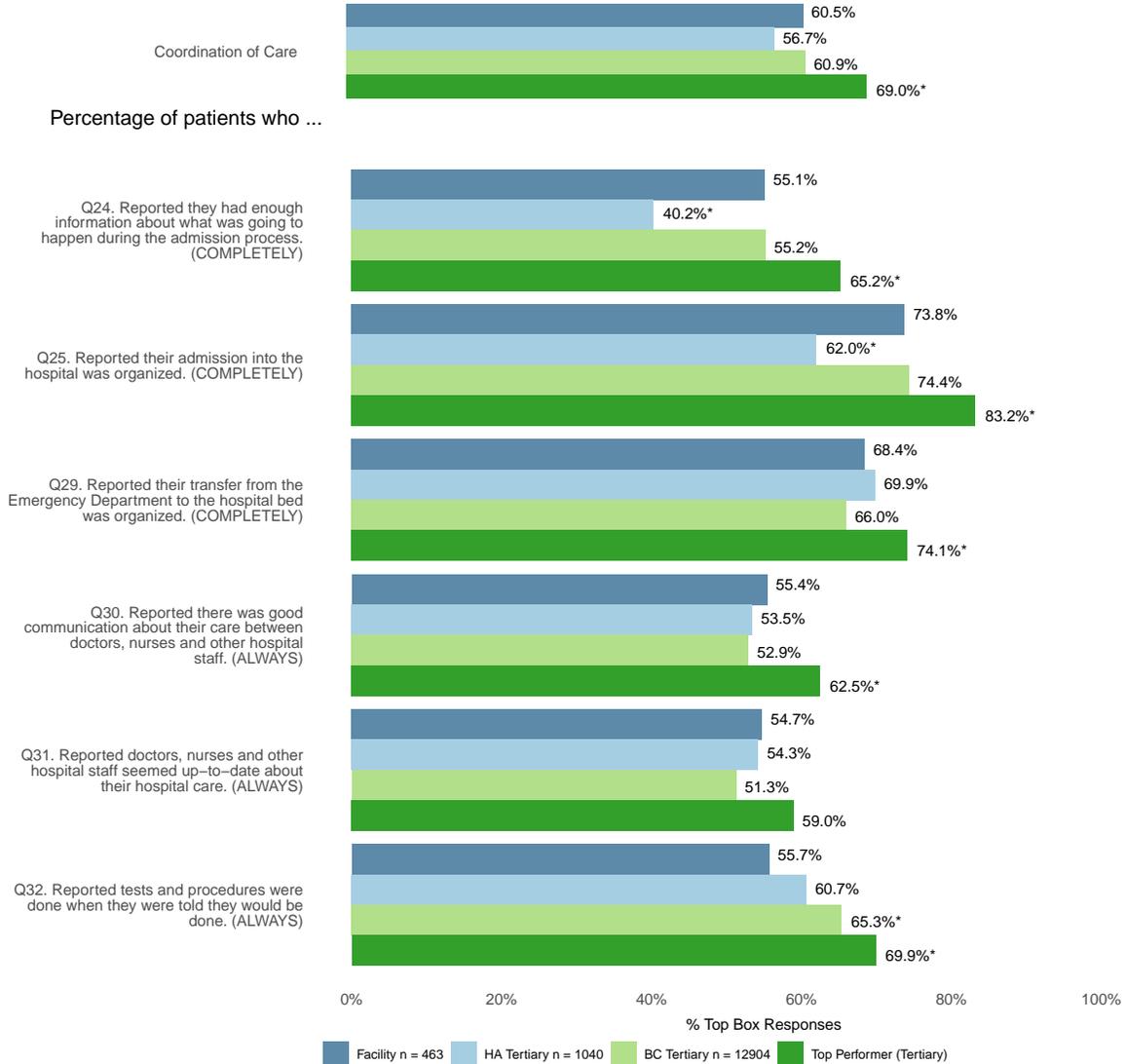
Graph 1.5-B. CPES-IC Subdimensions Continuity of Care: Access to Care



