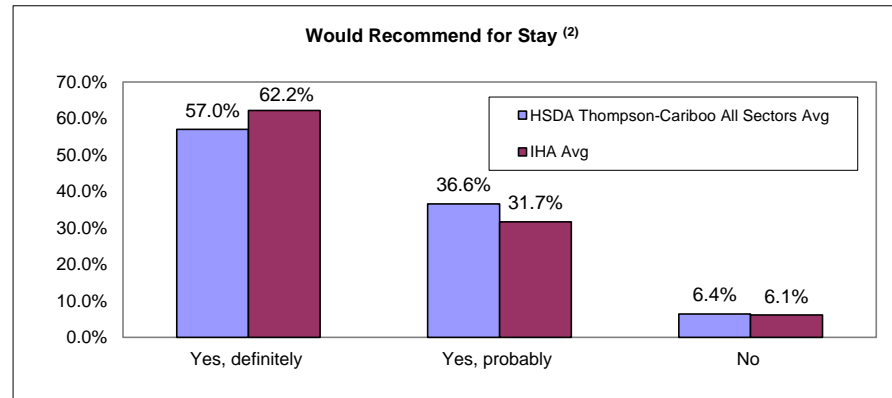
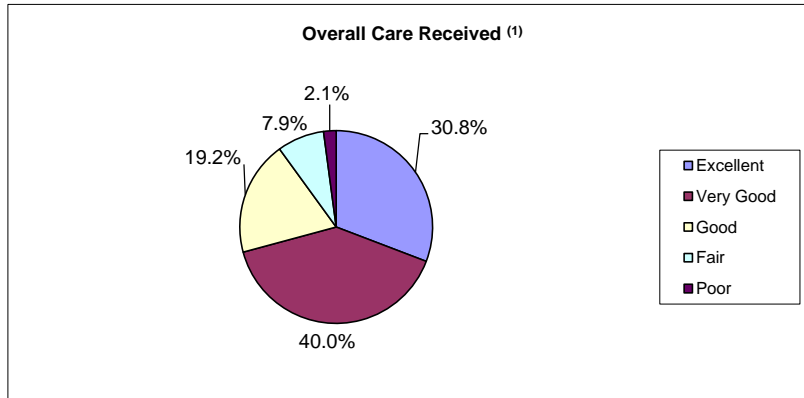




HSDA Thompson-Cariboo - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=810, Response Rate= 45.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	90.0% HSDA Thompson- Cariboo All Sectors Avg 91.6% IHA Avg				
Overall care received ⁽¹⁾		IP: Courtesy of admission	95.5%	IP: Overall quality of food	44.5%
Access to Care (IP Can)	76.7%	IP: Courtesy of Dr	95.2%	IP: Discussed when to resume normal activities	45.1%
Emotional Support (IP Can)	65.7%	IP: Minutes for help after call button	94.9%	IP: Nurse discussed anxieties/fears	52.6%
Respect for Patient Preferences (IP Can)	75.2%	IP: Overall Dr care	92.8%	IP: Enough say about treatment	53.0%
Physical Comfort (IP Can)	77.4%	IP: Courtesy of Nurses	92.7%	IP: Family had enough recovery info	54.4%
Involvement of Family (IP Can)	66.2%	IP: Rate how Dr/Nurses worked together	89.7%	IP: Discussed danger signals to watch for	55.4%
Information and Education (IP Can)	72.2%	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	56.0%
Continuity and Transition (IP Can)	62.9%	IP: Minutes taken to get pain medicine	88.8%	IP: Family talked w/Dr enough	57.5%
Coordination of Care (IP Can)	72.6%	IP: Explained reason for wait in going to room	87.4%	IP: Wait time after call button reasonable	59.6%
		IP: Amount of pain medicine received	87.1%	IP: Got bathroom help in time	62.3%



(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".