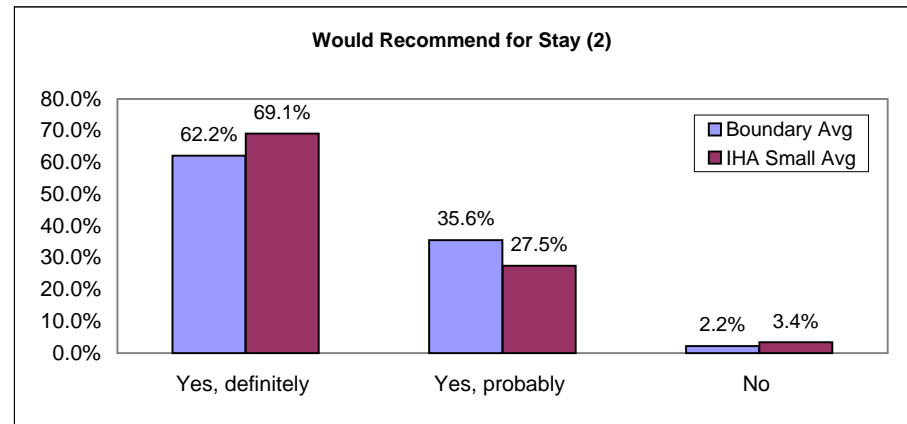
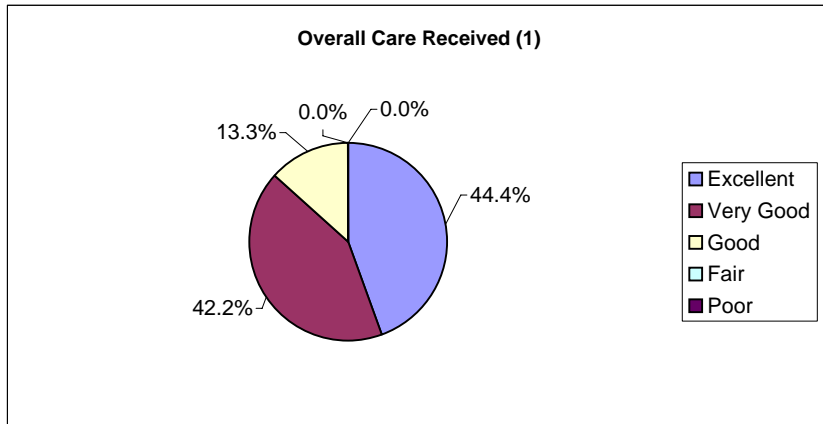




**British Columbia - Boundary Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 47; Response Rate = 49.5%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	100.0% Boundary Avg 94.3% IHA Small Avg				
Overall care received <sup>(1)</sup>		IP: Availability of Nurses	100.0%	IP: Discussed when to resume normal activities	38.2%
<b>Emotional Support (IP Can)</b>	<b>68.8%</b>	IP: Minutes for help after call button	100.0%	IP: Nurse discussed anxieties/fears	52.9%
<b>Information and Education (IP Can)</b>	<b>77.9%</b>	IP: Courtesy of admission	100.0%	IP: Dr discussed anxieties/fears	57.1%
<b>Physical Comfort (IP Can)</b>	<b>82.9%</b>	IP: Overall Dr care	97.8%	IP: Discussed danger signals to watch for	57.9%
Continuity and Transition (IP Can)	67.6%	IP: Courtesy of Dr	97.8%	IP: Family talked w/Dr enough	58.3%
Access to Care (IP Can)	85.2%	IP: Amount of pain medicine received	96.3%	IP: Received all services needed	60.0%
Respect for Patient Preferences (IP Can)	82.8%	IP: Availability of Dr	95.7%	IP: Got bathroom help in time	61.9%
Coordination of Care (IP Can)	82.6%	IP: Rate how Dr/Nurses worked together	95.7%	IP: Enough say about treatment	63.6%
Involvement of Family (IP Can)	68.7%	IP: Drs did not talk in front of you as if you weren't there	95.7%	IP: Overall quality of food	65.1%
		IP: Courtesy of Nurses	95.6%	IP: Family had enough recovery info	67.9%



(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".