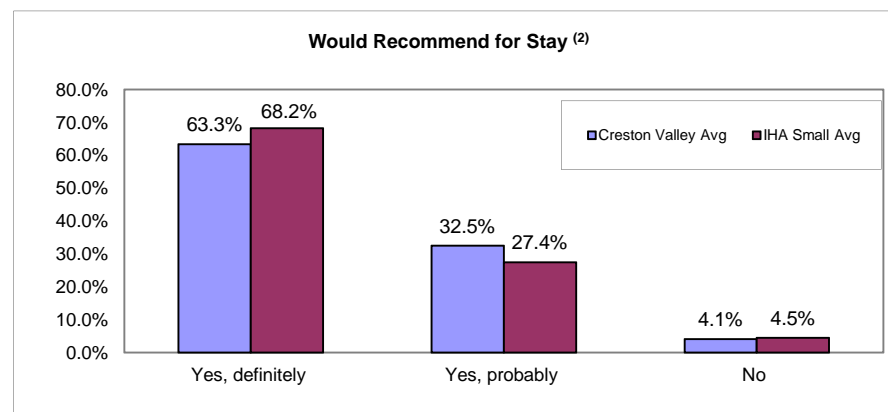
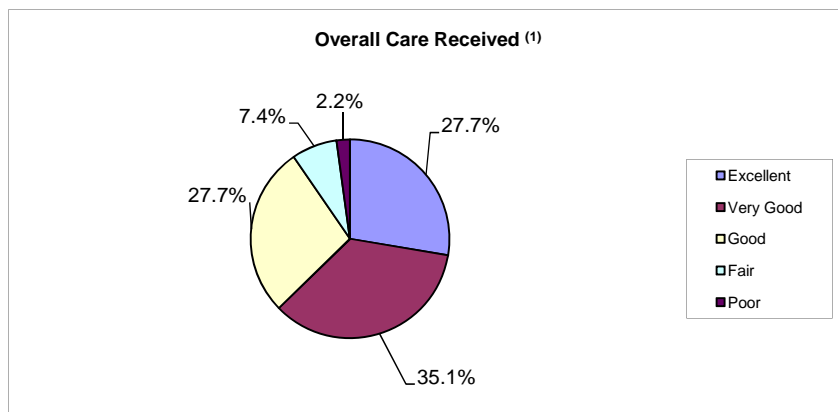




**British Columbia - Creston Memorial Hospital - All Sectors Combined**  
**Acute Care Patient Experience-All Dimensions and Overall Ratings**

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=103. Response Rate= 42.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	90.5% Creston Valley Avg 92.8% IHA Small Avg	IP: Courtesy of Nurses	95.8%	IP: Enough say about treatment	44.1%
Access to Care (IP Can)	78.3%	IP: Courtesy of admission	95.5%	IP: Discussed when to resume normal activities	45.7%
Emotional Support (IP Can)	59.0%	IP: Minutes for help after call button	93.9%	IP: Nurse discussed anxieties/fears	47.1%
Information and Education (IP Can)	68.8%	IP: Courtesy of Dr	93.6%	IP: Discussed danger signals to watch for	48.0%
Involvement of Family (IP Can)	70.0%	IP: Rate how Dr/Nurses worked together	93.2%	IP: Ease of finding someone to talk to	49.3%
Respect for Patient Preferences (IP Can)	73.2%	IP: Overall Dr care	92.6%	IP: Dr discussed anxieties/fears	51.4%
Coordination of Care (IP Can)	70.8%	IP: Knew who to call w/ questions	89.9%	IP: Overall quality of food	55.9%
Continuity and Transition (IP Can)	64.3%	IP: Availability of Nurses	89.5%	IP: Family had enough recovery info	56.3%
Physical Comfort (IP Can)	73.7%	IP: Drs did not talk in front of you as if you weren't there	87.3%	IP: Wait time after call button reasonable	56.4%
		IP: Amount of info given to family	87.1%	IP: Explained test results understandably	61.3%



(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".