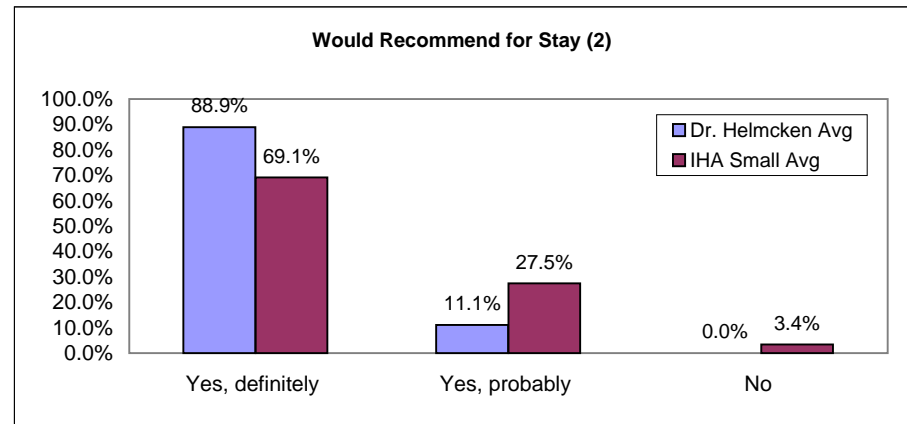
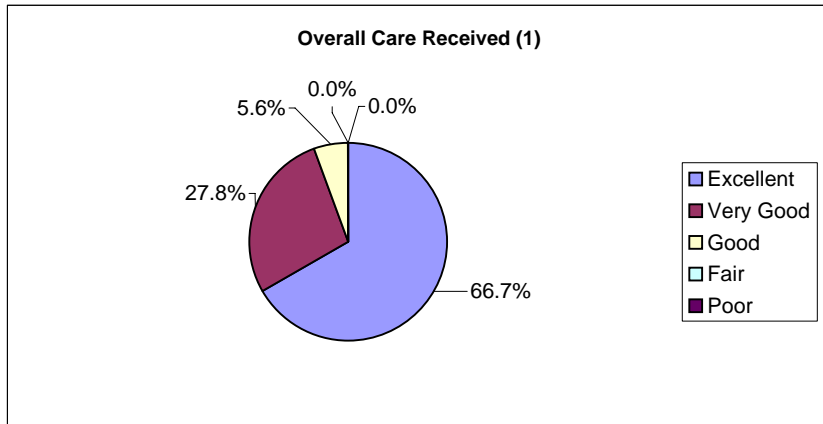




**British Columbia - Dr. Helmcken Memorial Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 20; Response Rate = 47.6%

| Summary Results (% positive score)** | | Strengths (Highest % positive scores) | | Opportunities for Improvement (Lowest % positive scores) | |
|--|--|---|--------|---|-------|
| Overall care received ⁽¹⁾ | 100.0% Dr. Helmcken Avg 94.3% IHA Small Avg | IP: Scheduled tests/procedures were on time | 100.0% | IP: Discussed when to resume normal activities | 62.5% |
| Access to Care (IP Can) | 94.5% | IP: Explained reason for wait in going to room | 100.0% | IP: Overall quality of food | 70.6% |
| Emotional Support (IP Can) | 88.5% | IP: Amount of info given to family | 100.0% | IP: Discussed danger signals to watch for | 76.5% |
| Information and Education (IP Can) | 92.3% | IP: Minutes for help after call button | 100.0% | IP: Nurse discussed anxieties/fears | 76.9% |
| Involvement of Family (IP Can) | 95.2% | IP: Rate how Dr/Nurses worked together | 100.0% | IP: One Dr in charge of care | 78.9% |
| Physical Comfort (IP Can) | 91.8% | IP: Condition of room/hospital environment | 100.0% | IP: Nurse answered questions understandably | 81.3% |
| Respect for Patient Preferences (IP Can) | 91.7% | IP: Courtesy of admission | 100.0% | IP: Discussed medication side effects | 83.3% |
| Continuity and Transition (IP Can) | 80.6% | IP: Courtesy of Dr | 100.0% | IP: Treated you w/respect/dignity | 83.3% |
| Coordination of Care (IP Can) | 91.1% | IP: Nurses did not talk in front of you as if you weren't there | 100.0% | IP: Enough say about treatment | 83.3% |
| | | IP: Drs did not talk in front of you as if you weren't there | 100.0% | IP: Minutes taken to get pain medicine | 87.5% |



(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".