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

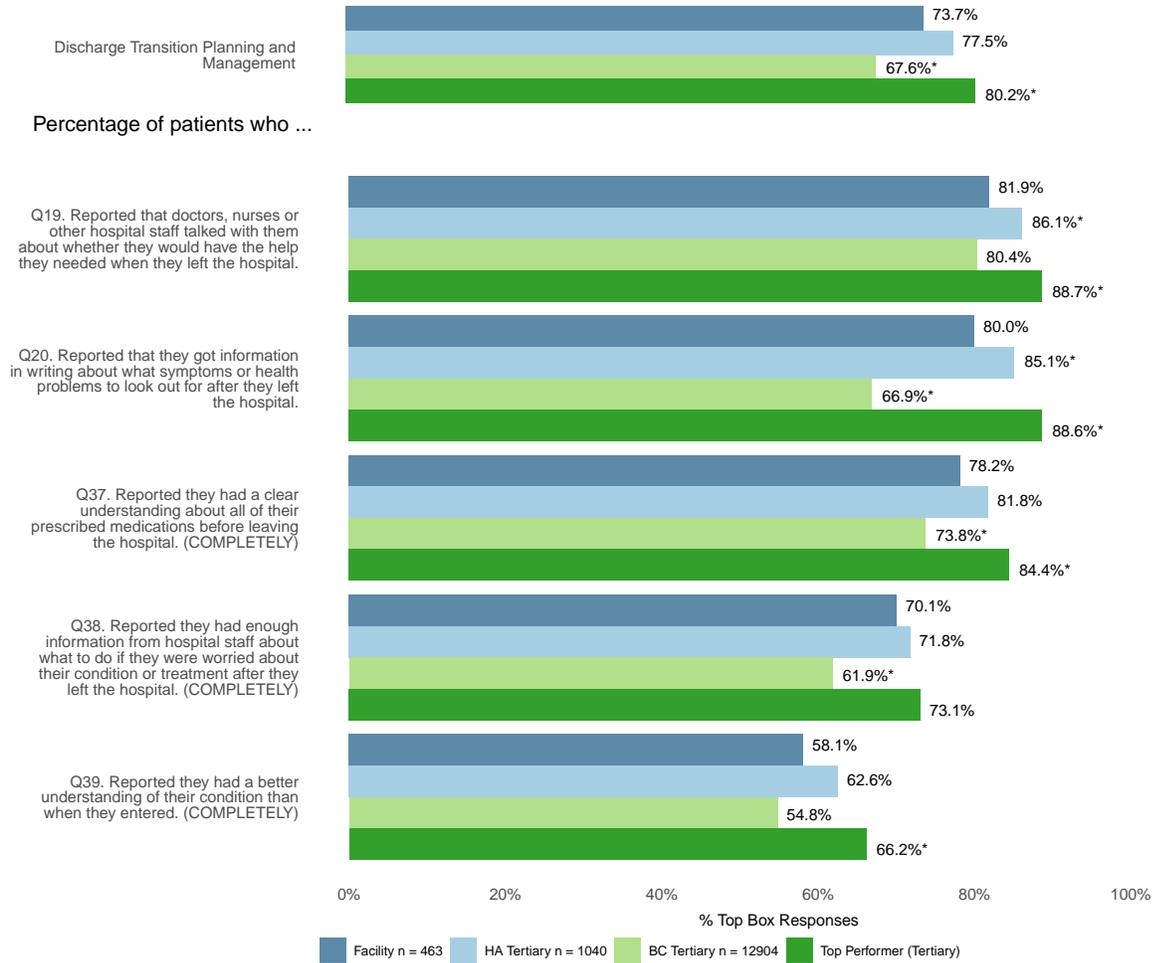


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



Graph 1.5-D. CPES-IC Subdimensions

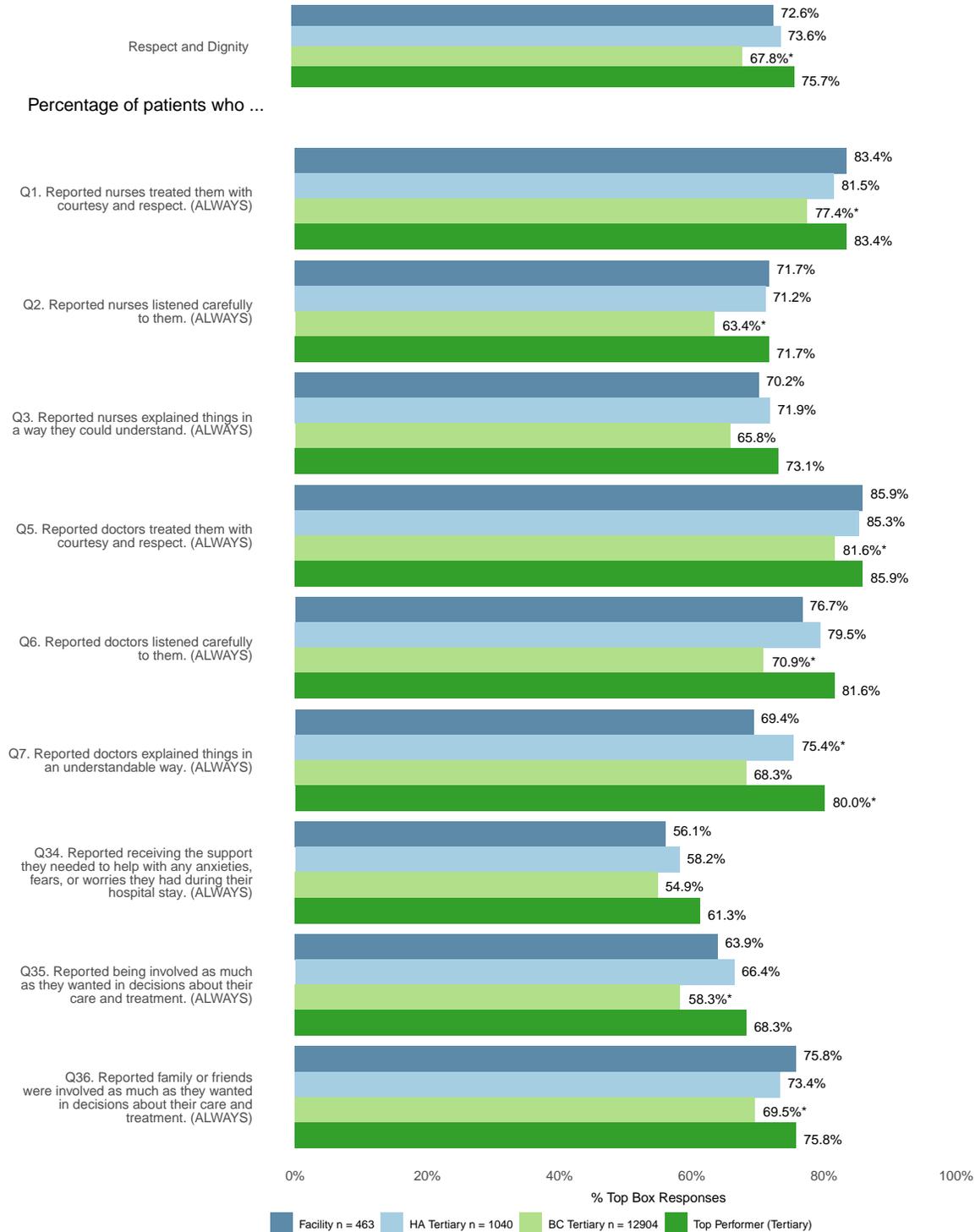
Continuity of Care: Discharge Transition Planning and Management



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

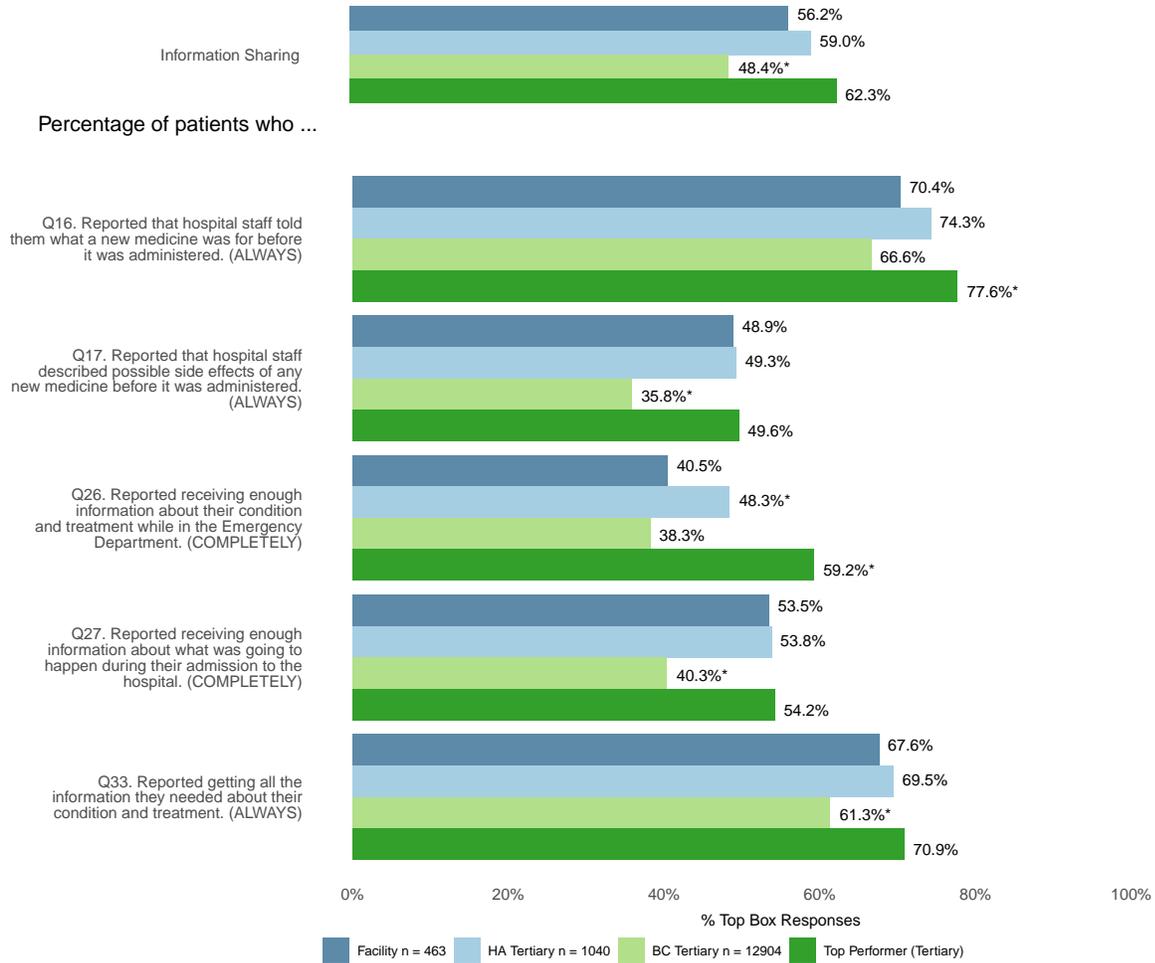


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Facility, HA and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



Graph 1.5-F. CPES-IC Subdimensions

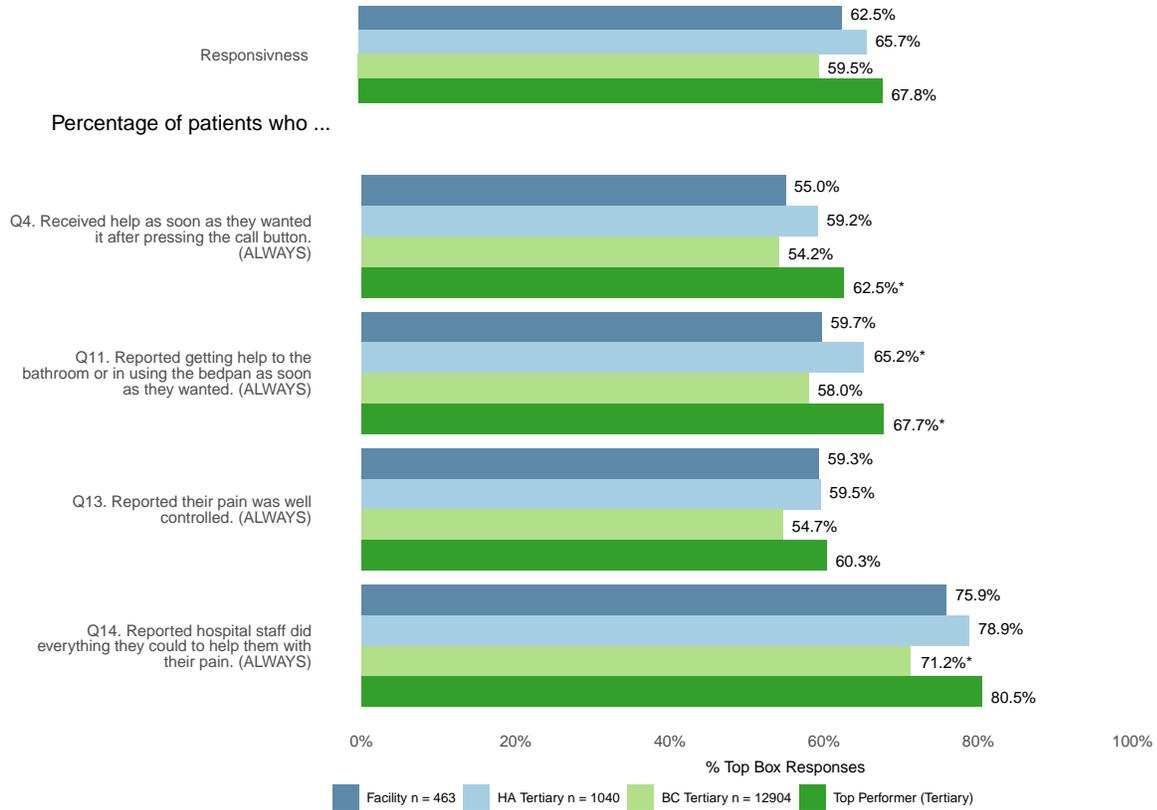
Communication, Participation and Partnership: Information Sharing



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).



