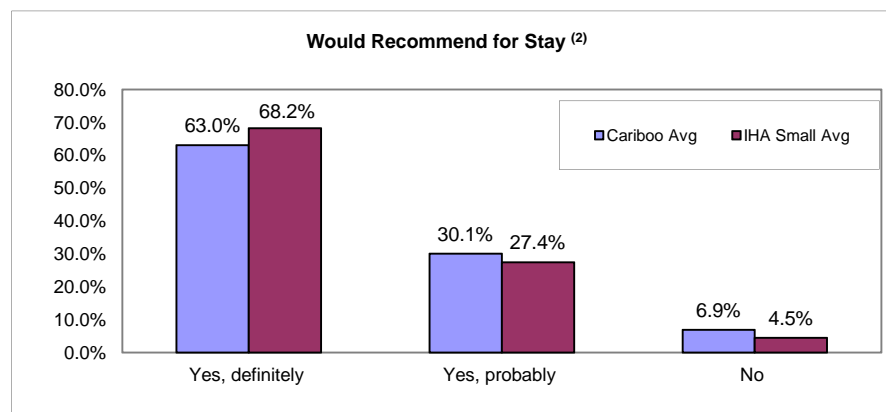
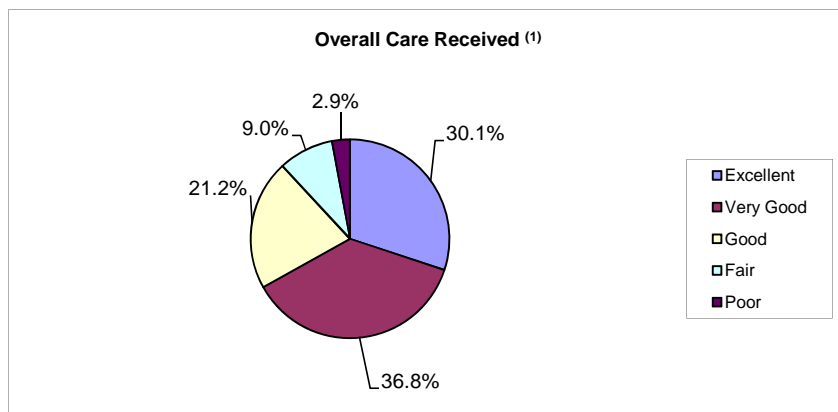




**British Columbia - Cariboo Memorial Hospital - All Sectors Combined  
Acute Care Patient Experience-All Dimensions and Overall Ratings**

**Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=88. Response Rate= 40.4%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	88.1% Cariboo Avg 92.8% IHA Small Avg	IP: Overall Dr care	96.0%	IP: Overall quality of food	43.5%
Access to Care (IP Can)	77.5%	IP: Courtesy of Dr	96.0%	IP: Discussed when to resume normal activities	48.5%
Emotional Support (IP Can)	64.5%	IP: Minutes for help after call button	95.5%	IP: Nurse discussed anxieties/fears	52.4%
Information and Education (IP Can)	75.7%	IP: Amount of pain medicine received	91.5%	IP: Family had enough recovery info	53.8%
Involvement of Family (IP Can)	66.9%	IP: Courtesy of Nurses	91.5%	IP: Discussed danger signals to watch for	54.7%
Respect for Patient Preferences (IP Can)	72.4%	IP: Explained reason for wait in going to room	90.6%	IP: Enough say about treatment	55.6%
Physical Comfort (IP Can)	75.4%	IP: Amount of info given to family	89.5%	IP: Got bathroom help in time	56.4%
Continuity and Transition (IP Can)	64.2%	IP: Courtesy of admission	89.5%	IP: Family talked w/Dr enough	58.0%
Coordination of Care (IP Can)	74.2%	IP: Rate how Dr/Nurses worked together	85.9%	IP: Ease of finding someone to talk to	59.3%
		IP: Availability of Dr	85.3%	IP: Wait time after call button reasonable	59.9%



(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".