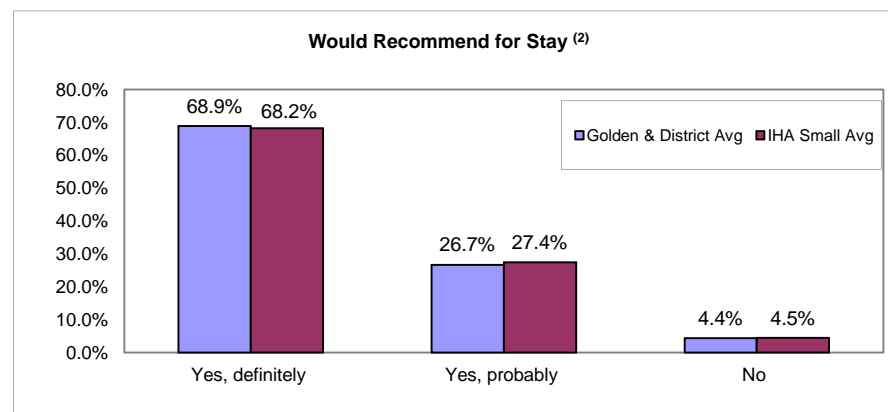
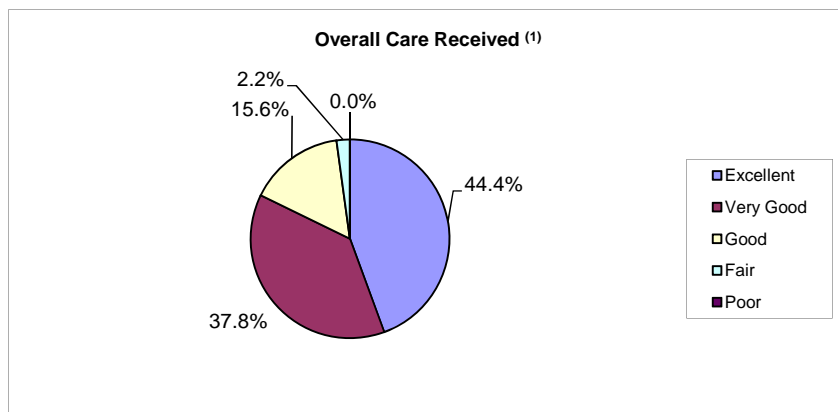




British Columbia - Golden & District General Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=48. Response Rate= 40.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	97.8% Golden & District Avg 92.8% IHA Small Avg	IP: Courtesy of admission	97.9%	IP: Discussed when to resume normal activities	50.0%
Access to Care (IP Can)	86.3%	IP: Courtesy of Dr	97.9%	IP: Enough say about treatment	61.4%
Emotional Support (IP Can)	78.3%	IP: Courtesy of Nurses	97.8%	IP: Discussed danger signals to watch for	63.6%
Respect for Patient Preferences (IP Can)	82.7%	IP: Explained reason for wait in going to room	97.7%	IP: Nurse discussed anxieties/fears	63.9%
Information and Education (IP Can)	83.5%	IP: Condition of room/hospital environment	97.7%	IP: Overall quality of food	65.1%
Involvement of Family (IP Can)	77.0%	IP: Minutes for help after call button	96.4%	IP: Family talked w/Dr enough	68.6%
Physical Comfort (IP Can)	85.5%	IP: Rate how Dr/Nurses worked together	95.5%	IP: Family had enough recovery info	71.0%
Continuity and Transition (IP Can)	71.5%	IP: Availability of Nurses	93.6%	IP: Received all services needed	73.3%
Coordination of Care (IP Can)	88.3%	IP: Overall Dr care	93.6%	IP: Did everything to control pain	75.0%
		IP: Drs did not talk in front of you as if you weren't there	93.6%	IP: Ease of finding someone to talk to	75.6%



(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".