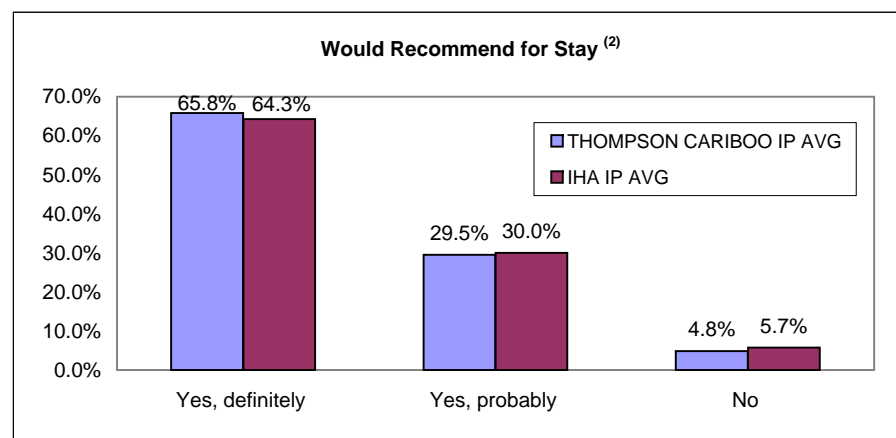
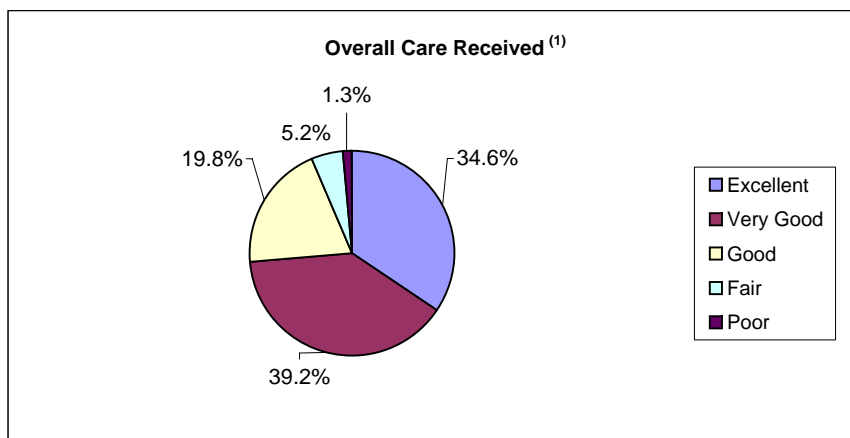




**British Columbia - HSDA - Thompson Cariboo- Inpatient
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 11, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 905 Response Rate = 54.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	93.5% Thompson Cariboo IP Avg 92.1% IHA IP Avg				
Overall care received ⁽¹⁾		Minutes for help after call button	97.5%	Discussed when to resume normal activities	48.2%
Access to Care (IP Can)	81.1%	Courtesy of Dr	96.4%	Overall quality of food	50.8%
Emotional Support (IP Can)	68.0%	Courtesy of admission	96.0%	Nurse discussed anxieties/fears	52.3%
Information and Education (IP Can)	74.6%	Overall Dr care	94.8%	Enough say about treatment	53.0%
Involvement of Family (IP Can)	67.8%	Rate how Dr/Nurses worked together	94.6%	Discussed danger signals to watch for	54.7%
Physical Comfort (IP Can)	82.5%	Courtesy of Nurses	93.8%	Family talked w/Dr enough	55.7%
Respect for Patient Preferences (IP Can)	78.9%	Minutes taken to get pain medicine	91.9%	Family had enough recovery info	61.2%
Continuity and Transition (IP Can)	65.0%	Drs did not talk in front of you as if you weren't there	91.8%	Dr discussed anxieties/fears	61.4%
Coordination of Care (IP Can)	75.5%	Amount of pain medicine received	89.0%	Ease of finding someone to talk to	63.3%
		Availability of Nurses	88.7%	Discussed medication side effects	64.9%



(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".