



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

**Health Authority:** Provincial Health Services Authority

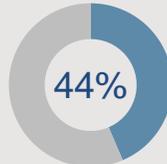
**Peer Group:** All Tertiary Facilities

**Facility:** BC Women's Hospital

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

**577**

SURVEYS COMPLETED



RESPONSE RATE

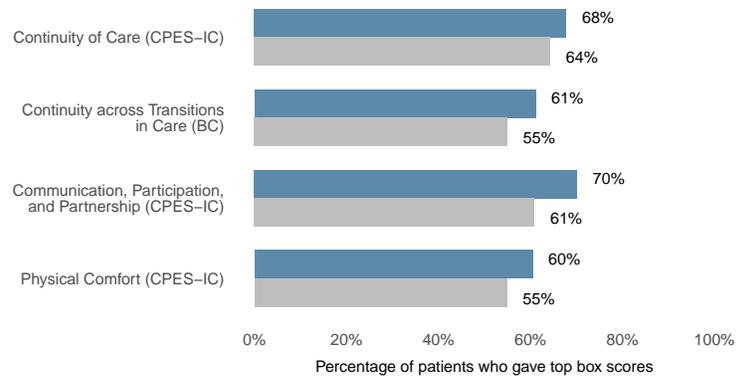
**±3.7%**

MARGIN OF ERROR

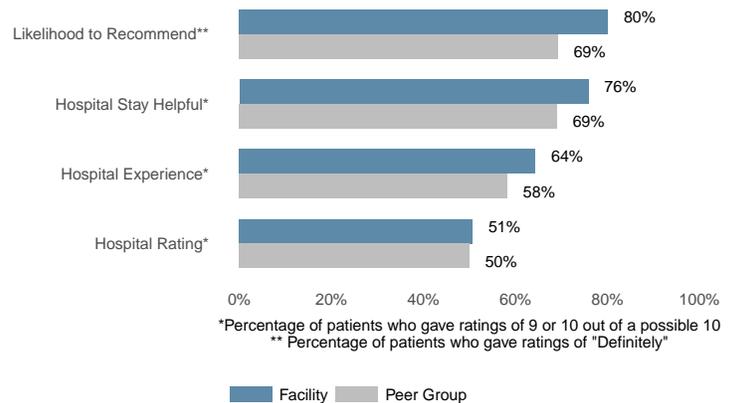
### Drivers of Overall Patient Experience

Percentage of patients who ...	Facility	Peer
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%	69%
Q46. Reported that when their doctors changed, they had confidence in the care the next doctor provided. (ALWAYS)	66%	63%
Q45. Reported that when their doctors changed, the next doctor seemed up-to-date on their care. (ALWAYS)	64%	58%
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%	55%
Q4. Received help as soon as they wanted it after pressing the call button. (ALWAYS)	62%	54%
Q34. Reported receiving the support they needed to help with any anxieties, fears, or worries they had during their hospital stay. (ALWAYS)	60%	55%
Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)	50%	36%
Q52. Reported that before leaving the hospital, they were told when they could resume regular daily activities. (COMPLETELY)	46%	47%

### Dimensions of Patient-Reported Experience



### Global Rating Indicators



### 3 Highest Scoring Questions

Percentage of patients who ...	Score
M11. Reported receiving a newborn screening test for their baby.	91%
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.	91%
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%

### 3 Lowest Scoring Questions

Percentage of patients who ...	Score
Q65. Reported that hospital staff showed them how to properly clean their own hands. (ALWAYS)	10%
Q66. Reported that hospital staff told them about products available for them to wash or clean their own hands. (ALWAYS)	11%
Q64. Reported that hospital staff told them about the importance of washing or cleaning their own hands. (COMPLETELY)	24%