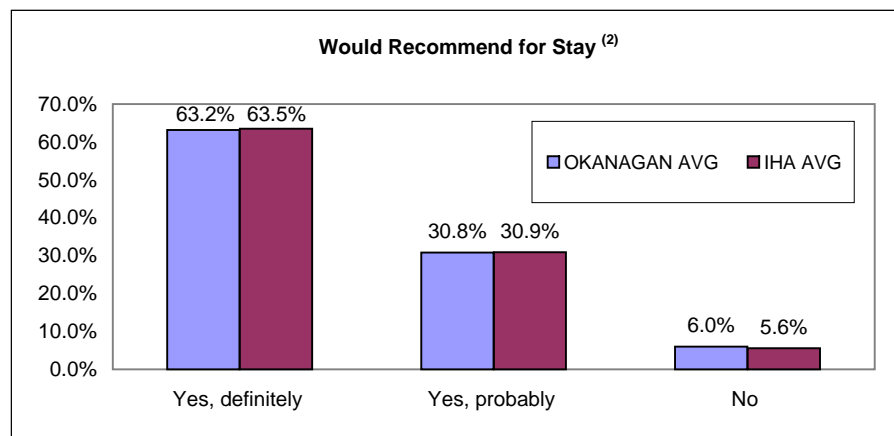
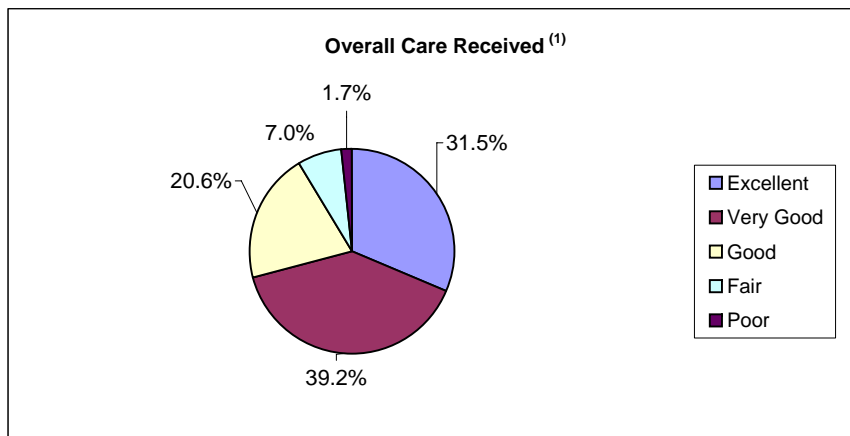




**British Columbia - HSDA - Okanagan - All Sectors  
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

**Report Date: Nov 11, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 2259 Response Rate = 57.0%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	91.3% Okanagan Avg 92.1% IHA Avg				
Overall care received <sup>(1)</sup>		Minutes for help after call button	96.9%	Discussed when to resume normal activities	45.1%
Access to Care (IP Can)	78.7%	Courtesy of admission	95.8%	Nurse discussed anxieties/fears	50.1%
Emotional Support (IP Can)	65.1%	Courtesy of Dr	95.2%	Discussed danger signals to watch for	51.9%
Information and Education (IP Can)	72.3%	Overall Dr care	94.1%	Family had enough recovery info	53.1%
Physical Comfort (IP Can)	80.3%	Rate how Dr/Nurses worked together	92.2%	Enough say about treatment	54.3%
Involvement of Family (IP Can)	63.7%	Courtesy of Nurses	92.1%	Family talked w/Dr enough	55.0%
Respect for Patient Preferences (IP Can)	77.6%	Drs did not talk in front of you as if you weren't there	90.5%	Overall quality of food	56.3%
Continuity and Transition (IP Can)	61.6%	Amount of pain medicine received	89.8%	Ease of finding someone to talk to	58.2%
Coordination of Care (IP Can)	72.3%	Minutes taken to get pain medicine	88.8%	Dr discussed anxieties/fears	59.1%
		Explained reason for wait in going to room	86.4%	Discussed medication side effects	60.0%



(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".