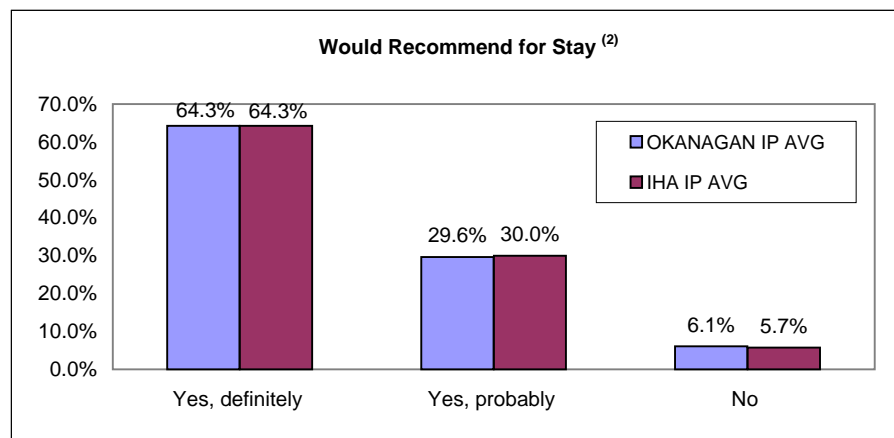
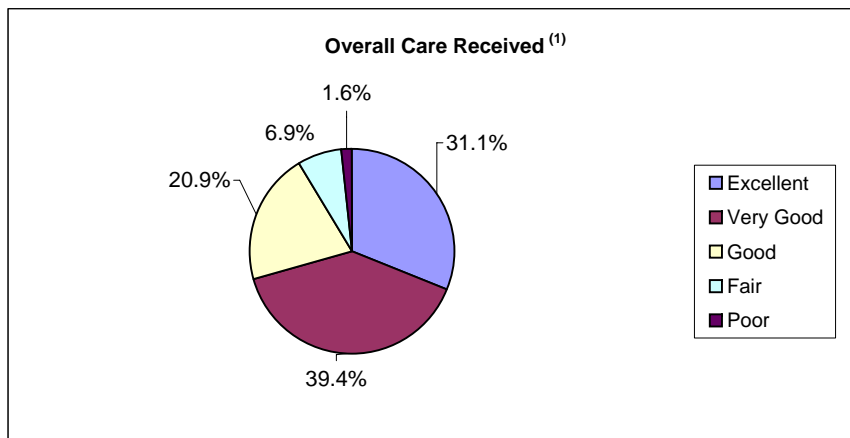




**British Columbia - HSDA - Okanagan - Inpatient  
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

**Report Date: Nov 11, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 1963 Response Rate = 60.2%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	91.4% Okanagan IP Avg 92.1% IHA IP Avg				
Overall care received <sup>(1)</sup>		Minutes for help after call button	96.8%	Discussed when to resume normal activities	44.8%
Access to Care (IP Can)	79.0%	Courtesy of admission	96.1%	Nurse discussed anxieties/fears	48.7%
Emotional Support (IP Can)	64.9%	Courtesy of Dr	95.2%	Discussed danger signals to watch for	50.2%
Information and Education (IP Can)	71.6%	Overall Dr care	93.9%	Family had enough recovery info	53.5%
Physical Comfort (IP Can)	80.3%	Rate how Dr/Nurses worked together	92.3%	Enough say about treatment	53.5%
Involvement of Family (IP Can)	62.9%	Courtesy of Nurses	92.2%	Family talked w/Dr enough	53.8%
Respect for Patient Preferences (IP Can)	77.6%	Drs did not talk in front of you as if you weren't there	90.5%	Overall quality of food	56.1%
Continuity and Transition (IP Can)	60.8%	Amount of pain medicine received	90.3%	Dr discussed anxieties/fears	57.1%
Coordination of Care (IP Can)	72.6%	Minutes taken to get pain medicine	90.1%	Ease of finding someone to talk to	58.9%
		Explained reason for wait in going to room	86.0%	Discussed medication side effects	59.7%



(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".