

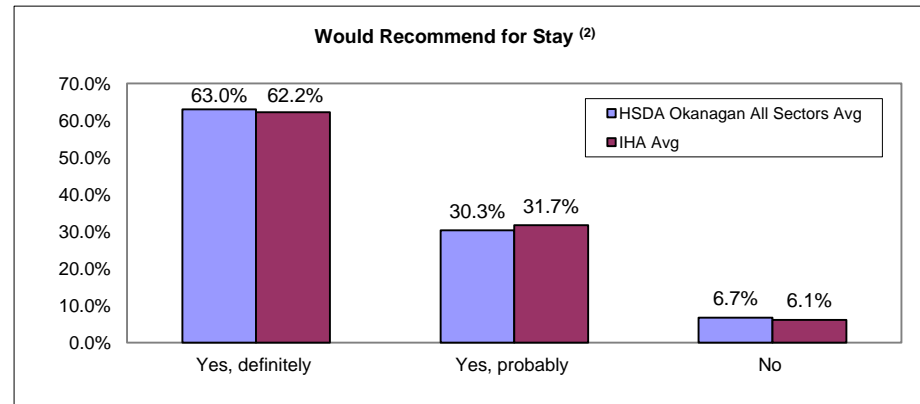
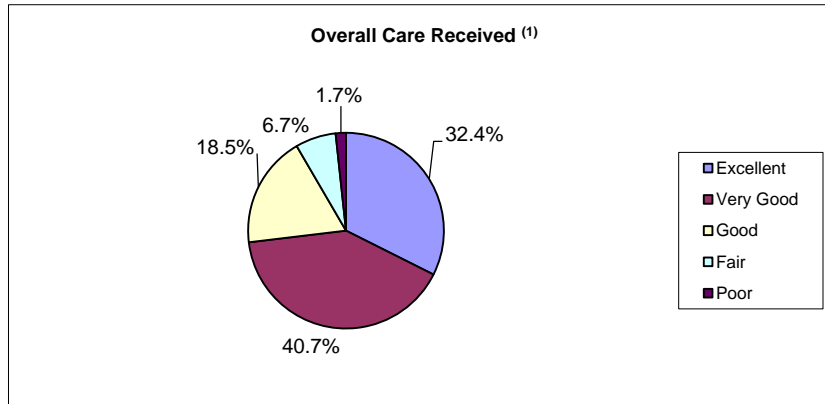


HSDA Okanagan - All Sectors Combined

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=1818, Response Rate= 48.2%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	91.5% HSDA Okanagan All Sectors Avg 91.6% IHA Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	96.3%	IP: Discussed when to resume normal activities	43.6%
Access to Care (IP Can)	79.8%	IP: Minutes for help after call button	95.7%	IP: Nurse discussed anxieties/fears	49.7%
Emotional Support (IP Can)	65.3%	IP: Overall Dr care	94.9%	IP: Enough say about treatment	52.6%
Physical Comfort (IP Can)	79.2%	IP: Courtesy of admission	94.5%	IP: Overall quality of food	54.1%
Information and Education (IP Can)	71.6%	IP: Courtesy of Nurses	93.6%	IP: Discussed danger signals to watch for	55.5%
Respect for Patient Preferences (IP Can)	76.5%	IP: Rate how Dr/Nurses worked together	92.8%	IP: Dr discussed anxieties/fears	56.9%
Involvement of Family (IP Can)	67.2%	IP: Minutes taken to get pain medicine	89.2%	IP: Family talked w/Dr enough	57.2%
Coordination of Care (IP Can)	70.9%	IP: Amount of pain medicine received	89.0%	IP: Family had enough recovery info	57.7%
Continuity and Transition (IP Can)	63.6%	IP: Drs did not talk in front of you as if you weren't there	88.9%	IP: Ease of finding someone to talk to	58.6%
		IP: Amount of info given to family	86.4%	IP: Wait time after call button reasonable	62.0%



(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".