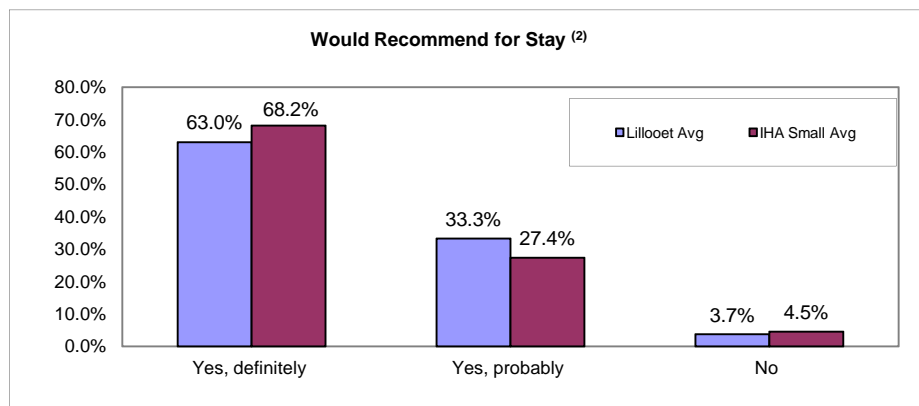
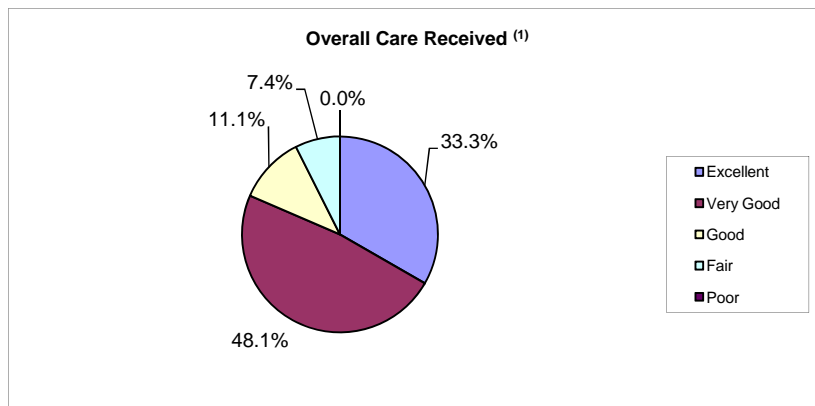




**British Columbia - Lillooet District Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings**

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=29, Response Rate= 41.4%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	92.6% Lillooet Avg 92.8% IHA Small Avg	IP: Amount of info given to family	100.0%	IP: Discussed when to resume normal activities	28.0%
Respect for Patient Preferences (IP Can)	78.8%	IP: Minutes taken to get pain medicine	100.0%	IP: Discussed danger signals to watch for	46.2%
Emotional Support (IP Can)	68.5%	IP: Condition of room/hospital environment	96.3%	IP: Discussed medication side effects	54.2%
Access to Care (IP Can)	79.5%	IP: Courtesy of admission	96.3%	IP: Nurse discussed anxieties/fears	54.5%
Physical Comfort (IP Can)	84.4%	IP: Overall Dr care	96.2%	IP: Family had enough recovery info	56.0%
Coordination of Care (IP Can)	76.2%	IP: Courtesy of Dr	96.2%	IP: Dr discussed anxieties/fears	58.3%
Continuity and Transition (IP Can)	57.9%	IP: Minutes for help after call button	94.7%	IP: Explained test results understandably	62.5%
Involvement of Family (IP Can)	73.8%	IP: Did everything to control pain	92.9%	IP: Overall quality of food	63.0%
Information and Education (IP Can)	71.7%	IP: Knew who to call w/ questions	92.6%	IP: Wait time after call button reasonable	65.0%
		IP: Rate how Dr/Nurses worked together	92.6%	IP: One Dr in charge of care	65.4%



(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".