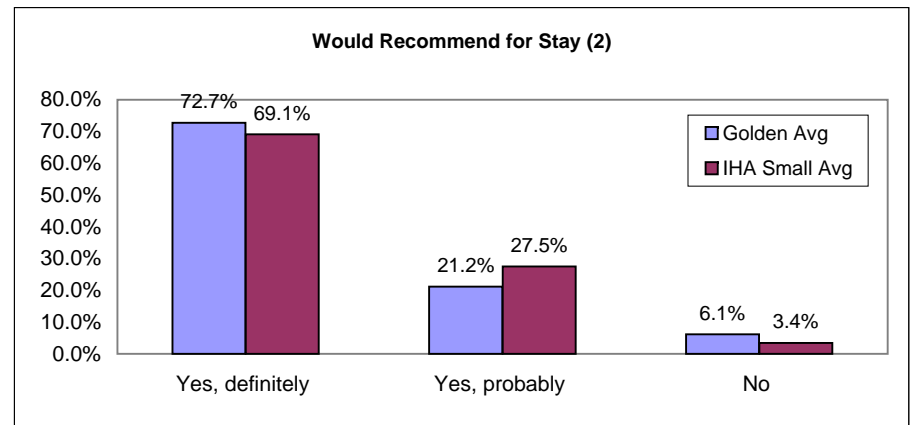
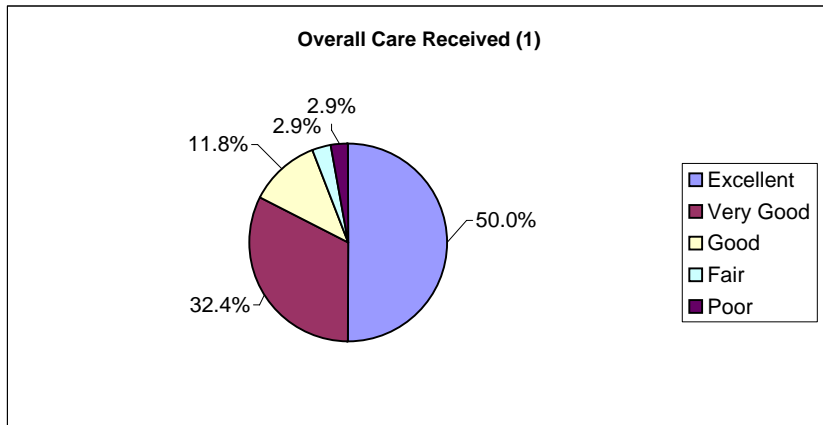




**British Columbia - Golden & District General Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 37; Response Rate = 50.7%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	94.1% Golden Avg 94.3% IHA Small Avg	IP: Minutes for help after call button	100.0%	IP: Discussed when to resume normal activities	46.7%
Emotional Support (IP Can)	78.2%	IP: Courtesy of admission	100.0%	IP: Discussed danger signals to watch for	56.3%
Involvement of Family (IP Can)	76.5%	IP: Courtesy of Dr	97.3%	IP: Family had enough recovery info	56.5%
Information and Education (IP Can)	85.4%	IP: Availability of Nurses	97.2%	IP: Enough say about treatment	63.6%
Continuity and Transition (IP Can)	69.0%	IP: Courtesy of Nurses	97.2%	IP: Dr discussed anxieties/fears	67.9%
Respect for Patient Preferences (IP Can)	83.6%	IP: Rate how Dr/Nurses worked together	97.1%	IP: Nurse discussed anxieties/fears	69.0%
Coordination of Care (IP Can)	86.6%	IP: Explained reason for wait in going to room	97.0%	IP: Overall quality of food	71.0%
Physical Comfort (IP Can)	88.4%	IP: Nurses did not talk in front of you as if you weren't there	94.4%	IP: Scheduled tests/procedures were on time	71.4%
Access to Care (IP Can)	87.9%	IP: Amount of pain medicine received	93.1%	IP: Discussed medication side effects	73.1%
		IP: Availability of Dr	91.9%	IP: Received all services needed	73.5%



(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".