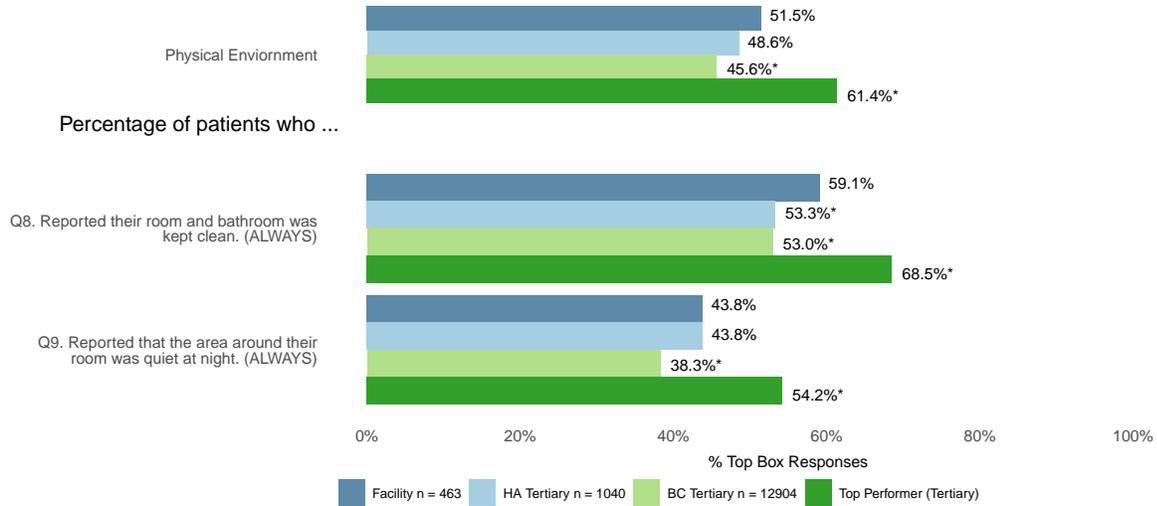
Graph 1.5-G. CPES-IC Subdimensions
Physical Comfort: Responsiveness



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).



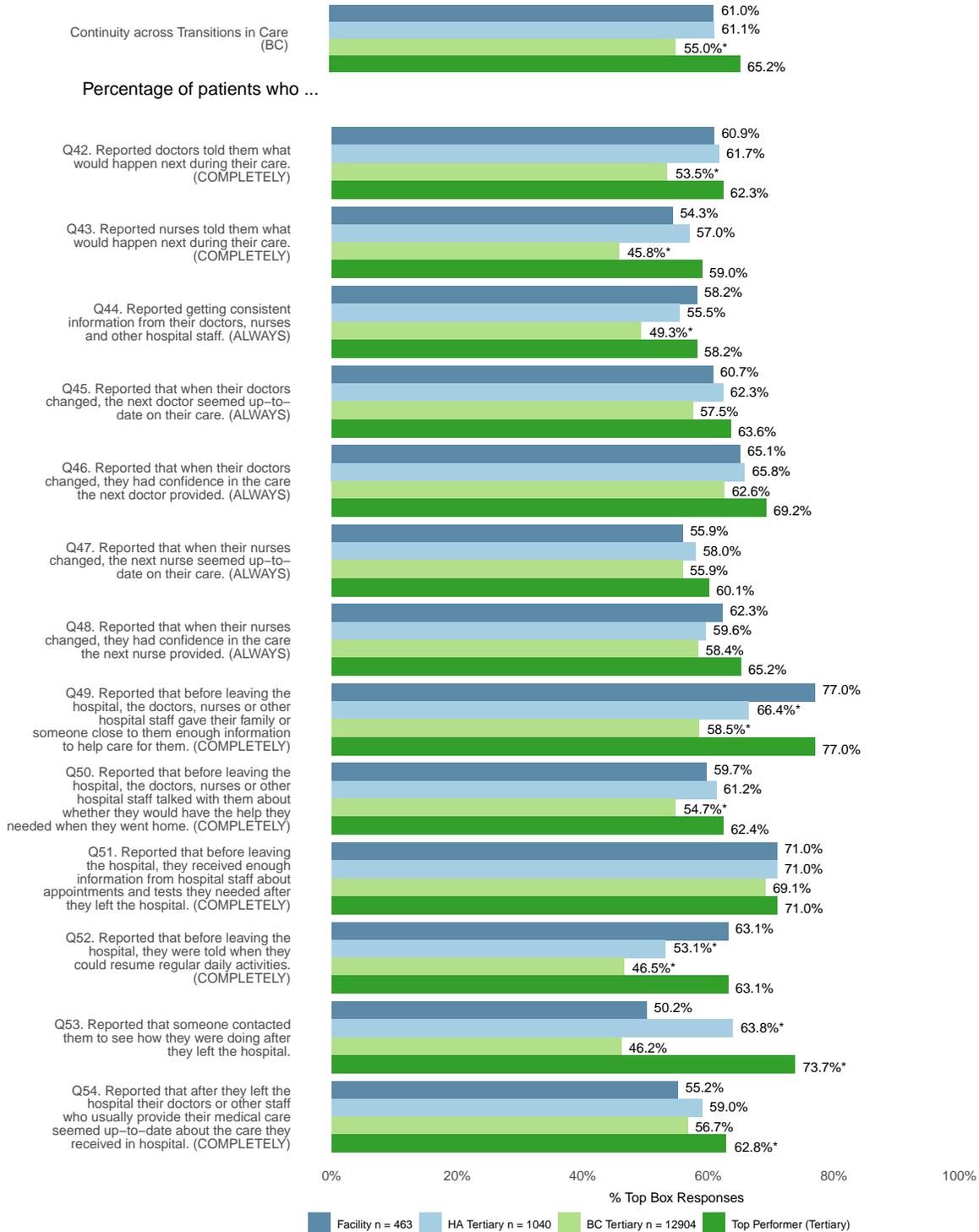
Graph 1.5-H. CPES-IC Subdimensions
Physical Comfort: Physical Environment



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).



