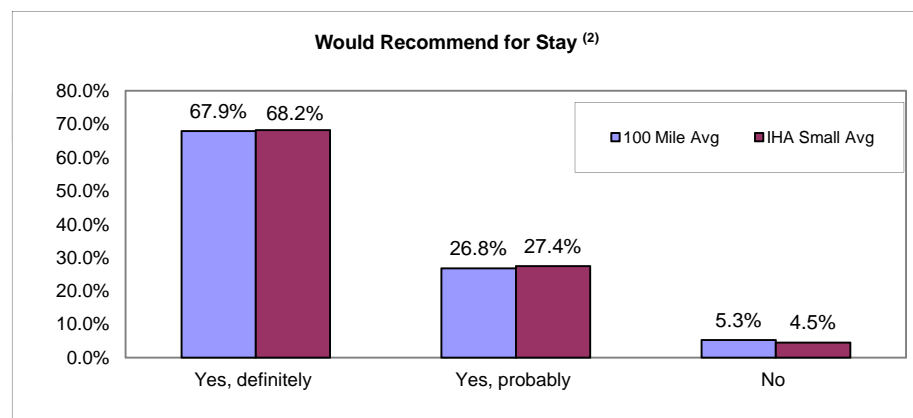
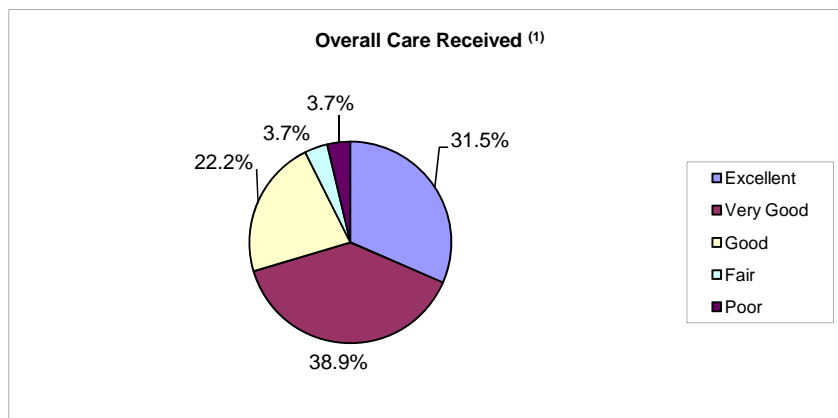




**British Columbia - 100 Mile District General Hospital - All Sectors Combined**  
**Acute Care Patient Experience-All Dimensions and Overall Ratings**

**Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=62, Response Rate= 45.3%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	92.6% 100 Mile Avg 92.8% IHA Small Avg	IP: Minutes for help after call button	97.6%	IP: Discussed when to resume normal activities	47.8%
Access to Care (IP Can)	80.3%	IP: Minutes taken to get pain medicine	96.3%	IP: Discussed danger signals to watch for	51.9%
Emotional Support (IP Can)	72.4%	IP: Courtesy of admission	94.8%	IP: Enough say about treatment	52.7%
Involvement of Family (IP Can)	76.9%	IP: Explained reason for wait in going to room	94.7%	IP: Overall quality of food	56.6%
Respect for Patient Preferences (IP Can)	77.8%	IP: Overall Dr care	94.7%	IP: Nurse discussed anxieties/fears	58.4%
Information and Education (IP Can)	76.4%	IP: Courtesy of Nurses	94.2%	IP: Discussed medication side effects	64.5%
Physical Comfort (IP Can)	83.7%	IP: Nurses did not talk in front of you as if you weren't there	91.2%	IP: Dr discussed anxieties/fears	65.0%
Continuity and Transition (IP Can)	67.2%	IP: Rate how Dr/Nurses worked together	91.1%	IP: Family had enough recovery info	66.7%
Coordination of Care (IP Can)	76.2%	IP: Courtesy of Dr	90.9%	IP: Explained test results understandably	67.3%
		IP: Knew who to call w/ questions	88.0%	IP: Nurse answered questions understandably	70.0%



(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".