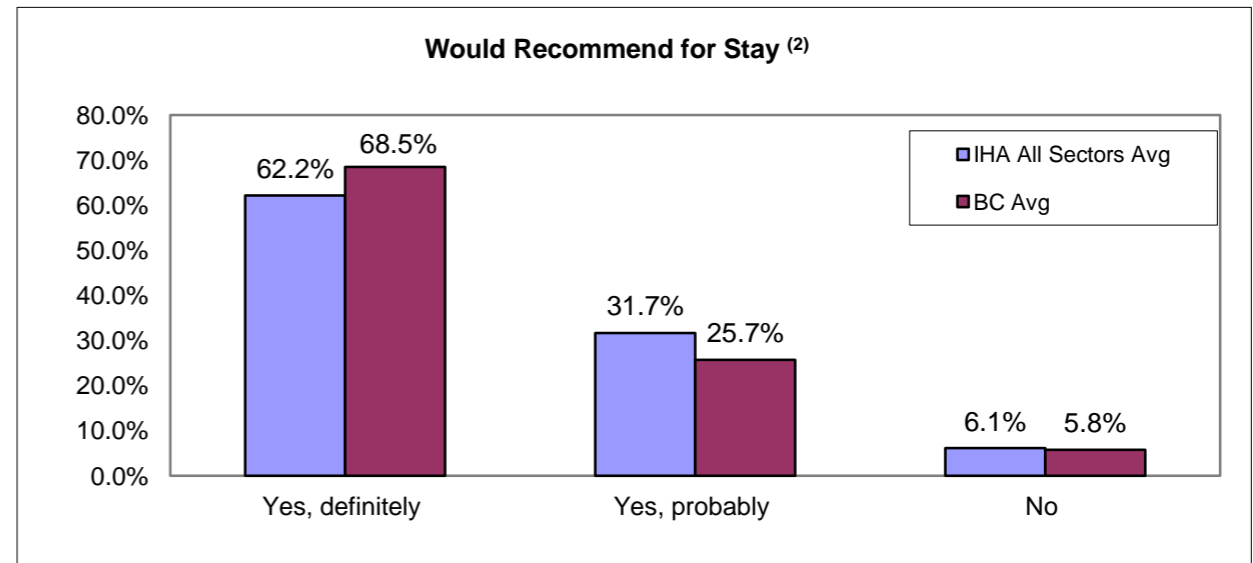
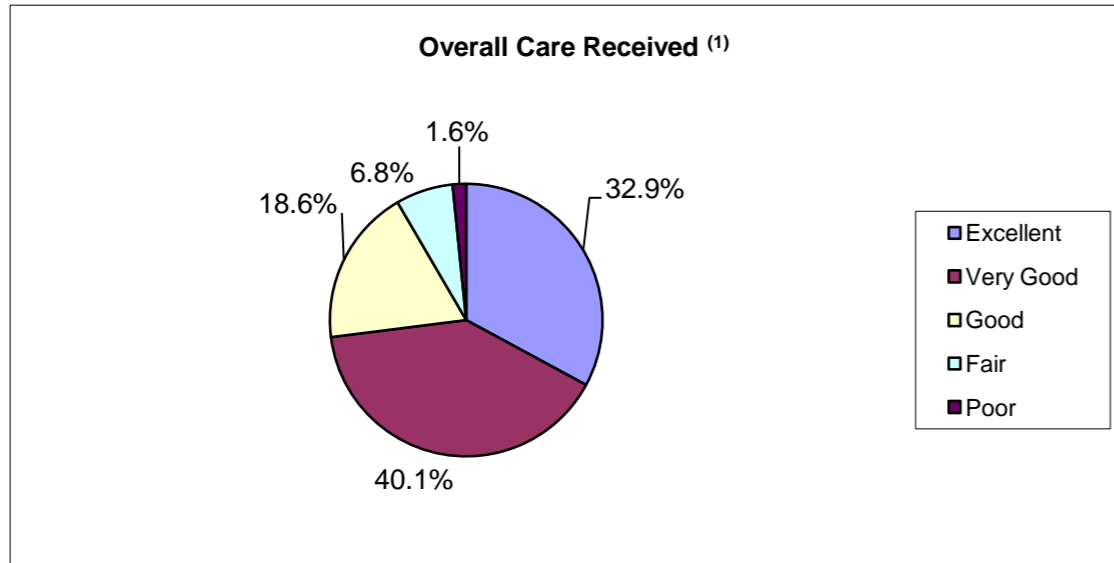




British Columbia - IHA - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 05, 2012 Survey of Acute Care Patient Experience: October 2011 - Mar 2012 n=3565 Response Rate= 46.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	91.6% IHA All Sectors Avg 92.2% BC Avg	IP: Minutes for help after call button	95.9%	IP: Discussed when to resume normal activities	44.9%
Access to Care (IP Can)	79.4%	IP: Courtesy of Dr	95.8%	IP: Overall quality of food	51.2%
Emotional Support (IP Can)	66.0%	IP: Courtesy of admission	95.0%	IP: Nurse discussed anxieties/fears	51.4%
Information and Education (IP Can)	72.5%	IP: Overall Dr care	94.2%	IP: Enough say about treatment	53.7%
Respect for Patient Preferences (IP Can)	76.9%	IP: Courtesy of Nurses	93.8%	IP: Discussed danger signals to watch for	56.2%
Physical Comfort (IP Can)	79.4%	IP: Rate how Dr/Nurses worked together	92.3%	IP: Family had enough recovery info	58.2%
Involvement of Family (IP Can)	67.9%	IP: Drs did not talk in front of you as if you weren't there	89.4%	IP: Family talked w/Dr enough	58.4%
Continuity and Transition (IP Can)	64.0%	IP: Minutes taken to get pain medicine	89.0%	IP: Ease of finding someone to talk to	59.1%
Coordination of Care (IP Can)	72.4%	IP: Amount of pain medicine received	88.9%	IP: Dr discussed anxieties/fears	60.2%
		IP: Amount of info given to family	86.8%	IP: Wait time after call button reasonable	62.8%



(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".