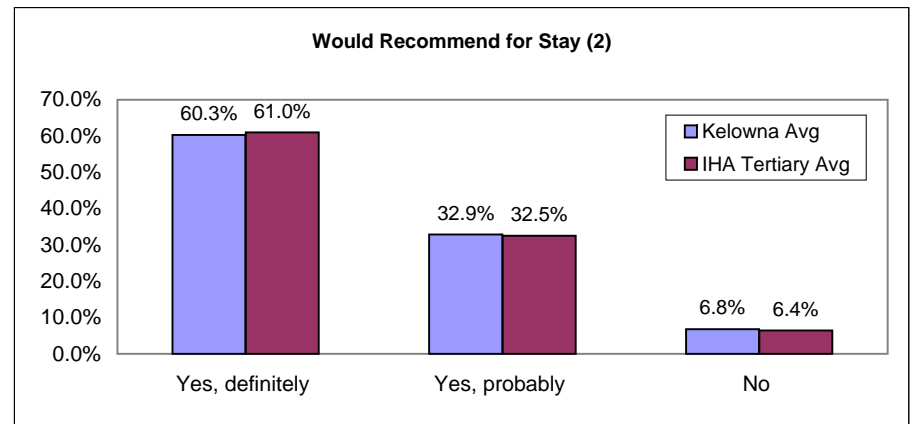
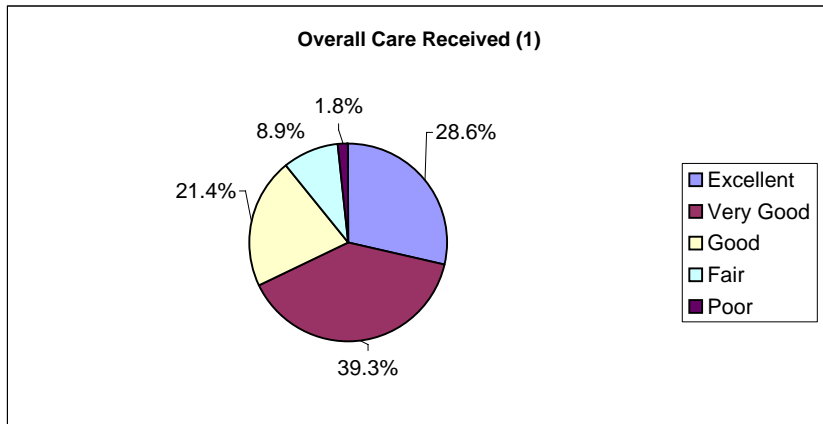




**British Columbia - Kelowna General Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 1098; Response Rate = 58.3%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	89.3% Kelowna Avg 90.5% IHA Tertiary Avg				
Overall care received <sup>(1)</sup>		IP: Minutes for help after call button	96.2%	IP: Discussed when to resume normal activities	43.5%
Access to Care (IP Can)	75.6%	IP: Courtesy of admission	95.0%	IP: Nurse discussed anxieties/fears	46.1%
Emotional Support (IP Can)	61.9%	IP: Courtesy of Dr	94.0%	IP: Discussed danger signals to watch for	48.4%
Information and Education (IP Can)	69.4%	IP: Overall Dr care	93.1%	IP: Family had enough recovery info	49.2%
Physical Comfort (IP Can)	77.9%	IP: Rate how Dr/Nurses worked together	91.1%	IP: Family talked w/Dr enough	51.7%
Involvement of Family (IP Can)	60.2%	IP: Drs did not talk in front of you as if you weren't there	90.9%	IP: Enough say about treatment	52.0%
Respect for Patient Preferences (IP Can)	76.2%	IP: Courtesy of Nurses	90.3%	IP: Overall quality of food	53.0%
Continuity and Transition (IP Can)	58.1%	IP: Amount of pain medicine received	88.8%	IP: Discussed medication side effects	54.3%
Coordination of Care (IP Can)	69.4%	IP: Minutes taken to get pain medicine	87.9%	IP: Ease of finding someone to talk to	54.8%
		IP: Nurses did not talk in front of you as if you weren't there	86.0%	IP: Dr discussed anxieties/fears	56.6%



(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".