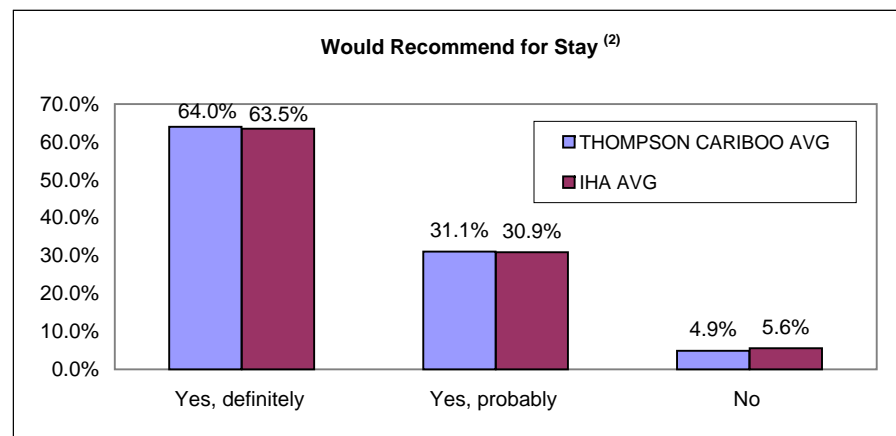
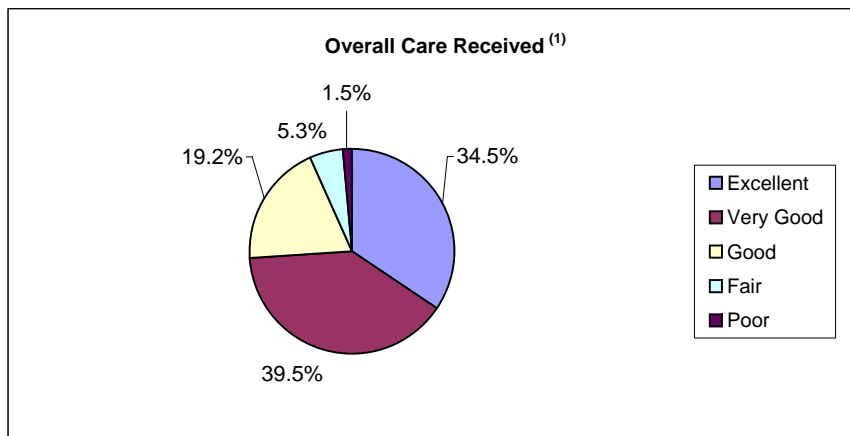




**British Columbia - HSDA - Thompson Cariboo - All Sectors
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 11, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 1093 Response Rate = 51.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	93.2% Thompson Cariboo Avg 92.1% IHA Avg				
Overall care received ⁽¹⁾		Minutes for help after call button	97.7%	Discussed when to resume normal activities	46.9%
Access to Care (IP Can)	80.8%	Courtesy of Dr	96.4%	Overall quality of food	51.1%
Emotional Support (IP Can)	68.0%	Courtesy of admission	96.3%	Enough say about treatment	53.9%
Information and Education (IP Can)	74.9%	Overall Dr care	94.5%	Discussed danger signals to watch for	54.7%
Physical Comfort (IP Can)	82.7%	Rate how Dr/Nurses worked together	94.3%	Nurse discussed anxieties/fears	54.8%
Involvement of Family (IP Can)	67.6%	Courtesy of Nurses	93.7%	Family talked w/Dr enough	56.5%
Respect for Patient Preferences (IP Can)	78.3%	Minutes taken to get pain medicine	91.7%	Family had enough recovery info	58.3%
Continuity and Transition (IP Can)	64.4%	Drs did not talk in front of you as if you weren't there	90.8%	Ease of finding someone to talk to	61.9%
Coordination of Care (IP Can)	74.8%	Amount of pain medicine received	89.3%	Dr discussed anxieties/fears	63.1%
		Availability of Nurses	88.6%	Discussed medication side effects	63.6%



(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".