

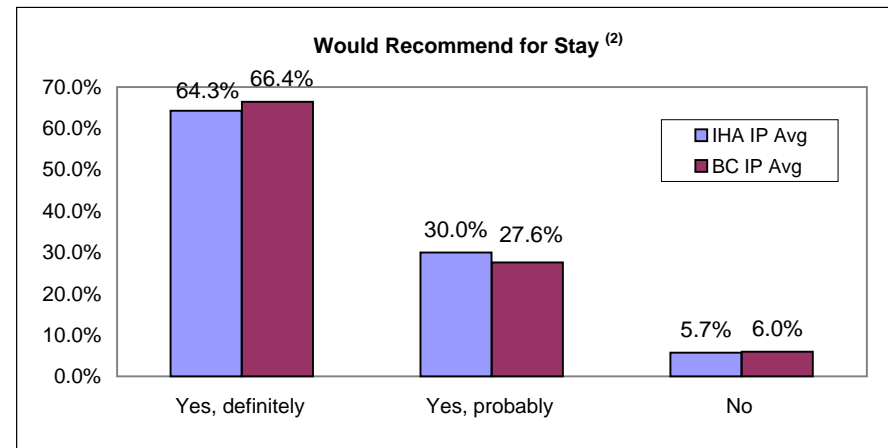
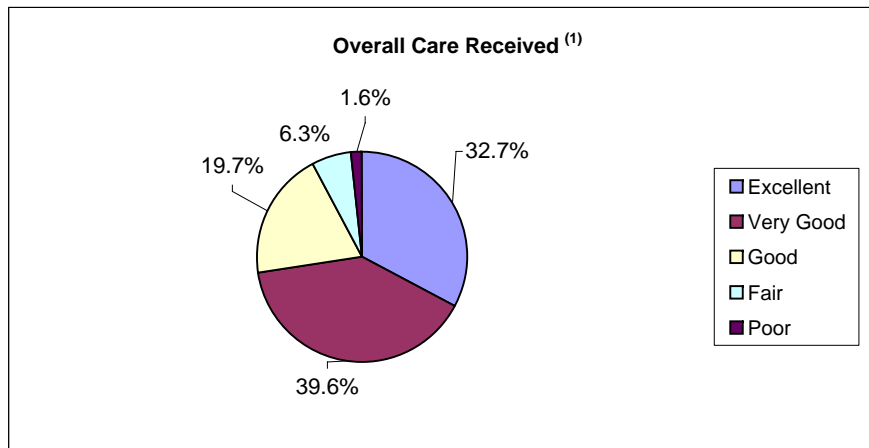


British Columbia - IHA - Inpatient

Acute Care Patient Experience Results - All Dimensions and Overall Ratings

Report Date: Nov 06, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 3714, Response Rate = 57.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	92.1% IHA IP Avg 91.7% BC IP Avg				
Overall care received ⁽¹⁾		Minutes for help after call button	96.9%	Discussed when to resume normal activities	45.7%
Access to Care (IP Can)	79.9%	Courtesy of admission	96.2%	Nurse discussed anxieties/fears	50.4%
Emotional Support (IP Can)	66.4%	Courtesy of Dr	95.7%	Discussed danger signals to watch for	52.8%
Information and Education (IP Can)	72.9%	Overall Dr care	94.1%	Enough say about treatment	53.6%
Physical Comfort (IP Can)	81.2%	Rate how Dr/Nurses worked together	93.0%	Overall quality of food	54.7%
Involvement of Family (IP Can)	65.3%	Courtesy of Nurses	93.0%	Family talked w/Dr enough	55.5%
Respect for Patient Preferences (IP Can)	78.0%	Minutes taken to get pain medicine	90.7%	Family had enough recovery info	56.7%
Continuity and Transition (IP Can)	62.7%	Drs did not talk in front of you as if you weren't there	90.4%	Dr discussed anxieties/fears	59.1%
Coordination of Care (IP Can)	74.1%	Amount of pain medicine received	89.7%	Ease of finding someone to talk to	61.1%
		Availability of Nurses	86.9%	Discussed medication side effects	62.0%



(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".