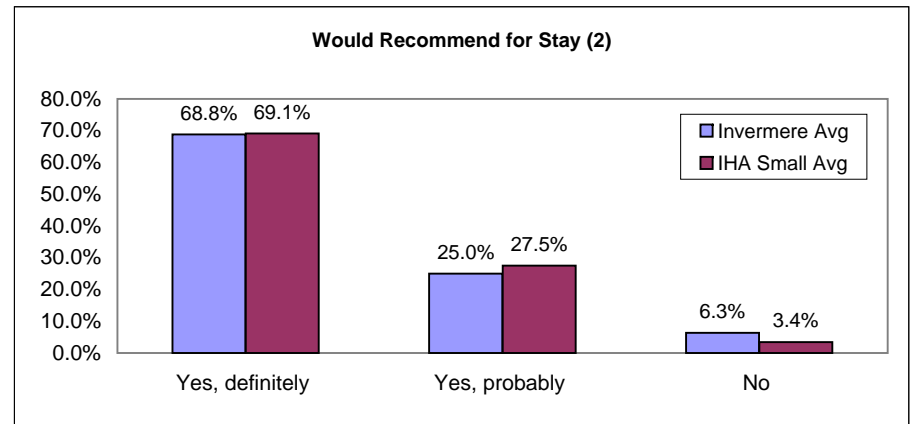
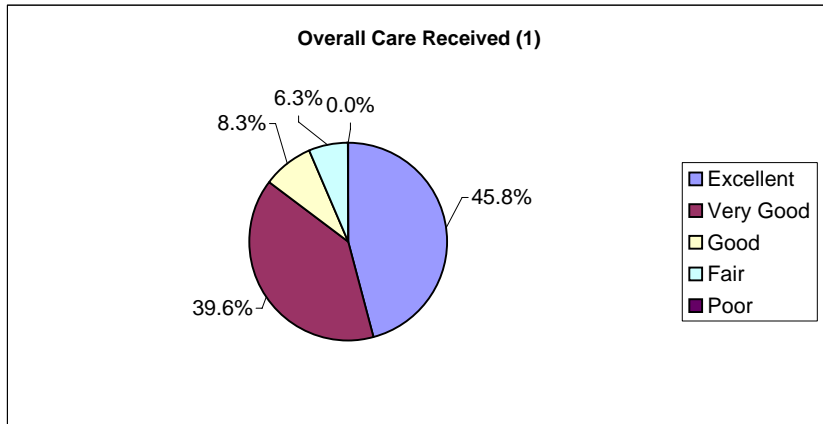




**British Columbia - Invermere & District Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 49; Response Rate = 52.1%

Summary Results (% positive score)**	Strengths (Highest % positive scores)	Opportunities for Improvement (Lowest % positive scores)
Overall care received ⁽¹⁾	93.8% Invermere Avg 94.3% IHA Small Avg	IP: Minutes taken to get pain medicine 100.0%
Access to Care (IP Can)	86.4%	IP: Overall Dr care 100.0%
Emotional Support (IP Can)	73.1%	IP: Courtesy of Dr 100.0%
Continuity and Transition (IP Can)	64.5%	IP: Minutes for help after call button 97.4%
Involvement of Family (IP Can)	69.5%	IP: Rate how Dr/Nurses worked together 95.8%
Respect for Patient Preferences (IP Can)	80.1%	IP: Courtesy of admission 95.8%
Physical Comfort (IP Can)	86.4%	IP: Drs did not talk in front of you as if you weren't there 93.5%
Coordination of Care (IP Can)	74.5%	IP: Availability of Nurses 91.3%
Information and Education (IP Can)	73.1%	IP: Availability of Dr 91.3%
	IP: Nurses did not talk in front of you as if you weren't there 91.3%	IP: Discussed when to resume normal activities 47.6%
		IP: Enough say about treatment 52.2%
		IP: Discussed medication side effects 53.8%
		IP: Discussed danger signals to watch for 56.1%
		IP: Family had enough recovery info 60.0%
		IP: Scheduled tests/procedures were on time 62.8%
		IP: Overall quality of food 63.0%
		IP: Family talked w/Dr enough 63.4%
		IP: Dr discussed anxieties/fears 65.8%
		IP: Nurse answered questions understandably 66.7%



(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".