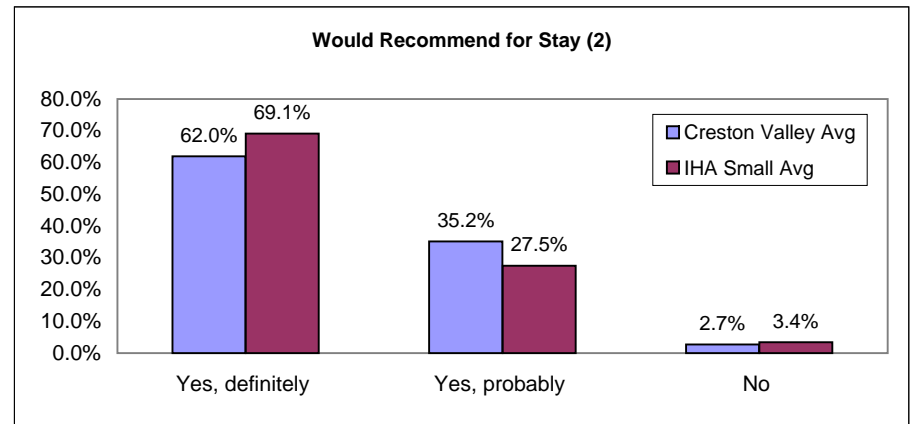
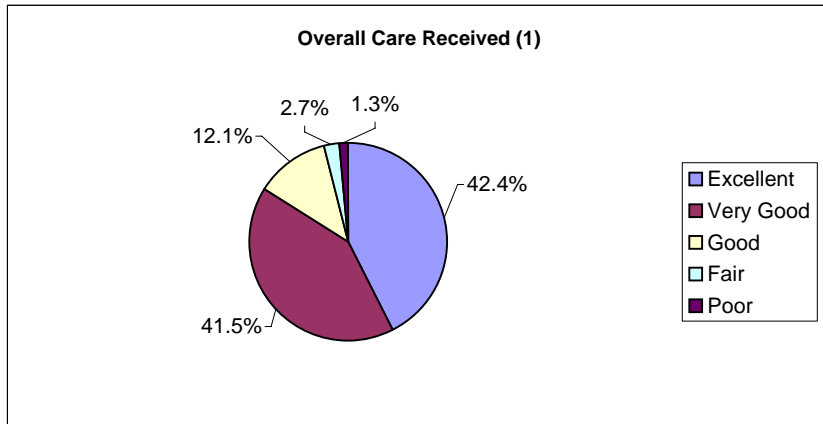




**British Columbia - Creston Valley Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 81; Response Rate = 53.3%

Summary Results (% positive score)**	Strengths (Highest % positive scores)	Opportunities for Improvement (Lowest % positive scores)
Overall care received ⁽¹⁾	96.0% Creston Valley Avg 94.3% IHA Small Avg	
Access to Care (IP Can)	IP: Minutes for help after call button	100.0%
Emotional Support (IP Can)	IP: Courtesy of Nurses	97.4%
Involvement of Family (IP Can)	IP: Courtesy of admission	96.1%
Physical Comfort (IP Can)	IP: Rate how Dr/Nurses worked together	96.0%
Information and Education (IP Can)	IP: Condition of room/hospital environment	96.0%
Continuity and Transition (IP Can)	IP: Courtesy of Dr	95.9%
Respect for Patient Preferences (IP Can)	IP: Overall Dr care	91.8%
Coordination of Care (IP Can)	IP: Availability of Nurses	90.6%
	IP: Minutes taken to get pain medicine	90.6%
	IP: Knew who to call w/ questions	89.0%
		IP: Discussed when to resume normal activities
		IP: Discussed danger signals to watch for
		IP: Enough say about treatment
		IP: Nurse discussed anxieties/fears
		IP: Dr discussed anxieties/fears
		IP: Family talked w/Dr enough
		IP: Ease of finding someone to talk to
		IP: One Dr in charge of care
		IP: Dr answered questions understandably
		IP: Family had enough recovery info



(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".