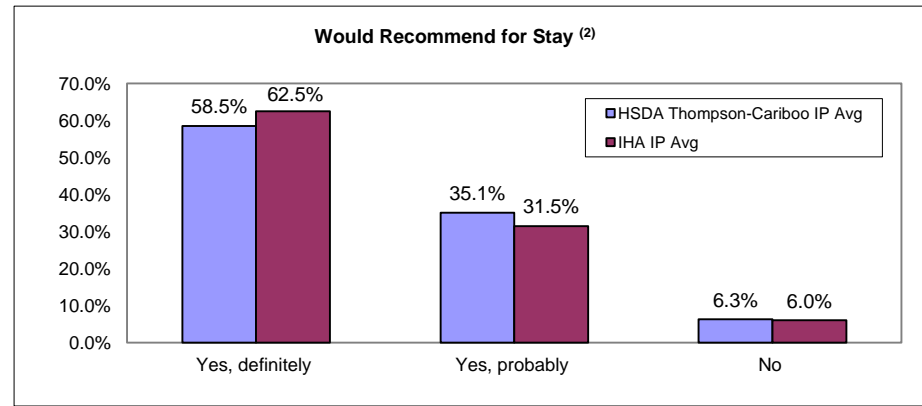
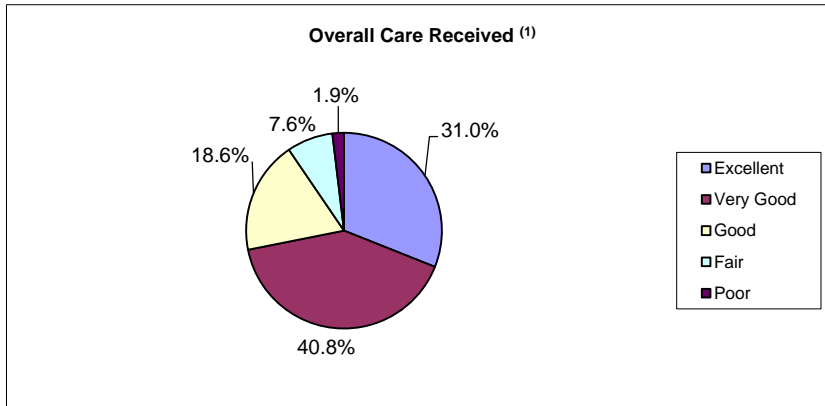




**HSDA Thompson-Cariboo - Inpatient
Acute Care Patient Experience-All Dimensions and Overall Ratings**

Report Date: October 17, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=611, Response Rate= 48.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	90.5% HSDA Thompson- Cariboo IP Avg 91.6% IHA IP Avg				
Overall care received ⁽¹⁾		IP: Courtesy of admission	95.8%	IP: Overall quality of food	43.5%
Access to Care (IP Can)	77.5%	IP: Minutes for help after call button	95.6%	IP: Discussed when to resume normal activities	45.5%
Emotional Support (IP Can)	65.6%	IP: Courtesy of Dr	95.5%	IP: Nurse discussed anxieties/fears	51.2%
Respect for Patient Preferences (IP Can)	75.8%	IP: Courtesy of Nurses	93.6%	IP: Enough say about treatment	52.4%
Physical Comfort (IP Can)	78.2%	IP: Overall Dr care	93.1%	IP: Family had enough recovery info	54.3%
Involvement of Family (IP Can)	65.8%	IP: Rate how Dr/Nurses worked together	90.9%	IP: Discussed danger signals to watch for	54.6%
Information and Education (IP Can)	72.1%	IP: Drs did not talk in front of you as if you weren't there	90.4%	IP: Ease of finding someone to talk to	56.1%
Continuity and Transition (IP Can)	63.0%	IP: Minutes taken to get pain medicine	89.4%	IP: Family talked w/Dr enough	56.4%
Coordination of Care (IP Can)	73.7%	IP: Amount of pain medicine received	88.0%	IP: Wait time after call button reasonable	61.6%
		IP: Explained reason for wait in going to room	87.6%	IP: Dr discussed anxieties/fears	63.0%



(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".