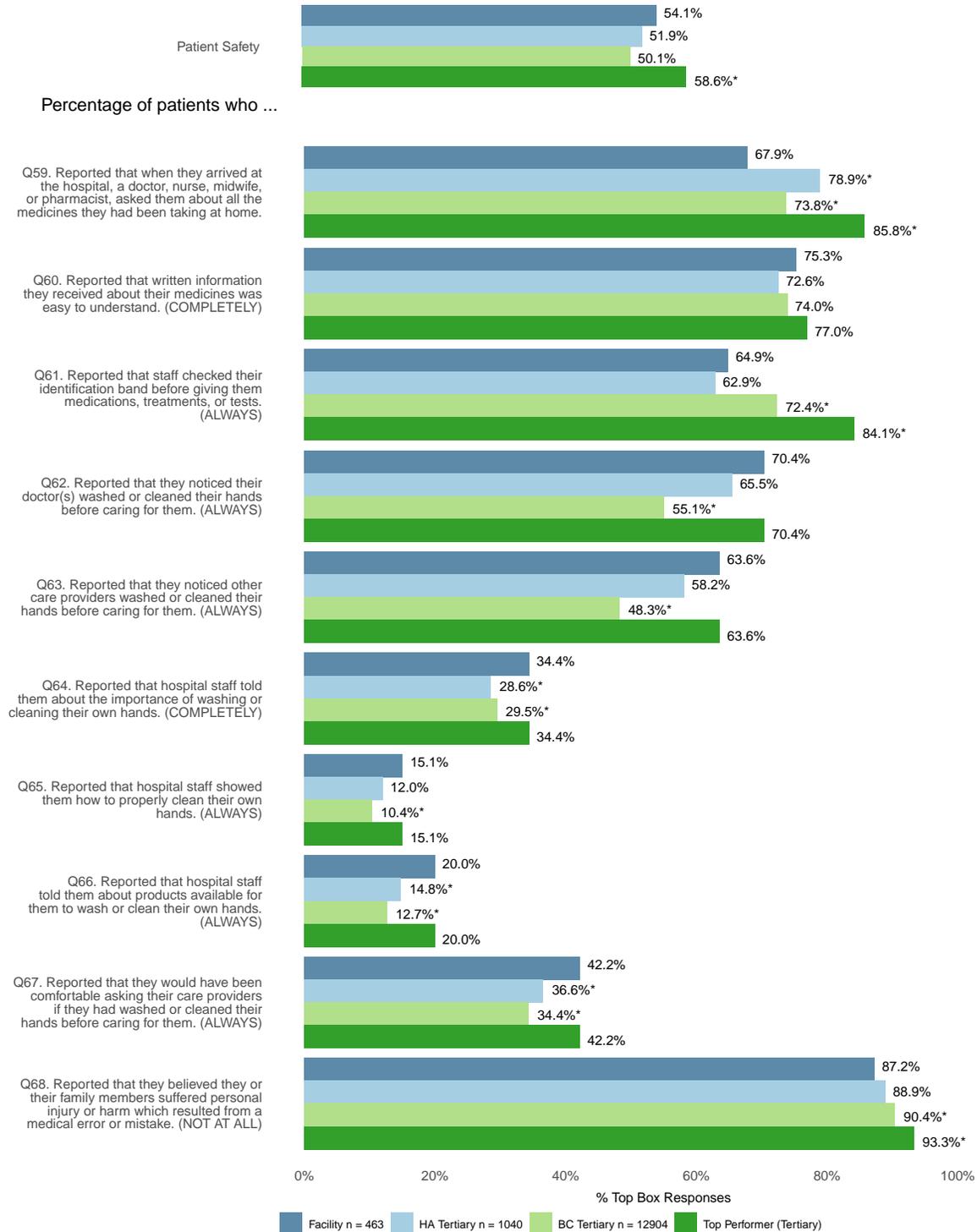
Graph 1.5-I. Made-In-BC Modules
BC's Continuity across Transitions in Care



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).



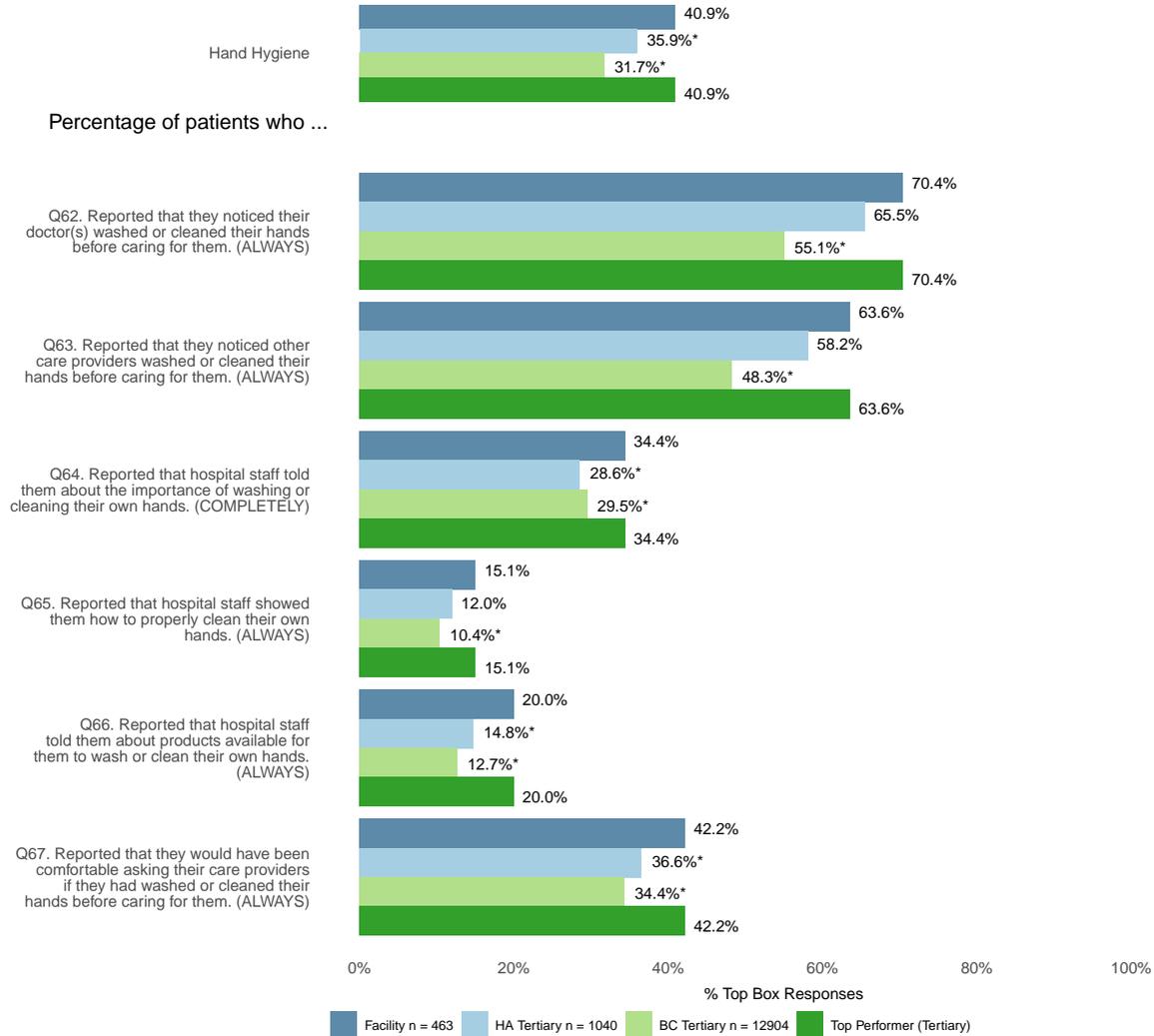
Graph 1.5-J. Made-In-BC Modules
Patient Safety



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).



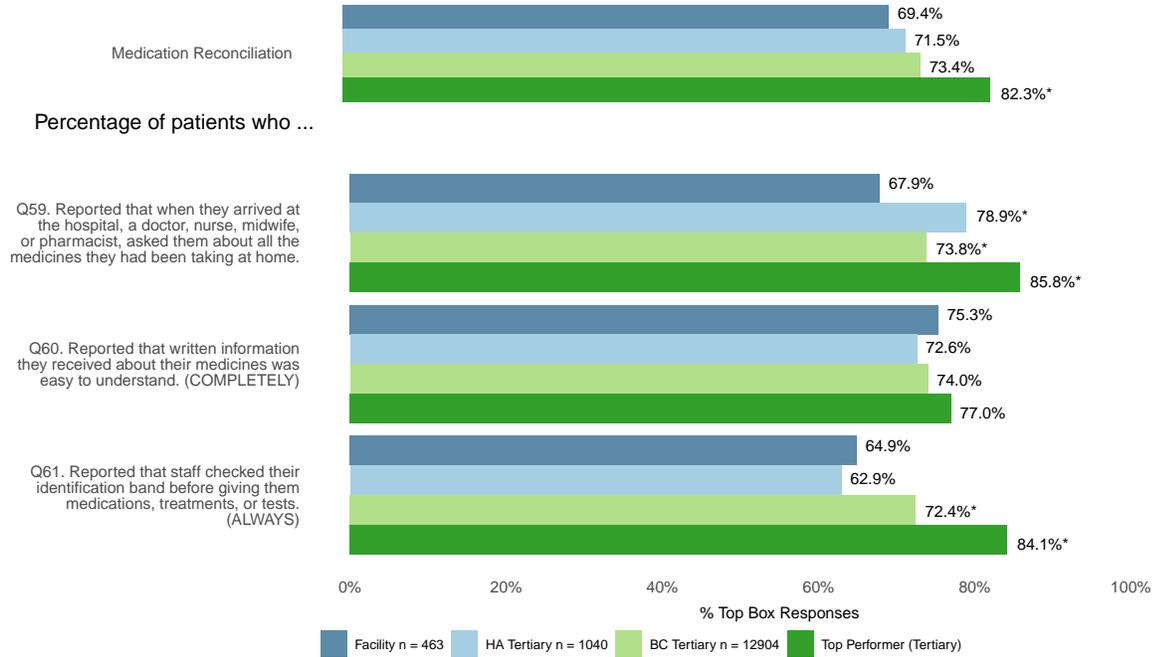
Graph 1.5-K. Made-In-BC Modules
Patient Safety: Hand Hygiene



