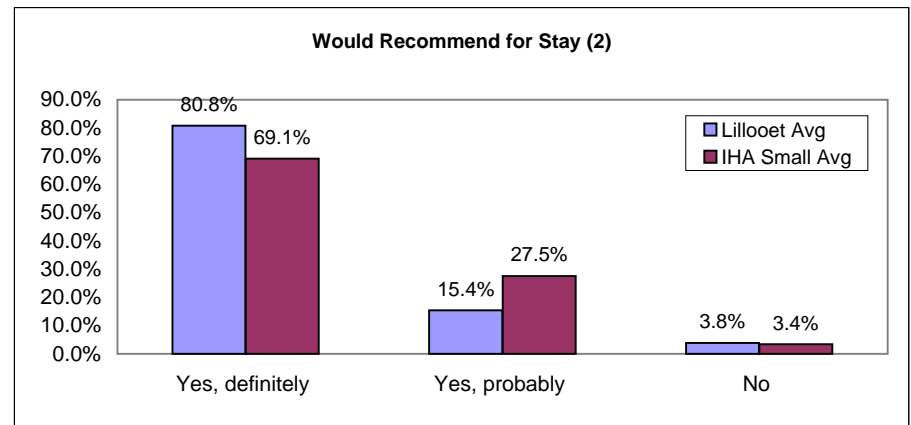
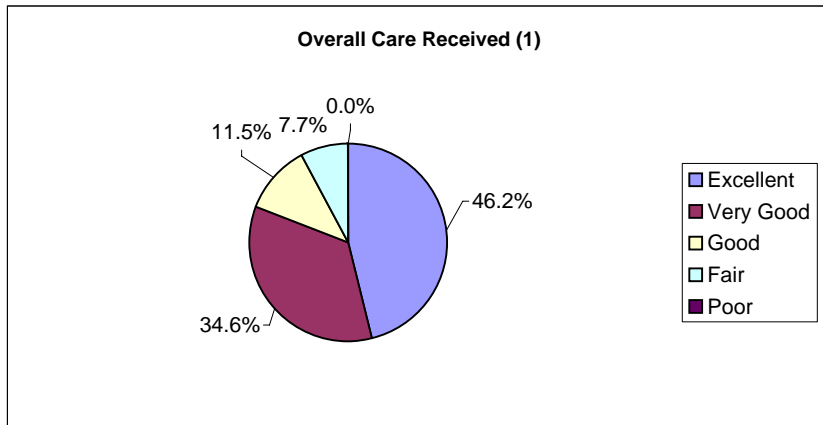




**British Columbia - Lillooet District Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 29; Response Rate = 40.3%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	92.3% Lillooet Avg 94.3% IHA Small Avg				
Overall care received <sup>(1)</sup>		IP: Minutes for help after call button	100.0%	IP: Discussed when to resume normal activities	42.9%
Information and Education (IP Can)	80.9%	IP: Overall Dr care	100.0%	IP: Nurse discussed anxieties/fears	52.4%
Respect for Patient Preferences (IP Can)	76.2%	IP: Courtesy of Dr	96.3%	IP: Enough say about treatment	57.7%
Emotional Support (IP Can)	68.0%	IP: Amount of info given to family	94.7%	IP: Discussed danger signals to watch for	60.0%
Access to Care (IP Can)	83.5%	IP: Courtesy of Nurses	92.6%	IP: Confidence/trust in Nurses	63.0%
Physical Comfort (IP Can)	78.0%	IP: Courtesy of admission	92.6%	IP: Did everything to control pain	64.3%
Coordination of Care (IP Can)	83.1%	IP: Drs did not talk in front of you as if you weren't there	92.6%	IP: Ease of finding someone to talk to	65.4%
Involvement of Family (IP Can)	81.1%	IP: Knew who to call w/ questions	92.3%	IP: Wait time after call button reasonable	66.7%
Continuity and Transition (IP Can)	72.4%	IP: Explained reason for wait in going to room	92.3%	IP: Family talked w/Dr enough	68.8%
		IP: Rate how Dr/Nurses worked together	92.3%	IP: Explained test results understandably	70.8%



(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".