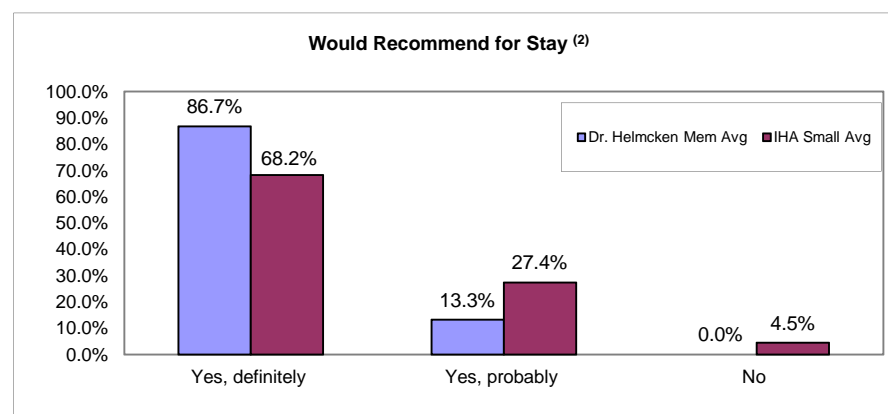
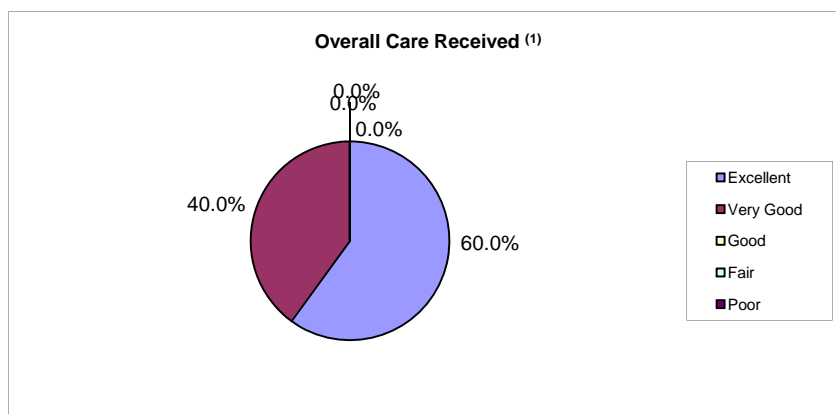




British Columbia - Dr. Helmcken Memorial Hospital - All Sectors Combineded
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=17, Response Rate= 37.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	100.0% Dr. Helmcken Avg 92.8% IHA Small Avg	IP: Availability of Nurses	100.0%	IP: Discussed danger signals to watch for	42.9%
Involvement of Family (IP Can)	76.7%	IP: Minutes for help after call button	100.0%	IP: Enough say about treatment	50.0%
Continuity and Transition (IP Can)	73.1%	IP: Courtesy of Nurses	100.0%	IP: Explained test results understandably	57.1%
Information and Education (IP Can)	70.2%	IP: Courtesy of admission	100.0%	IP: Discussed when to resume normal activities	64.3%
Physical Comfort (IP Can)	87.3%	IP: Courtesy of Dr	93.8%	IP: Confidence/trust in Drs	66.7%
Emotional Support (IP Can)	76.7%	IP: Rate how Dr/Nurses worked together	93.3%	IP: One Dr in charge of care	68.8%
Respect for Patient Preferences (IP Can)	75.4%	IP: Condition of room/hospital environment	92.9%	IP: Nurse discussed anxieties/fears	69.2%
Access to Care (IP Can)	84.8%	IP: Amount of pain medicine received	92.3%	IP: Dr answered questions understandably	69.2%
Coordination of Care (IP Can)	78.5%	IP: Did everything to control pain	92.3%	IP: Got bathroom help in time	69.2%
		IP: Minutes taken to get pain medicine	91.7%	IP: Family talked w/Dr enough	70.0%



(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".