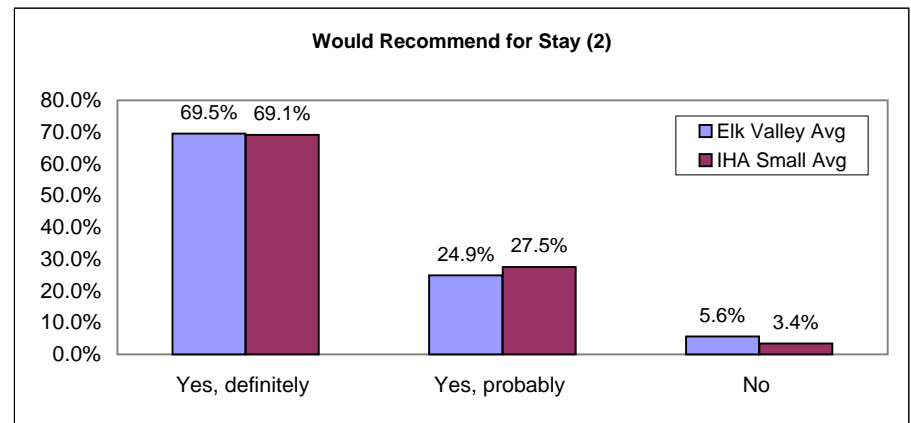
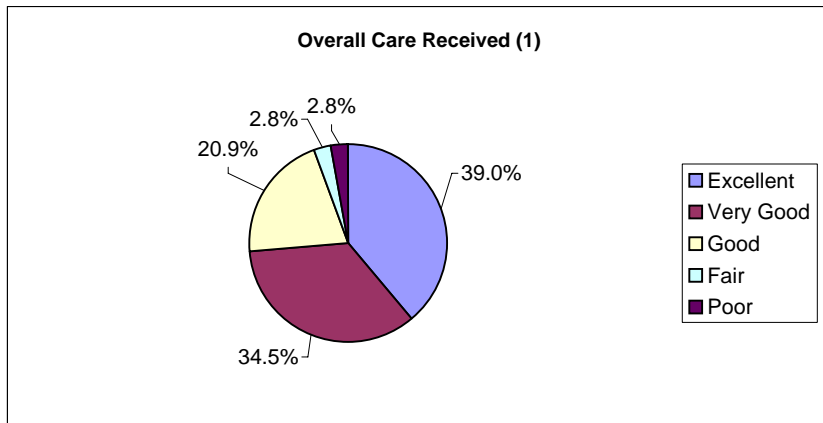




**British Columbia - Elk Valley Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 76; Response Rate = 46.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.4% Elk Valley Avg 94.3% IHA Small Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	97.3%	IP: Discussed when to resume normal activities	35.8%
Physical Comfort (IP Can)	77.2%	IP: Overall Dr care	94.7%	IP: Discussed medication side effects	55.0%
Access to Care (IP Can)	82.1%	IP: Courtesy of Nurses	94.6%	IP: Enough say about treatment	56.9%
Involvement of Family (IP Can)	75.1%	IP: Rate how Dr/Nurses worked together	94.5%	IP: Discussed danger signals to watch for	58.9%
Emotional Support (IP Can)	77.8%	IP: Minutes for help after call button	94.4%	IP: Nurse discussed anxieties/fears	65.5%
Information and Education (IP Can)	80.2%	IP: Courtesy of admission	93.3%	IP: Family had enough recovery info	65.6%
Continuity and Transition (IP Can)	64.3%	IP: Confidence/trust in Drs	91.9%	IP: Received all services needed	67.5%
Respect for Patient Preferences (IP Can)	76.0%	IP: Amount of info given to family	91.9%	IP: Family talked w/Dr enough	67.7%
Coordination of Care (IP Can)	82.9%	IP: Condition of room/hospital environment	90.0%	IP: Got bathroom help in time	68.9%
		IP: Availability of Nurses	89.2%	IP: Overall quality of food	69.2%



(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".