

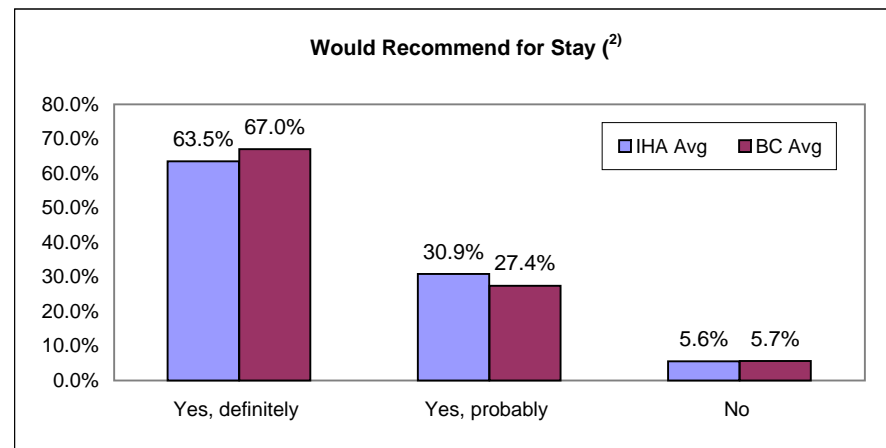
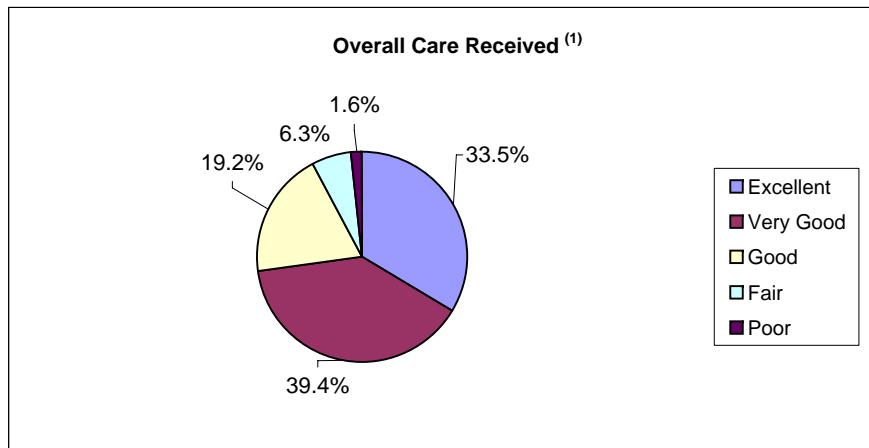


British Columbia - IHA - All Sector

Acute Care Patient Experience Results - All Dimensions and Overall Ratings

Report Date: Nov 06, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 4374, Response Rate = 54.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	92.1% IHA Avg 92.1% BC Avg				
Overall care received ⁽¹⁾		Minutes for help after call button	97.1%	Discussed when to resume normal activities	45.9%
Access to Care (IP Can)	79.8%	Courtesy of admission	96.1%	Nurse discussed anxieties/fears	52.5%
Emotional Support (IP Can)	66.7%	Courtesy of Dr	95.8%	Discussed danger signals to watch for	54.1%
Information and Education (IP Can)	73.6%	Overall Dr care	94.2%	Enough say about treatment	54.7%
Physical Comfort (IP Can)	81.4%	Rate how Dr/Nurses worked together	93.0%	Overall quality of food	54.9%
Involvement of Family (IP Can)	66.0%	Courtesy of Nurses	93.0%	Family had enough recovery info	55.9%
Respect for Patient Preferences (IP Can)	78.0%	Drs did not talk in front of you as if you weren't there	90.3%	Family talked w/Dr enough	56.9%
Continuity and Transition (IP Can)	63.2%	Amount of pain medicine received	89.6%	Ease of finding someone to talk to	60.7%
Coordination of Care (IP Can)	73.8%	Minutes taken to get pain medicine	89.6%	Dr discussed anxieties/fears	61.2%
		Explained reason for wait in going to room	87.3%	Discussed medication side effects	61.9%



(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".