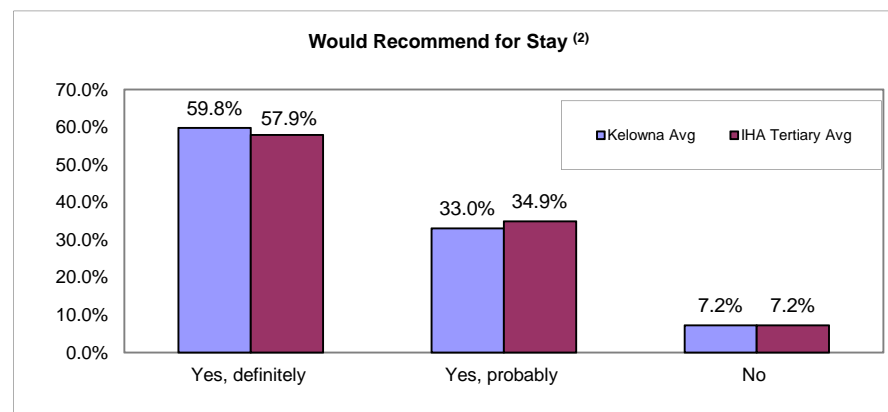
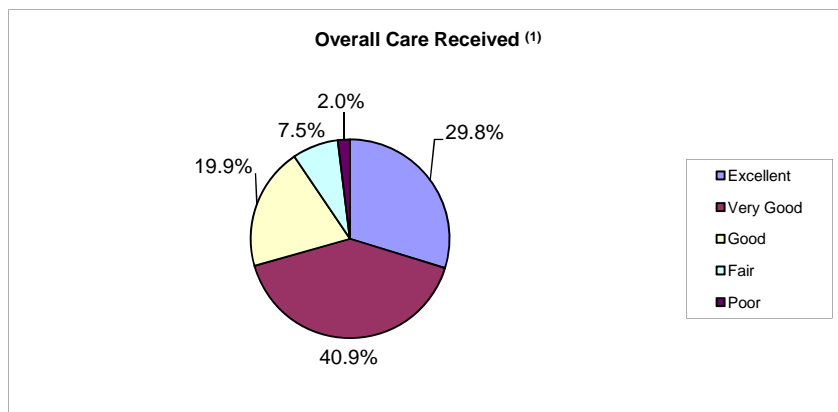




British Columbia - Kelowna General Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=842, Response Rate= 48.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	90.5% Kelowna Avg 90.3% IHA Tertiary Avg	IP: Courtesy of Dr	95.7%	IP: Discussed when to resume normal activities	44.6%
Access to Care (IP Can)	77.6%	IP: Minutes for help after call button	95.4%	IP: Nurse discussed anxieties/fears	47.1%
Emotional Support (IP Can)	63.2%	IP: Overall Dr care	94.7%	IP: Enough say about treatment	51.0%
Information and Education (IP Can)	69.9%	IP: Courtesy of Nurses	93.0%	IP: Overall quality of food	51.3%
Respect for Patient Preferences (IP Can)	75.6%	IP: Courtesy of admission	92.7%	IP: Dr discussed anxieties/fears	54.7%
Physical Comfort (IP Can)	78.4%	IP: Rate how Dr/Nurses worked together	91.8%	IP: Family talked w/Dr enough	54.7%
Coordination of Care (IP Can)	68.4%	IP: Minutes taken to get pain medicine	89.3%	IP: Ease of finding someone to talk to	55.9%
Involvement of Family (IP Can)	65.5%	IP: Drs did not talk in front of you as if you weren't there	88.6%	IP: Family had enough recovery info	56.0%
Continuity and Transition (IP Can)	63.4%	IP: Amount of pain medicine received	88.3%	IP: Discussed danger signals to watch for	56.4%
		IP: Amount of info given to family	85.7%	IP: Wait time after call button reasonable	60.2%



(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".