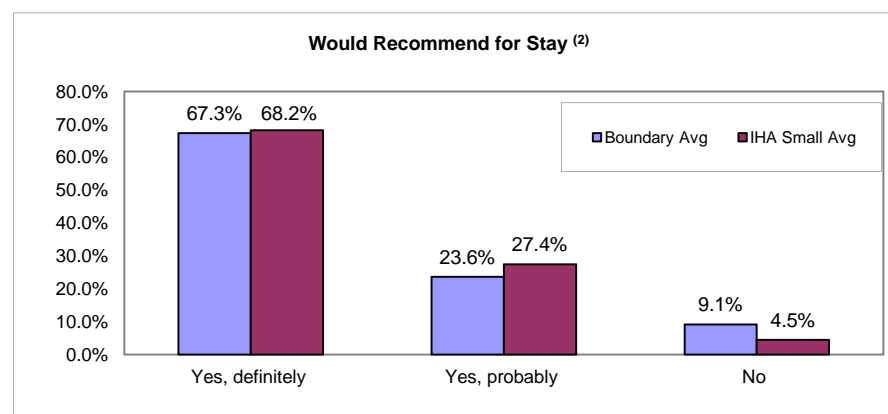
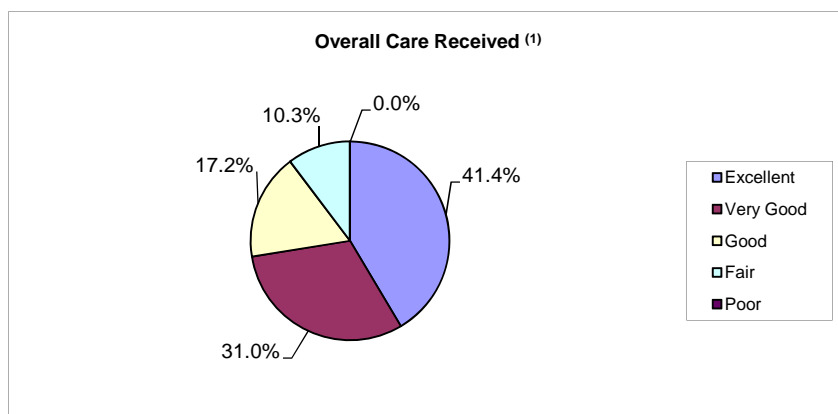




British Columbia - Boundary Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=58. Response Rate= 47.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	89.7% Boundary Avg 92.8% IHA Small Avg	IP: Courtesy of admission	100.0%	IP: Discussed when to resume normal activities	26.5%
Access to Care (IP Can)	74.3%	IP: Minutes for help after call button	97.8%	IP: Discussed danger signals to watch for	49.0%
Information and Education (IP Can)	68.6%	IP: Courtesy of Nurses	94.7%	IP: Enough say about treatment	49.1%
Emotional Support (IP Can)	68.0%	IP: Amount of pain medicine received	93.8%	IP: Family had enough recovery info	50.0%
Respect for Patient Preferences (IP Can)	72.1%	IP: Rate how Dr/Nurses worked together	91.1%	IP: Dr discussed anxieties/fears	51.2%
Continuity and Transition (IP Can)	57.4%	IP: Courtesy of Dr	89.3%	IP: Explained test results understandably	51.9%
Coordination of Care (IP Can)	77.9%	IP: Overall Dr care	87.7%	IP: Nurse discussed anxieties/fears	52.3%
Involvement of Family (IP Can)	66.7%	IP: Condition of room/hospital environment	87.7%	IP: Discussed medication side effects	58.8%
Physical Comfort (IP Can)	82.8%	IP: Explained reason for wait in going to room	87.0%	IP: Overall quality of food	60.0%
		IP: Amount of info given to family	87.0%	IP: Ease of finding someone to talk to	62.5%



(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".