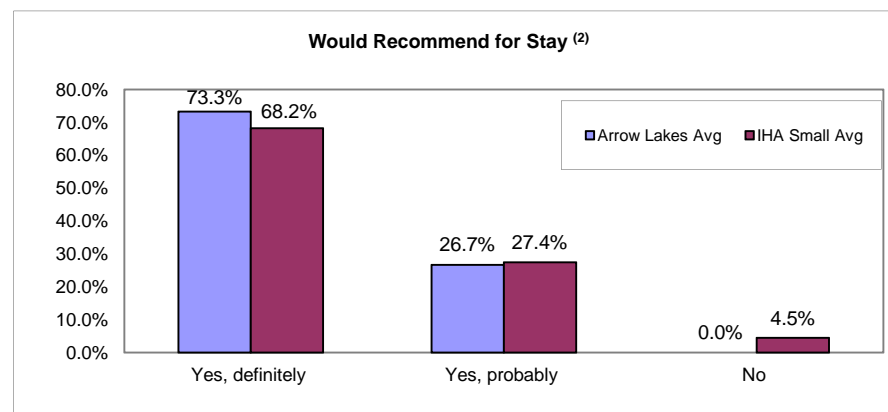
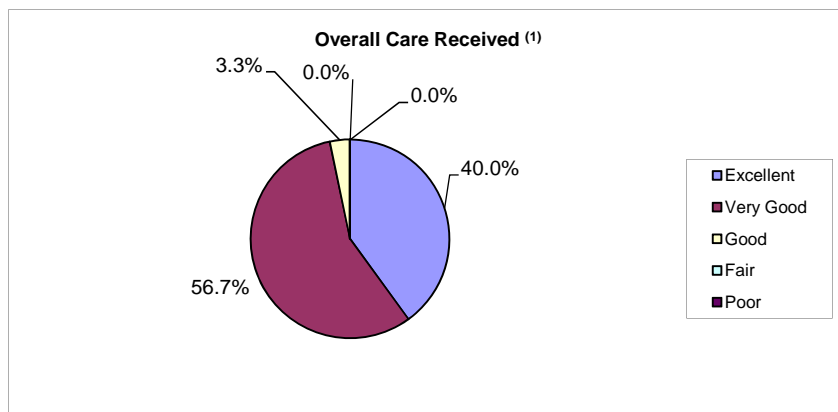




**British Columbia - Arrow Lakes Hospital - All Sectors Combined  
Acute Care Patient Experience-All Dimensions and Overall Ratings**

**Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012, October 2011 - March 2012, n=30, Response Rate= 52.6%**

| Summary Results<br>(% positive score)**  |   | Strengths<br>(Highest % positive scores)       |        | Opportunities for Improvement<br>(Lowest % positive scores) |       |
|--|---|--|--------|---|-------|
| Overall care received <sup>(1)</sup>     | 100.0%<br>Arrow<br>Lakes Avg<br>92.8% IHA<br>Small<br>Avg | IP: Availability of Nurses                     | 100.0% | IP: Nurse discussed anxieties/fears                         | 38.9% |
| <b>Emotional Support (IP Can)</b>        | <b>70.6%</b>  | IP: Explained reason for wait in going to room | 100.0% | IP: Discussed danger signals to watch for                   | 53.3% |
| <b>Involvement of Family (IP Can)</b>    | <b>85.0%</b>  | IP: Minutes taken to get pain medicine         | 100.0% | IP: Discussed when to resume normal activities              | 53.3% |
| <b>Access to Care (IP Can)</b>           | <b>85.4%</b>  | IP: Minutes for help after call button         | 100.0% | IP: Enough say about treatment                              | 53.6% |
| Information and Education (IP Can)       | 78.1%   | IP: Rate how Dr/Nurses worked together         | 100.0% | IP: Explained test results understandably                   | 62.1% |
| Continuity and Transition (IP Can)       | 69.6%   | IP: Overall Dr care                            | 100.0% | IP: Dr discussed anxieties/fears                            | 65.0% |
| Coordination of Care (IP Can)            | 83.0%   | IP: Courtesy of Nurses                         | 100.0% | IP: Discussed medication side effects                       | 68.0% |
| Respect for Patient Preferences (IP Can) | 85.5%   | IP: Courtesy of admission                      | 100.0% | IP: Dr answered questions understandably                    | 69.0% |
| Physical Comfort (IP Can)                | 87.8%   | IP: Courtesy of Dr                             | 100.0% | IP: One Dr in charge of care                                | 70.0% |
|  |   | IP: Knew who to call w/ questions              | 96.7%  | IP: Ease of finding someone to talk to                      | 72.4% |



(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".