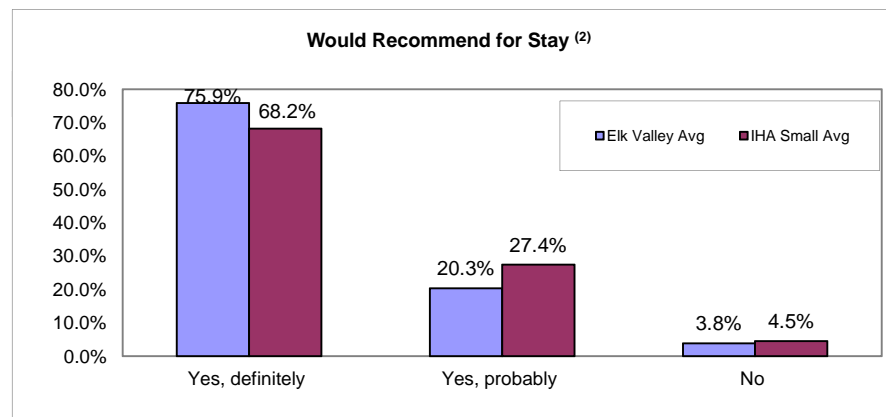
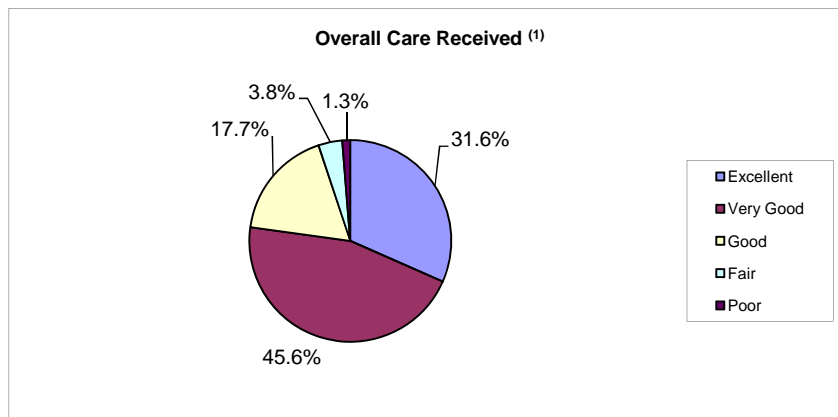




**British Columbia - Elk Valley Hospital - All Sectors Combined**  
**Acute Care Patient Experience-All Dimensions and Overall Ratings**

**Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=83, Response Rate= 38.8%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.9% Elk Valley Avg 92.8% IHA Small Avg				
Overall care received <sup>(1)</sup>		IP: Overall Dr care	97.6%	IP: Enough say about treatment	48.1%
Access to Care (IP Can)	85.1%	IP: Courtesy of Dr	97.6%	IP: Nurse discussed anxieties/fears	49.2%
Information and Education (IP Can)	77.0%	IP: Minutes taken to get pain medicine	96.9%	IP: Discussed when to resume normal activities	50.0%
Emotional Support (IP Can)	65.4%	IP: Courtesy of admission	96.3%	IP: Ease of finding someone to talk to	57.0%
Physical Comfort (IP Can)	81.8%	IP: Amount of pain medicine received	95.8%	IP: Discussed danger signals to watch for	57.5%
Involvement of Family (IP Can)	79.0%	IP: Minutes for help after call button	93.9%	IP: Discussed medication side effects	61.2%
Respect for Patient Preferences (IP Can)	77.9%	IP: Rate how Dr/Nurses worked together	93.7%	IP: Wait time after call button reasonable	62.1%
Continuity and Transition (IP Can)	68.0%	IP: Availability of Dr	92.6%	IP: Dr discussed anxieties/fears	63.1%
Coordination of Care (IP Can)	78.5%	IP: Courtesy of Nurses	91.5%	IP: Overall quality of food	66.7%
		IP: Amount of info given to family	91.2%	IP: Got bathroom help in time	67.4%



(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".