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 Children'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	11	92	2.5	2.5	2.5
Usually	62	506	14.0	14.0	16.6
Always	390	3006	83.4	83.4	100.0
Total Valid	463	3603	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	463	3603	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	1	9	0.2	0.2	0.2
Sometimes	21	161	4.5	4.5	4.8
Usually	109	835	23.3	23.5	28.3
Always	326	2551	71.1	71.7	100.0
Total Valid	457	3556	99.2		
Don't Know	4	30	0.8		
Prefer not to answer	0	0	0.0		
Total	461	3586	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	9	0.2	0.2	0.2
Sometimes	25	214	6.0	6.1	6.3
Usually	107	831	23.2	23.5	29.8
Always	321	2476	69.2	70.2	100.0
Total Valid	454	3529	98.7		
Don't Know	2	14	0.4		
Prefer not to answer	4	33	0.9		
Total	460	3576	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	1	9	0.2	0.3	0.3
Sometimes	33	282	7.9	10.1	10.4
Usually	121	963	27.0	34.6	45.0
Always	197	1533	43.0	55.0	100.0
Total Valid	352	2787	78.2		
You never pressed the call button	105	768	21.6		
Don't Know	0	0	0.0		
Prefer not to answer	1	9	0.2		
Total	458	3564	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	4	35	1.0	1.0	1.0
Sometimes	13	108	3.0	3.1	4.0
Usually	48	358	10.0	10.1	14.1
Always	391	3049	85.6	85.9	100.0
Total Valid	456	3550	99.7		
Don't Know	0	0	0.0		
Prefer not to answer	1	10	0.3		
Total	457	3560	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	4	35	1.0	1.0	1.0
Sometimes	16	118	3.3	3.3	4.3
Usually	85	670	18.8	18.9	23.3
Always	349	2713	76.2	76.7	100.0
Total Valid	454	3536	99.3		
Don't Know	1	10	0.3		
Prefer not to answer	2	14	0.4		
Total	457	3560	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	29	0.8	0.8	0.8
Sometimes	27	219	6.2	6.2	7.1
Usually	107	828	23.3	23.6	30.6
Always	314	2436	68.6	69.4	100.0
Total Valid	451	3513	98.9		
Don't Know	1	6	0.2		
Prefer not to answer	4	33	0.9		
Total	456	3551	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	7	68	1.9	2.0	2.0
Sometimes	38	320	9.0	9.3	11.2
Usually	131	1022	28.8	29.6	40.9
Always	266	2039	57.4	59.1	100.0
Total Valid	442	3448	97.1		
Don't Know	14	103	2.9		
Prefer not to answer	0	0	0.0		
Total	456	3551	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	13	107	3.0	3.1	3.1
Sometimes	71	540	15.3	15.6	18.7
Usually	162	1300	36.8	37.6	56.2
Always	195	1515	42.9	43.8	100.0
Total Valid	441	3461	97.9		
Don't Know	10	63	1.8		
Prefer not to answer	2	10	0.3		
Total	453	3534	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	136	1054	29.8	30.7	30.7
No	304	2381	67.4	69.3	100.0
Total Valid	440	3435	97.2		
Don't Know	6	44	1.2		
Prefer not to answer	7	56	1.6		
Total	453	3534	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	3	25	2.3	2.5	2.5
Sometimes	17	141	13.5	14.2	16.6
Usually	32	236	22.4	23.6	40.3
Always	76	595	56.6	59.7	100.0
Total Valid	128	997	94.9		
Not Applicable	0	0	0.0		
Don't Know	3	21	2.0		
Prefer not to answer	4	33	3.2		
Total	135	1051	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	302	2341	66.3	67.6	67.6
No	140	1120	31.7	32.4	100.0
Total Valid	442	3462	98.1		
Don't Know	7	46	1.3		
Prefer not to answer	3	23	0.6		
Total	452	3531	100.0		



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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	1	9	0.4	0.4	0.4
Sometimes	28	201	8.6	8.8	9.2
Usually	96	717	30.6	31.5	40.7
Always	169	1352	57.7	59.3	100.0
Total Valid	294	2278	97.3		
Not Applicable	0	0	0.0		
Don't Know	7	55	2.3		
Prefer not to answer	1	9	0.4		
Total	302	2341	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	0	0	0.0	0.0	0.0
Sometimes	10	76	3.3	3.3	3.3
Usually	60	476	20.3	20.8	24.1
Always	226	1740	74.3	75.9	100.0
Total Valid	296	2293	97.9		
Not Applicable	0	0	0.0		
Don't Know	3	21	0.9		
Prefer not to answer	3	27	1.2		
Total	302	2341	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	265	2089	59.3	63.8	63.8
No	154	1186	33.7	36.2	100.0
Total Valid	419	3275	92.9		
Don't Know	31	240	6.8		
Prefer not to answer	1	9	0.2		
Total	451	3524	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	6	50	2.4	2.4	2.4
Sometimes	25	209	10.0	10.2	12.6
Usually	46	349	16.7	17.0	29.6
Always	184	1445	69.2	70.4	100.0
Total Valid	261	2053	98.3		
Not Applicable	0	0	0.0		
Don't Know	3	27	1.3		
Prefer not to answer	1	9	0.4		
Total	265	2089	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	43	350	16.8	17.6	17.6
Sometimes	44	344	16.5	17.3	35.0
Usually	39	320	15.4	16.1	51.1
Always	127	970	46.7	48.9	100.0
Total Valid	253	1984	95.4		
Not Applicable	0	0	0.0		
Don't Know	10	86	4.2		
Prefer not to answer	1	9	0.4		
Total	264	2079	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	379	2945	84.0	86.0	86.0
Someone Else's Home	39	310	8.9	9.1	95.0
Another Health Facility	21	170	4.8	5.0	100.0
Total Valid	439	3426	97.7		
Don't Know/Missing	8	59	1.7		
Prefer not to answer	2	20	0.6		
Total	449	3505	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	271	2126	65.5	81.9	81.9
No	57	469	14.4	18.1	100.0
Total Valid	328	2595	79.9		
Not Applicable	76	552	17.0		
Don't Know	12	91	2.8		
Prefer not to answer	1	9	0.3		
Total	417	3247	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	305	2383	73.5	80.0	80.0
No	72	595	18.4	20.0	100.0
Total Valid	377	2979	91.9		
Not Applicable	23	144	4.4		
Don't Know	14	102	3.1		
Prefer not to answer	2	17	0.5		
Total	416	3242	100.0		



Q21. We want to know your overall rating of your stay at BC Children'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	10	0.3	0.3	0.3
1	1	9	0.2	0.2	0.5
2	2	19	0.5	0.5	1.1
3	1	9	0.2	0.2	1.3
4	4	33	0.9	1.0	2.3
5	6	46	1.3	1.3	3.6
6	12	97	2.8	2.8	6.4
7	33	271	7.8	7.8	14.2
8	78	584	16.7	16.8	31.0
9	125	967	27.7	27.8	58.9
Best Hospital Possible (10)	182	1429	40.9	41.1	100.0
Total Valid	445	3473	99.5		
Don't Know	0	0	0.0		
Prefer not to answer	2	17	0.5		
Total	447	3491	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Definitely No	2	17	0.5	0.5	0.5
Probably No	5	39	1.1	1.1	1.6
Probably Yes	48	388	11.1	11.2	12.9
Definitely Yes	386	3010	86.2	87.1	100.0
Total Valid	441	3454	99.0		
Don't Know	2	12	0.3		
Prefer not to answer	4	24	0.7		
Total	447	3491	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	265	2094	60.0	61.0	61.0
No	174	1337	38.3	39.0	100.0
Total Valid	439	3432	98.3		
Don't Know	8	59	1.7		
Prefer not to answer	0	0	0.0		
Total	447	3491	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	14	112	8.0	8.2	8.2
Partly	20	157	11.2	11.6	19.8
Quite a Bit	44	340	24.3	25.1	44.9
Completely	98	747	53.5	55.1	100.0
Total Valid	176	1355	97.0		
Don't Know	4	27	1.9		
Prefer not to answer	2	14	1.0		
Total	182	1396	100.0		

