

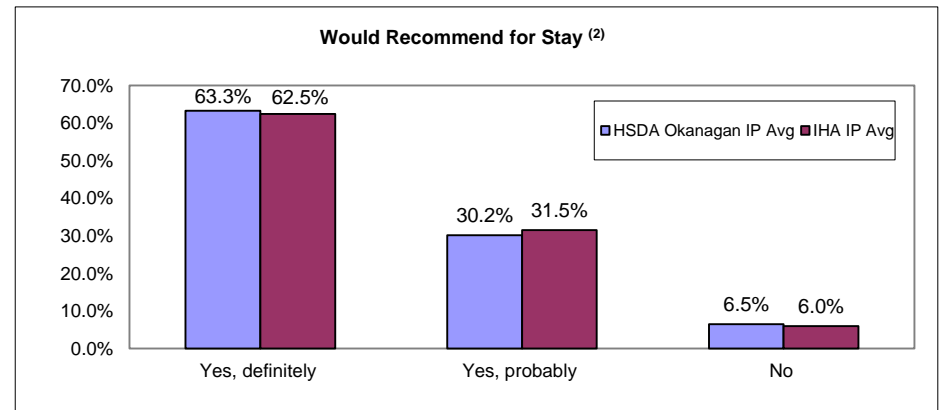
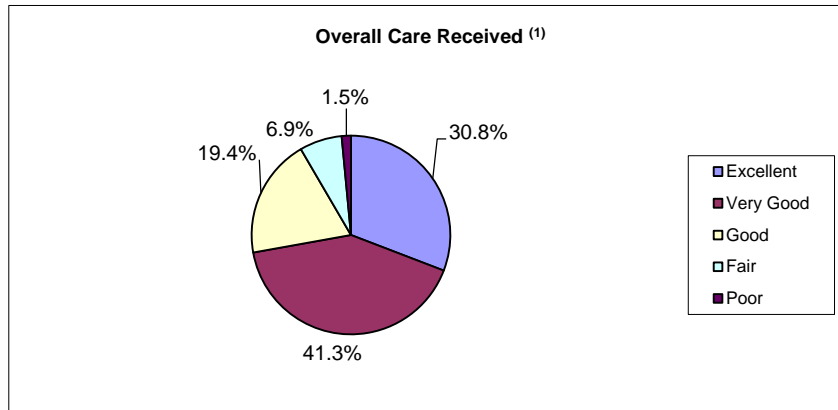


HSDA Okanagan - Inpatient

Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 17, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=1426, Response Rate= 50.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	91.6% HSDA Okanagan IP Avg 91.6% IHA IP Avg	IP: Courtesy of Dr	96.2%	IP: Discussed when to resume normal activities	43.2%
Access to Care (IP Can)	79.9%	IP: Minutes for help after call button	95.7%	IP: Nurse discussed anxieties/fears	48.3%
Emotional Support (IP Can)	64.9%	IP: Courtesy of admission	94.8%	IP: Enough say about treatment	51.2%
Physical Comfort (IP Can)	79.0%	IP: Overall Dr care	94.7%	IP: Discussed danger signals to watch for	53.5%
Respect for Patient Preferences (IP Can)	76.1%	IP: Courtesy of Nurses	93.8%	IP: Overall quality of food	53.5%
Information and Education (IP Can)	71.3%	IP: Rate how Dr/Nurses worked together	92.8%	IP: Dr discussed anxieties/fears	54.1%
Involvement of Family (IP Can)	66.2%	IP: Amount of pain medicine received	89.8%	IP: Family talked w/Dr enough	55.3%
Coordination of Care (IP Can)	71.2%	IP: Minutes taken to get pain medicine	89.4%	IP: Family had enough recovery info	57.5%
Continuity and Transition (IP Can)	62.6%	IP: Drs did not talk in front of you as if you weren't there	88.8%	IP: Ease of finding someone to talk to	58.7%
		IP: Availability of Nurses	86.3%	IP: Wait time after call button reasonable	61.0%



(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".