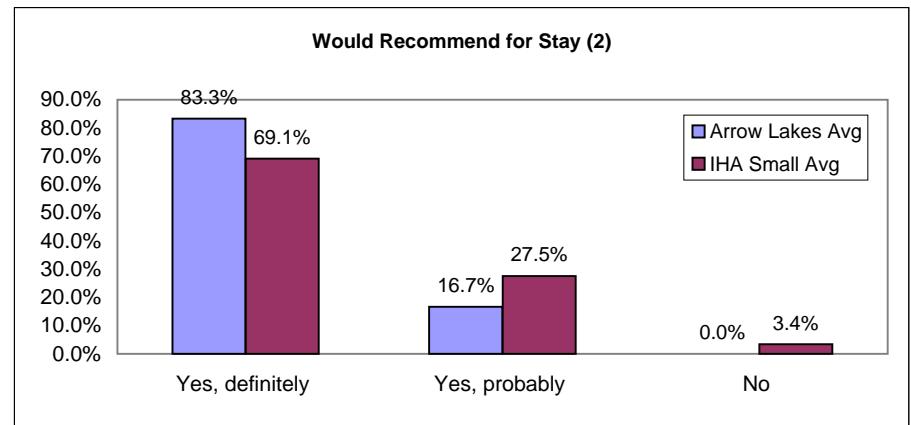
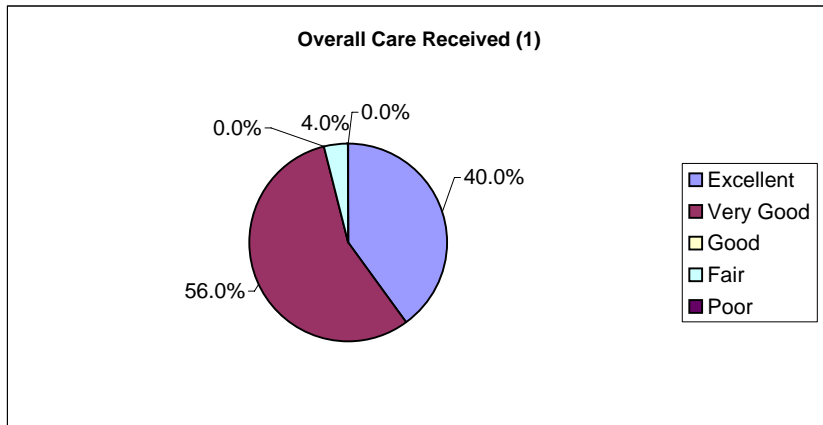




**British Columbia - Arrow Lakes Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 26; Response Rate = 54.2%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	96.0% Arrow Lakes Avg 94.3% IHA Small Avg				
Overall care received ⁽¹⁾		IP: Knew who to call w/ questions	100.0%	IP: Discussed when to resume normal activities	43.5%
Access to Care (IP Can)	93.4%	IP: Rate how Dr/Nurses worked together	100.0%	IP: Nurse discussed anxieties/fears	50.0%
Physical Comfort (IP Can)	84.0%	IP: Overall Dr care	100.0%	IP: Dr discussed anxieties/fears	66.7%
Involvement of Family (IP Can)	88.9%	IP: Courtesy of Nurses	100.0%	IP: Wait time after call button reasonable	68.4%
Coordination of Care (IP Can)	82.0%	IP: Courtesy of admission	100.0%	IP: Enough say about treatment	69.6%
Emotional Support (IP Can)	75.0%	IP: Courtesy of Dr	100.0%	IP: Wait to go to room was not unnecessarily long	69.6%
Continuity and Transition (IP Can)	76.1%	IP: Received all services needed	95.8%	IP: Nurse answered questions understandably	73.9%
Respect for Patient Preferences (IP Can)	84.5%	IP: Explained reason for wait in going to room	95.7%	IP: Discussed danger signals to watch for	76.0%
Information and Education (IP Can)	83.3%	IP: Treated you w/respect/dignity	95.7%	IP: Confidence/trust in Nurses	76.9%
		IP: Amount of info given to family	95.2%	IP: Discussed medication side effects	77.3%



(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".