Q25. Was your admission into the hospital organized?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	6	46	3.3	3.3	3.3
Partly	13	85	6.1	6.1	9.4
Quite a Bit	29	232	16.6	16.8	26.2
Completely	132	1020	73.0	73.8	100.0
Total Valid	180	1382	99.0		
Don't Know	1	9	0.6		
Prefer not to answer	1	6	0.4		
Total	182	1396	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	9	73	3.5	3.6	3.6
Partly	49	391	18.8	19.0	22.6
Quite a Bit	93	758	36.4	36.9	59.5
Completely	108	832	39.9	40.5	100.0
Total Valid	259	2055	98.6		
Don't Know	2	7	0.3		
Prefer not to answer	3	22	1.1		
Total	264	2084	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	8	57	2.8	2.8	2.8
Partly	33	259	12.4	12.7	15.5
Quite a Bit	79	631	30.3	31.0	46.5
Completely	138	1089	52.3	53.5	100.0
Total Valid	258	2036	97.7		
Don't Know	5	39	1.9		
Prefer not to answer	1	9	0.4		
Total	264	2084	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	68	562	27.0	27.7	27.7
No	188	1470	70.5	72.3	100.0
Total Valid	256	2031	97.5		
Don't Know	8	53	2.5		
Prefer not to answer	0	0	0.0		
Total	264	2084	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	5	45	2.1	2.2	2.2
Partly	20	162	7.8	8.2	10.4
Quite a Bit	54	421	20.3	21.2	31.6
Completely	172	1361	65.6	68.4	100.0
Total Valid	251	1989	95.8		
Don't Know	10	73	3.5		
Prefer not to answer	2	14	0.7		
Total	263	2075	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	12	101	2.9	2.9	2.9
Sometimes	42	344	9.9	10.0	12.9
Usually	144	1093	31.5	31.7	44.6
Always	245	1914	55.1	55.4	100.0
Total Valid	443	3453	99.5		
Don't Know	1	9	0.2		
Prefer not to answer	1	10	0.3		
Total	445	3472	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	6	47	1.4	1.4	1.4
Sometimes	42	338	9.7	9.9	11.3
Usually	152	1164	33.5	34.0	45.3
Always	239	1875	54.0	54.7	100.0
Total Valid	439	3425	98.7		
Don't Know	5	36	1.0		
Prefer not to answer	1	10	0.3		
Total	445	3472	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	9	58	1.7	1.9	1.9
Sometimes	36	287	8.3	9.3	11.2
Usually	130	1021	29.6	33.1	44.3
Always	220	1718	49.8	55.7	100.0
Total Valid	395	3084	89.4		
You did not have any tests or procedures	36	286	8.3		
Don't Know	9	66	1.9		
Prefer not to answer	2	16	0.5		
Total	442	3452	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	14	0.4	0.4	0.4
Sometimes	31	247	7.2	7.3	7.7
Usually	108	836	24.2	24.7	32.4
Always	292	2291	66.4	67.6	100.0
Total Valid	433	3389	98.2		
Don't Know	5	32	0.9		
Prefer not to answer	4	30	0.9		
Total	442	3452	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	13	114	3.3	4.3	4.3
Sometimes	43	325	9.5	12.4	16.7
Usually	93	714	20.7	27.2	43.9
Always	187	1471	42.7	56.1	100.0
Total Valid	336	2624	76.2		
Not Applicable	96	755	21.9		
Don't Know	5	36	1.0		
Prefer not to answer	4	29	0.8		
Total	441	3443	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	9	81	2.4	2.5	2.5
Sometimes	42	332	9.7	10.2	12.7
Usually	97	763	22.2	23.4	36.1
Always	271	2085	60.7	63.9	100.0
Total Valid	419	3260	95.0		
Don't Know	14	118	3.4		
Prefer not to answer	7	55	1.6		
Total	440	3433	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	8	60	1.7	2.2	2.2
Sometimes	21	172	5.0	6.2	8.4
Usually	57	437	12.8	15.8	24.2
Always	268	2096	61.4	75.8	100.0
You did not want them involved	30	250	7.3		
You did not have family or friends to be involved	38	283	8.3		
Total Valid	354	2765	81.0		
Don't Know	8	69	2.0		
Prefer not to answer	6	47	1.4		
Total	436	3414	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	4	33	1.0	1.1	1.1
Partly	16	120	3.5	4.1	5.3
Quite a Bit	61	478	14.1	16.5	21.8
Completely	289	2263	66.5	78.2	100.0
Total Valid	370	2894	85.0		
Not Applicable	63	498	14.6		
Don't Know	1	6	0.2		
Prefer not to answer	1	6	0.2		
Total	435	3404	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	11	84	2.5	2.6	2.6
Partly	41	333	9.8	10.2	12.8
Quite a Bit	69	557	16.4	17.1	29.9
Completely	294	2282	67.2	70.1	100.0
Total Valid	415	3256	95.8		
Not Applicable	17	126	3.7		
Don't Know	1	6	0.2		
Prefer not to answer	1	10	0.3		
Total	434	3398	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	13	114	3.4	3.5	3.5
Partly	44	317	9.3	9.8	13.3
Quite a Bit	114	926	27.3	28.6	41.9
Completely	240	1882	55.4	58.1	100.0
Total Valid	411	3240	95.3		
Don't Know	8	55	1.6		
Prefer not to answer	15	103	3.0		
Total	434	3398	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)	2	19	0.6	0.6	0.6
1	2	16	0.5	0.5	1.0
2	0	0	0.0	0.0	1.0
3	2	19	0.6	0.6	1.6
4	4	33	1.0	1.0	2.6
5	5	43	1.3	1.3	3.9
6	5	32	0.9	1.0	4.8
7	23	183	5.4	5.5	10.3
8	46	349	10.3	10.4	20.7
9	79	627	18.5	18.7	39.3
Helped completely (10)	261	2037	59.9	60.7	100.0
Total Valid	429	3357	98.8		
Don't Know	2	17	0.5		
Prefer not to answer	3	23	0.7		
Total	434	3398	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)	4	36	1.1	1.1	1.1
1	2	17	0.5	0.5	1.6
2	2	19	0.6	0.6	2.2
3	2	14	0.4	0.4	2.6
4	6	42	1.3	1.3	3.8
5	5	38	1.1	1.1	5.0
6	15	119	3.5	3.6	8.5
7	26	207	6.1	6.2	14.7
8	53	419	12.4	12.5	27.2
9	108	834	24.7	24.9	52.1
I had a very good experience (10)	204	1602	47.4	47.9	100.0
Total Valid	427	3348	99.0		
Don't Know	2	12	0.3		
Prefer not to answer	3	22	0.7		
Total	432	3382	100.0		



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

FACILITY FINAL REPORT
Surveys Completed: 463
Response Rate: 48.6%
MOE: $\pm 4.0\%$

