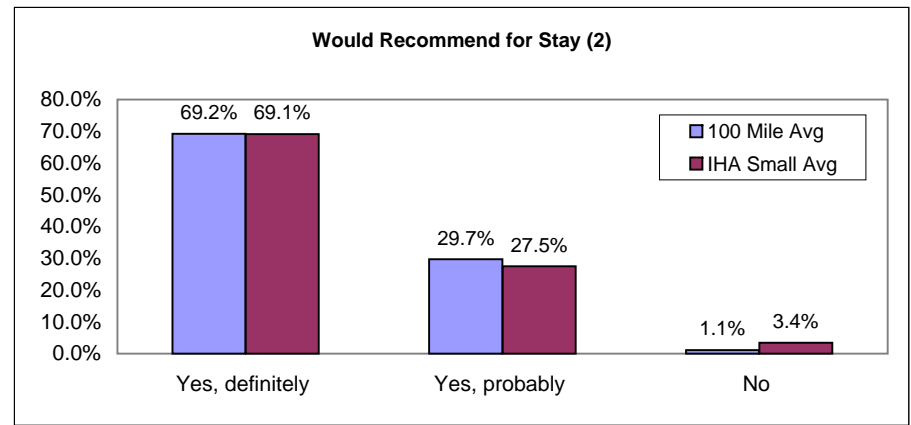
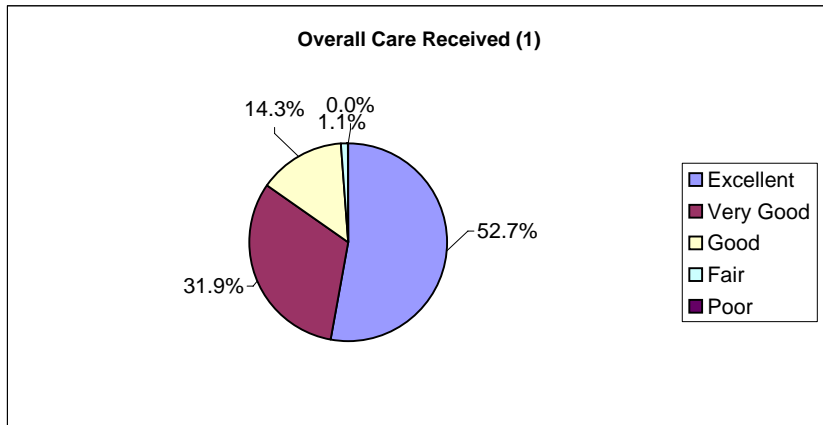




**British Columbia - 100 Mile Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 98; Response Rate = 57.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	98.9% 100 Mile Avg 94.3% IHA Small Avg				
Overall care received ⁽¹⁾		IP: Courtesy of admission	100.0%	IP: Discussed when to resume normal activities	47.4%
Access to Care (IP Can)	86.7%	IP: Courtesy of Dr	100.0%	IP: Enough say about treatment	57.4%
Emotional Support (IP Can)	74.6%	IP: Overall Dr care	98.9%	IP: Nurse discussed anxieties/fears	58.1%
Physical Comfort (IP Can)	87.3%	IP: Courtesy of Nurses	98.9%	IP: Family talked w/Dr enough	61.4%
Information and Education (IP Can)	80.2%	IP: Amount of info given to family	98.6%	IP: Discussed danger signals to watch for	62.2%
Respect for Patient Preferences (IP Can)	83.6%	IP: Minutes for help after call button	98.1%	IP: Overall quality of food	64.3%
Involvement of Family (IP Can)	77.5%	IP: Rate how Dr/Nurses worked together	97.8%	IP: Got bathroom help in time	67.4%
Coordination of Care (IP Can)	83.6%	IP: Explained reason for wait in going to room	95.3%	IP: Dr discussed anxieties/fears	68.8%
Continuity and Transition (IP Can)	71.2%	IP: Availability of Nurses	94.7%	IP: Family had enough recovery info	70.5%
		IP: Minutes taken to get pain medicine	94.3%	IP: Dr answered questions understandably	71.8%



(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent

(2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely

** Items highlighted in RED have the highest correlation with "IP: Overall care received".