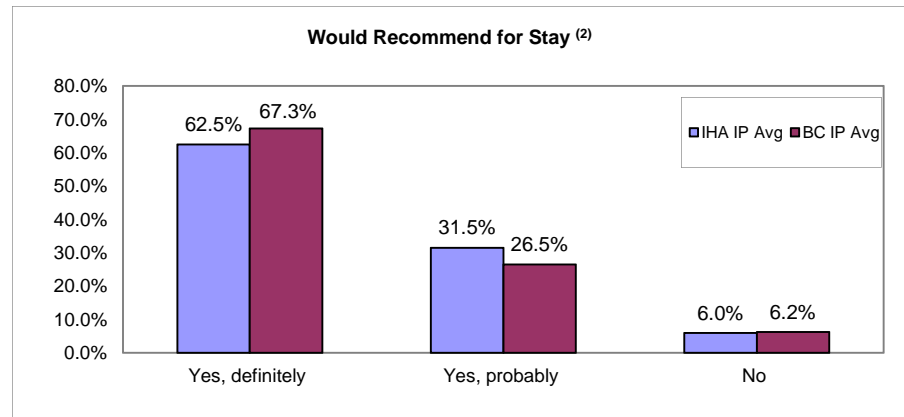
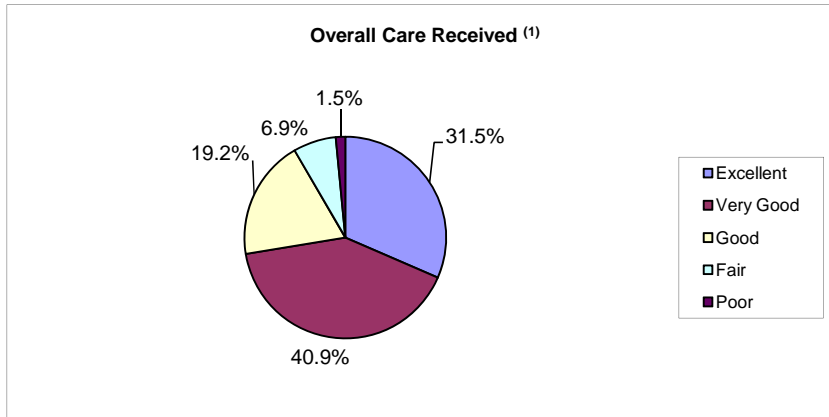




British Columbia - IHA - Inpatient
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 12, 2012 Survey of Acute Care Patient Experience: October 2011 - Mar 2012 n=2754 Response Rate= 49.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	91.6% IHA IP Avg 91.6% BC IP Avg	IP: Minutes for help after call button	96.1%	IP: Discussed when to resume normal activities	44.5%
Access to Care (IP Can)	79.5%	IP: Courtesy of Dr	95.8%	IP: Nurse discussed anxieties/fears	49.9%
Emotional Support (IP Can)	65.5%	IP: Courtesy of admission	95.2%	IP: Overall quality of food	50.7%
Information and Education (IP Can)	72.1%	IP: Overall Dr care	94.1%	IP: Enough say about treatment	52.4%
Respect for Patient Preferences (IP Can)	76.8%	IP: Courtesy of Nurses	94.1%	IP: Discussed danger signals to watch for	54.4%
Physical Comfort (IP Can)	79.3%	IP: Rate how Dr/Nurses worked together	92.5%	IP: Family talked w/Dr enough	56.6%
Involvement of Family (IP Can)	67.0%	IP: Drs did not talk in front of you as if you weren't there	89.7%	IP: Dr discussed anxieties/fears	57.9%
Continuity and Transition (IP Can)	63.2%	IP: Amount of pain medicine received	89.6%	IP: Family had enough recovery info	57.9%
Coordination of Care (IP Can)	72.8%	IP: Minutes taken to get pain medicine	89.4%	IP: Ease of finding someone to talk to	58.9%
		IP: Availability of Nurses	86.1%	IP: Wait time after call button reasonable	62.2%



(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".