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	12	104	3.1	3.2	3.2
Partly	40	307	9.1	9.5	12.7
Quite a Bit	110	851	25.3	26.4	39.1
Completely	248	1967	58.6	60.9	100.0
Total Valid	410	3229	96.2		
Don't Know	11	79	2.3		
Prefer not to answer	8	51	1.5		
Total	429	3358	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	14	110	3.3	3.4	3.4
Partly	56	438	13.1	13.5	16.9
Quite a Bit	118	937	27.9	28.8	45.7
Completely	225	1765	52.6	54.3	100.0
Total Valid	413	3250	96.9		
Don't Know	8	57	1.7		
Prefer not to answer	7	45	1.3		
Total	428	3352	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	5	46	1.4	1.4	1.4
Sometimes	37	289	8.7	8.9	10.3
Usually	134	1026	30.8	31.5	41.8
Always	239	1892	56.7	58.2	100.0
Total Valid	415	3253	97.5		
Don't Know	8	59	1.8		
Prefer not to answer	3	22	0.7		
Total	426	3335	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	7	59	1.8	2.5	2.5
Sometimes	30	237	7.1	9.9	12.3
Usually	85	645	19.3	26.9	39.3
Always	185	1455	43.6	60.7	100.0
Total Valid	307	2396	71.8		
There were no changes in the doctors treating me	117	923	27.7		
Don't Know	1	6	0.2		
Prefer not to answer	1	10	0.3		
Total	426	3335	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	4	38	1.1	1.6	1.6
Sometimes	24	184	5.5	7.8	9.4
Usually	81	599	18.0	25.5	34.9
Always	191	1528	45.8	65.1	100.0
Total Valid	300	2348	70.4		
There were no changes in the doctors treating me	122	961	28.8		
Don't Know	2	12	0.4		
Prefer not to answer	2	14	0.4		
Total	426	3335	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	10	85	2.6	2.6	2.6
Sometimes	40	315	9.4	9.6	12.2
Usually	135	1047	31.4	31.9	44.1
Always	233	1836	55.1	55.9	100.0
Total Valid	418	3283	98.6		
Don't Know	5	34	1.0		
Prefer not to answer	2	14	0.4		
Total	425	3331	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	2	17	0.5	0.5	0.5
Sometimes	37	294	8.8	9.0	9.5
Usually	121	925	27.8	28.2	37.7
Always	257	2040	61.2	62.3	100.0
Total Valid	417	3277	98.4		
Don't Know	5	32	1.0		
Prefer not to answer	3	22	0.7		
Total	425	3331	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	7	59	1.8	2.1	2.1
Partly	9	68	2.1	2.4	4.4
Quite a Bit	70	537	16.2	18.6	23.0
Completely	282	2226	67.2	77.0	100.0
I did not want information provided to anyone	2	16	0.5		
I did not need information provided to anyone	32	243	7.3		
I had no family or friends involved	18	138	4.2		
Total Valid	368	2891	87.2		
Don't Know	1	9	0.3		
Prefer not to answer	2	17	0.5		
Total	423	3314	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	34	273	8.3	8.9	8.9
Partly	27	214	6.5	7.0	15.9
Quite a Bit	94	749	22.8	24.4	40.3
Completely	235	1831	55.8	59.7	100.0
Total Valid	390	3066	93.5		
Don't Know	14	102	3.1		
Prefer not to answer	15	112	3.4		
Total	419	3279	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	6	46	1.4	1.5	1.5
Partly	30	237	7.2	7.8	9.3
Quite a Bit	77	605	18.5	19.8	29.0
Completely	275	2173	66.3	71.0	100.0
Total Valid	388	3062	93.4		
I did not need appointments or tests after I left the hospital	29	201	6.1		
Don't Know	1	6	0.2		
Prefer not to answer	1	10	0.3		
Total	419	3279	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	29	239	7.3	7.7	7.7
Partly	37	287	8.8	9.3	17.1
Quite a Bit	74	611	18.7	19.8	36.9
Completely	252	1946	59.5	63.1	100.0
Total Valid	392	3083	94.3		
Don't Know	14	103	3.1		
Prefer not to answer	12	85	2.6		
Total	418	3271	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	102	765	23.4	25.1	25.1
Yes - Someone from my doctor's office	65	521	15.9	17.1	42.2
Yes - Someone else	29	242	7.4	8.0	50.2
No	194	1516	46.4	49.8	100.0
Total Valid	390	3044	93.1		
Don't Know	24	196	6.0		
Prefer not to answer	4	31	1.0		
Total	418	3271	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	29	248	7.6	10.0	10.0
Partly	42	345	10.6	14.0	24.0
Quite a Bit	65	513	15.7	20.8	44.8
Completely	179	1363	41.7	55.2	100.0
I did not need care after I left the hospital	59	452	13.8		
I do not have a place where I usually receive medical care	8	58	1.8		
Total Valid	315	2469	75.5		
Don't Know	32	255	7.8		
Prefer not to answer	4	37	1.1		
Total	418	3271	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	201	1597	50.2	50.5	50.5
No	203	1562	49.1	49.5	100.0
Total Valid	404	3159	99.2		
Don't Know	2	19	0.6		
Prefer not to answer	1	6	0.2		
Total	407	3184	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	4	30	1.9	1.9	1.9
Partly	8	56	3.5	3.6	5.5
Quite a Bit	26	198	12.4	12.8	18.3
Completely	158	1268	79.4	81.7	100.0
Total Valid	196	1552	97.2		
I did not want an explanation	3	26	1.6		
Don't Know	1	10	0.6		
Prefer not to answer	1	9	0.5		
Total	201	1597	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	1	10	0.6	0.7	0.7
Partly	6	40	2.5	2.7	3.4
Quite a Bit	28	226	14.2	15.0	18.4
Completely	154	1228	76.9	81.6	100.0
Total Valid	189	1504	94.2		
I did not have any questions	10	80	5.0		
Don't Know	0	0	0.0		
Prefer not to answer	2	12	0.8		
Total	201	1597	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	6	46	2.9	2.9	2.9
Partly	19	159	10.0	10.2	13.1
Quite a Bit	44	340	21.3	21.7	34.8
Completely	128	1020	63.9	65.2	100.0
Total Valid	197	1565	98.0		
Don't Know	1	9	0.5		
Prefer not to answer	3	23	1.5		
Total	201	1597	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	3	25	1.6	1.6	1.6
Partly	11	89	5.6	5.7	7.3
Quite a Bit	32	260	16.3	16.7	24.0
Completely	150	1183	74.1	76.0	100.0
Total Valid	196	1557	97.5		
Don't Know	4	32	2.0		
Prefer not to answer	1	9	0.5		
Total	201	1597	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	5	45	1.8	1.8	1.8
Partly	29	236	9.5	9.6	11.4
Quite a Bit	84	643	26.0	26.2	37.6
Completely	195	1535	61.9	62.4	100.0
Total Valid	313	2460	99.2		
Don't Know	2	19	0.8		
Prefer not to answer	0	0	0.0		
Total	315	2479	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	1	10	0.4	0.4	0.4
Partly	9	78	3.1	3.2	3.6
Quite a Bit	19	146	5.9	5.9	9.5
Completely	284	2228	89.9	90.5	100.0
Total Valid	313	2462	99.3		
Don't Know	1	10	0.4		
Prefer not to answer	1	6	0.2		
Total	315	2479	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	10	83	3.4	4.0	4.0
Partly	16	134	5.4	6.5	10.5
Quite a Bit	50	400	16.1	19.3	29.8
Completely	185	1456	58.7	70.2	100.0
Total Valid	261	2073	83.6		
Not Applicable	51	377	15.2		
Don't Know	3	29	1.2		
Prefer not to answer	0	0	0.0		
Total	315	2479	100.0		



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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	226	1784	72.0	77.2	77.2
No	69	528	21.3	22.8	100.0
Total Valid	295	2312	93.3		
Don't Know	16	143	5.8		
Prefer not to answer	4	24	1.0		
Total	315	2479	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	3	27	1.5	2.3	2.3
Sometimes	13	105	5.9	8.6	10.9
Usually	40	333	18.7	27.3	38.2
Always	99	753	42.2	61.8	100.0
Total Valid	155	1219	68.3		
Child is too young	69	548	30.7		
Don't Know	0	0	0.0		
Prefer not to answer	2	17	1.0		
Total	226	1784	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	2	17	0.7	0.7	0.7
Partly	17	141	5.8	6.0	6.7
Quite a Bit	84	654	26.7	27.5	34.2
Completely	199	1561	63.7	65.8	100.0
Total Valid	302	2373	96.8		
I had no questions or concerns	9	73	3.0		
Don't Know	0	0	0.0		
Prefer not to answer	1	6	0.2		
Total	312	2452	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	7	52	2.1	4.2	4.2
Partly	19	150	6.1	12.0	16.2
Quite a Bit	48	385	15.7	30.9	47.0
Completely	88	661	27.0	53.0	100.0
Total Valid	162	1249	50.9		
Child is too young/could not understand	146	1173	47.8		
Don't Know	2	16	0.6		
Prefer not to answer	2	15	0.6		
Total	312	2452	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	5	32	1.3	1.3	1.3
Partly	17	143	5.9	5.9	7.2
Quite a Bit	59	472	19.4	19.5	26.7
Completely	227	1774	72.8	73.3	100.0
Total Valid	308	2420	99.3		
Don't Know	1	10	0.4		
Prefer not to answer	1	6	0.2		
Total	310	2436	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	1	9	0.4	0.5	0.5
Sometimes	17	137	5.6	7.5	7.9
Usually	86	686	28.2	37.4	45.3
Always	126	1004	41.3	54.7	100.0
Total Valid	230	1835	75.5		
We did not use the call button	77	579	23.8		
Don't Know	0	0	0.0		
Prefer not to answer	2	16	0.7		
Total	309	2430	100.0		



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

FACILITY FINAL REPORT
Surveys Completed: 463
Response Rate: 48.6%
MOE: $\pm 4.0\%$

