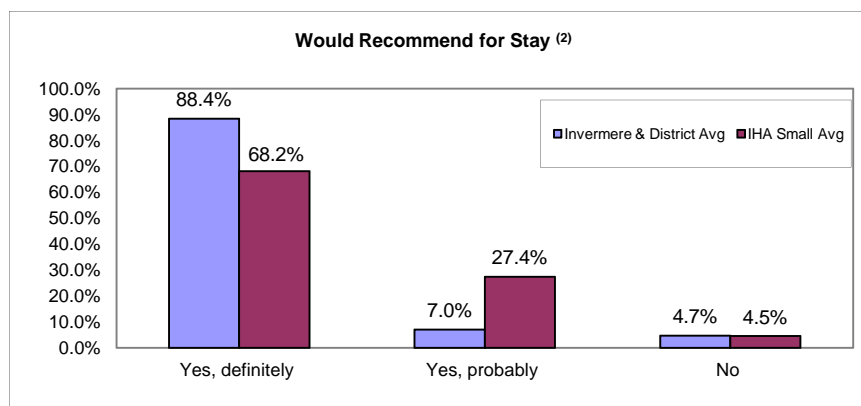
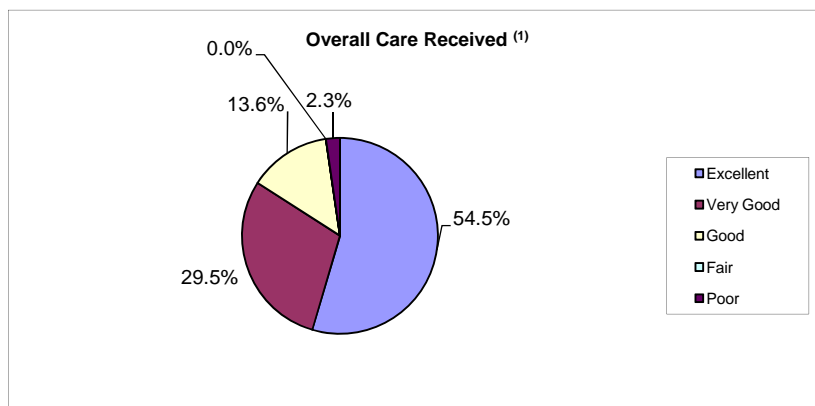




British Columbia - Invermere & District Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=46, Response Rate= 46.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	97.7% Invermere & District Avg 92.8% IHA Small Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Nurses	97.8%	IP: Discussed when to resume normal activities	52.5%
Access to Care (IP Can)	90.8%	IP: Courtesy of admission	97.8%	IP: Nurse discussed anxieties/fears	58.6%
Emotional Support (IP Can)	74.0%	IP: Explained reason for wait in going to room	97.7%	IP: Discussed danger signals to watch for	61.5%
Physical Comfort (IP Can)	83.9%	IP: Rate how Dr/Nurses worked together	97.7%	IP: Ease of finding someone to talk to	65.1%
Respect for Patient Preferences (IP Can)	88.6%	IP: Overall Dr care	97.7%	IP: Discussed medication side effects	66.7%
Information and Education (IP Can)	86.0%	IP: Courtesy of Dr	97.7%	IP: Overall quality of food	66.7%
Involvement of Family (IP Can)	80.0%	IP: Minutes for help after call button	96.8%	IP: Family talked w/Dr enough	69.4%
Continuity and Transition (IP Can)	70.0%	IP: Availability of Nurses	95.5%	IP: Got bathroom help in time	70.8%
Coordination of Care (IP Can)	85.2%	IP: Treated you w/respect/dignity	95.2%	IP: Dr discussed anxieties/fears	71.4%
		IP: Amount of info given to family	95.0%	IP: Enough say about treatment	72.7%



(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".