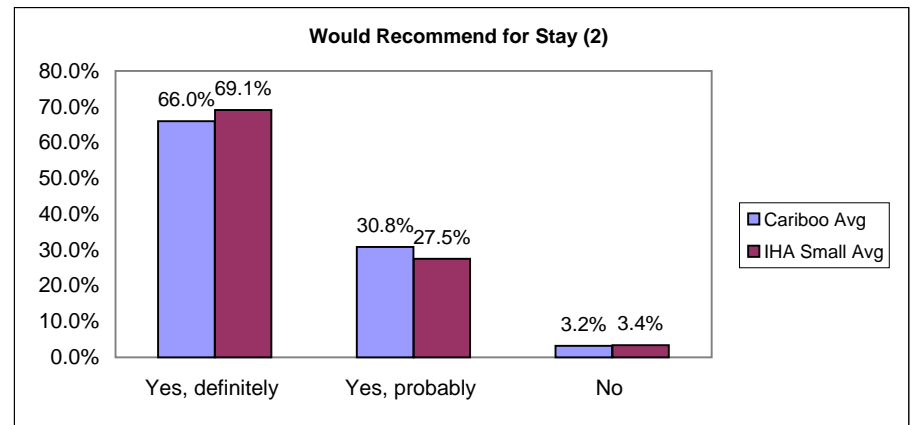
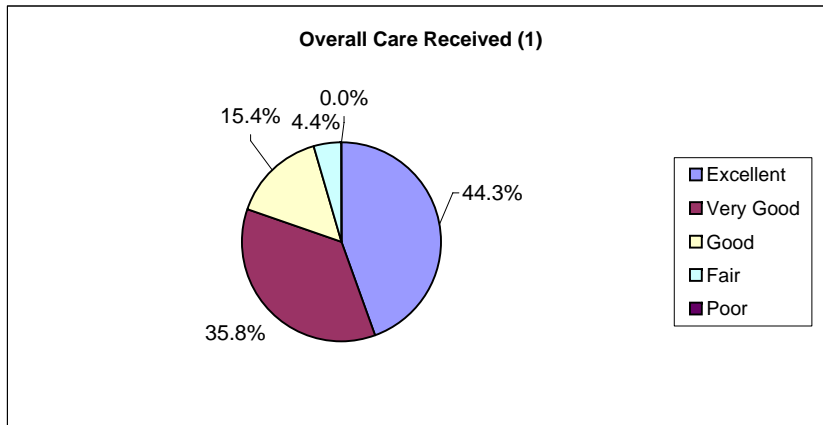




**British Columbia - Cariboo Memorial Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: December 24, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 174; Response Rate = 47.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	95.6% Cariboo Avg 94.3% IHA Small Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	98.6%	IP: Discussed when to resume normal activities	50.4%
Access to Care (IP Can)	84.7%	IP: Courtesy of admission	98.1%	IP: Overall quality of food	53.0%
Emotional Support (IP Can)	74.5%	IP: Overall Dr care	96.7%	IP: Family had enough recovery info	58.0%
Involvement of Family (IP Can)	75.9%	IP: Rate how Dr/Nurses worked together	96.2%	IP: Discussed danger signals to watch for	61.9%
Information and Education (IP Can)	81.2%	IP: Amount of info given to family	95.5%	IP: Nurse discussed anxieties/fears	64.7%
Physical Comfort (IP Can)	84.1%	IP: Courtesy of Nurses	95.4%	IP: Ease of finding someone to talk to	69.1%
Respect for Patient Preferences (IP Can)	84.7%	IP: Minutes for help after call button	94.7%	IP: Enough say about treatment	69.8%
Continuity and Transition (IP Can)	71.4%	IP: Explained reason for wait in going to room	93.4%	IP: Confidence/trust in Nurses	71.7%
Coordination of Care (IP Can)	80.4%	IP: Availability of Dr	93.0%	IP: Wait time after call button reasonable	73.0%
		IP: Amount of pain medicine received	91.2%	IP: Dr discussed anxieties/fears	73.1%



(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".