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	11	96	4.0	4.0	4.0
Usually	70	541	22.3	22.4	26.4
Always	224	1773	72.9	73.6	100.0
Total Valid	305	2409	99.1		
Don't Know	2	9	0.4		
Prefer not to answer	2	12	0.5		
Total	309	2430	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	1	9	1.2	1.2	1.2
Partly	4	31	4.2	4.3	5.6
Quite a Bit	24	191	26.1	27.1	32.6
Completely	62	475	65.0	67.4	100.0
Total Valid	91	705	96.5		
Don't Know	3	20	2.7		
Prefer not to answer	1	6	0.8		
Total	95	731	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	15	123	16.9	17.0	17.0
Completely	79	602	82.4	83.0	100.0
Total Valid	94	725	99.2		
I had no family or friends involved	1	6	0.8		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	95	731	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	4	26	3.6	4.8	4.8
Partly	9	76	10.5	13.8	18.6
Quite a Bit	11	89	12.3	16.3	34.9
Completely	47	358	49.4	65.1	100.0
Total Valid	71	550	75.8		
Not Applicable	22	170	23.4		
Don't Know	0	0	0.0		
Prefer not to answer	1	6	0.8		
Total	94	725	100.0		



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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	68	526	72.5	75.7	75.7
No	22	169	23.3	24.3	100.0
Total Valid	90	695	95.8		
Don't Know	2	16	2.2		
Prefer not to answer	2	14	2.0		
Total	94	725	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	1	9	1.6	1.6	1.6
Sometimes	1	6	1.1	1.1	2.8
Usually	11	80	15.2	15.3	18.1
Always	54	428	81.4	81.9	100.0
Total Valid	67	523	99.3		
Don't Know	1	4	0.7		
Prefer not to answer	0	0	0.0		
Total	68	526	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	1	10	1.4	1.6	1.6
Quite a Bit	23	175	24.1	26.7	28.2
Completely	62	471	64.9	71.8	100.0
Total Valid	86	656	90.5		
I had no questions or concerns	8	69	9.5		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	94	725	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	2	15	2.0	2.0	2.0
Partly	3	26	3.6	3.6	5.6
Quite a Bit	25	208	28.6	28.6	34.2
Completely	64	477	65.8	65.8	100.0
Total Valid	94	725	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	94	725	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	1	10	1.4	1.4	1.4
Quite a Bit	13	98	13.6	13.6	15.0
Completely	80	616	85.0	85.0	100.0
Total Valid	94	725	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	94	725	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	13	109	15.0	17.0	17.0
Usually	26	200	27.6	31.4	48.5
Always	42	328	45.3	51.5	100.0
Total Valid	81	638	87.9		
I did not use the call button	13	88	12.1		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	94	725	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	4	36	5.0	5.0	5.0
Usually	22	154	21.2	21.2	26.2
Always	68	535	73.8	73.8	100.0
Total Valid	94	725	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	94	725	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	249	1918	78.2	93.0	93.0
No	17	144	5.8	7.0	100.0
Total Valid	266	2062	84.0		
Don't Know	44	355	14.5		
Prefer not to answer	5	37	1.5		
Total	315	2454	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	2	14	0.6	0.8	0.8
Sometimes	8	74	3.0	4.1	4.9
Usually	44	352	14.4	19.7	24.7
Always	177	1346	55.1	75.3	100.0
I didn't need any medicine	48	380	15.5		
I didn't receive any written information	26	207	8.5		
Total Valid	231	1786	73.1		
Don't Know	8	65	2.6		
Prefer not to answer	1	6	0.2		
Total	314	2443	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	13	113	3.6	3.8	3.8
Sometimes	39	340	10.7	11.6	15.5
Usually	74	578	18.2	19.7	35.1
Always	249	1903	60.0	64.9	100.0
Total Valid	375	2934	92.4		
Don't Know	28	215	6.8		
Prefer not to answer	3	25	0.8		
Total	406	3174	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	13	106	3.4	3.8	3.8
Sometimes	26	195	6.2	7.0	10.8
Usually	65	527	16.6	18.8	29.6
Always	255	1974	62.2	70.4	100.0
Total Valid	359	2803	88.3		
Don't Know	45	357	11.2		
Prefer not to answer	2	15	0.5		
Total	406	3174	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	13	103	3.2	3.6	3.6
Sometimes	33	264	8.3	9.2	12.9
Usually	84	673	21.2	23.6	36.4
Always	235	1814	57.2	63.6	100.0
Total Valid	365	2854	89.9		
Don't Know	38	299	9.4		
Prefer not to answer	3	21	0.6		
Total	406	3174	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	139	1093	34.4	37.8	37.8
Partly	50	409	12.9	14.1	51.9
Quite a Bit	49	396	12.5	13.7	65.6
Completely	131	995	31.4	34.4	100.0
Total Valid	369	2893	91.1		
Don't Know	28	220	6.9		
Prefer not to answer	9	61	1.9		
Total	406	3174	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	266	2092	65.9	71.8	71.8
Sometimes	23	176	5.5	6.0	77.9
Usually	26	206	6.5	7.1	84.9
Always	57	439	13.8	15.1	100.0
Total Valid	372	2912	91.7		
Don't Know	20	160	5.1		
Prefer not to answer	14	102	3.2		
Total	406	3174	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	228	1798	56.7	61.5	61.5
Sometimes	45	347	10.9	11.9	73.4
Usually	26	193	6.1	6.6	80.0
Always	74	583	18.4	20.0	100.0
Total Valid	373	2922	92.0		
Don't Know	22	170	5.3		
Prefer not to answer	11	83	2.6		
Total	406	3174	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	71	563	17.8	20.8	20.8
Sometimes	65	521	16.4	19.2	40.0
Usually	60	485	15.3	17.9	57.8
Always	150	1144	36.0	42.2	100.0
Total Valid	346	2713	85.5		
Don't Know	41	331	10.4		
Prefer not to answer	19	130	4.1		
Total	406	3174	100.0		



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

FACILITY FINAL REPORT
Surveys Completed: 463
Response Rate: 48.6%
MOE: $\pm 4.0\%$

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	347	2693	84.8	87.2	87.2
Partly	23	193	6.1	6.2	93.5
Quite a Bit	9	78	2.4	2.5	96.0
Completely	14	123	3.9	4.0	100.0
Total Valid	393	3087	97.2		
Don't Know	9	59	1.9		
Prefer not to answer	4	28	0.9		
Total	406	3174	100.0		



Section 2C. Patient Demographics

Age (at discharge)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
<6 yrs	234	1884	52.3	52.3	52.3
6-12	122	909	25.2	25.2	77.5
13-17	96	737	20.5	20.5	98.0
18-29	11	74	2.0	2.0	100.0
30-44	0	0	0.0	0.0	100.0
45-54	0	0	0.0	0.0	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	463	3603	100.0		
Total	463	3603	100.0		

Gender

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Male	262	2026	56.2	56.2	56.2
Female	201	1577	43.8	43.8	100.0
Transgender	0	0	0.0	0.0	100.0
Total Valid	463	3603	100.0		
Total	463	3603	100.0		



Education Level

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
8th grade or less	181	1409	45.0	56.3	56.3
Some high school, but did not graduate	48	383	12.2	15.3	71.6
High school or high school equivalency certificate	19	149	4.8	6.0	77.5
College, CEGEP or other non-university certificate or diploma	26	201	6.4	8.0	85.6
Undergraduate degree or some university	25	193	6.2	7.7	93.3
Post-graduate degree or professional designation	21	168	5.4	6.7	100.0
Total Valid	320	2502	80.0		
Don't Know	8	61	2.0		
Prefer not to answer	72	566	18.1		
Total	400	3129	100.0		

Ethnicity (self-reported)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
White	207	1589	50.6	52.6	52.6
Chinese	42	334	10.6	11.1	63.6
Indigenous (First Nations, Métis, Inuit)	17	127	4.1	4.2	67.8
South Asian	37	279	8.9	9.2	77.1
Black	5	43	1.4	1.4	78.5
Filipino	14	104	3.3	3.4	81.9
Latin American	5	46	1.5	1.5	83.5
Southeast Asian	5	40	1.3	1.3	84.8
Korean	1	10	0.3	0.3	85.1
Japanese	0	0	0.0	0.0	85.1
Other/Multiple Ethnicities	54	450	14.3	14.9	100.0
Total Valid	387	3022	96.2		
Don't know/Prefer not to answer	14	118	3.8		
Total	401	3140	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



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

FACILITY FINAL REPORT
 Surveys Completed: 463
 Response Rate: 48.6%
 MOE: ±4.0%

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