

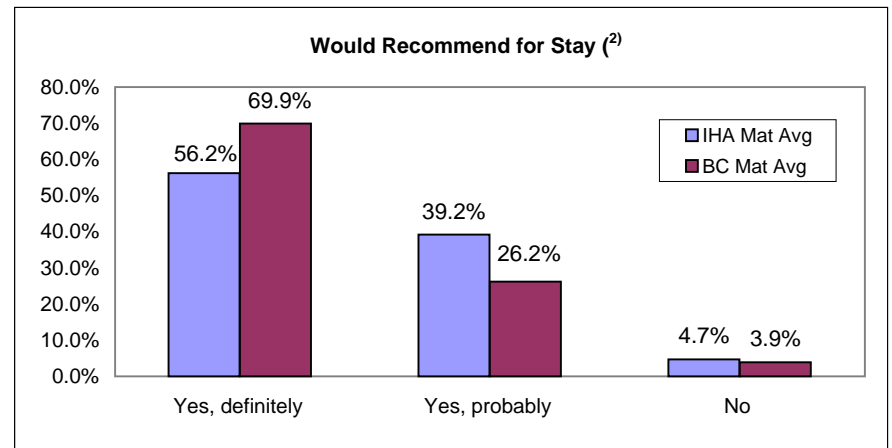
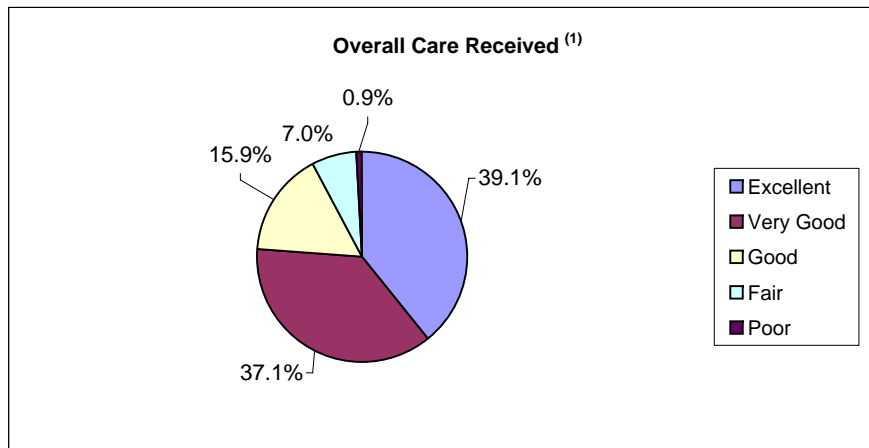


British Columbia - IHA - Maternity

Acute Care Patient Experience Results - All Dimensions and Overall Ratings

Report Date: Nov 18, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 459, Response Rate = 47.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	92.1% IHA Mat Avg 93.5% BC Mat Avg	OB: Did nurse visit you at home	99.0%	OB: Enough info re: blood tests/immunizations	35.6%
Emotional Support (IP Can)	70.6%	IP: Minutes for help after call button	98.6%	IP: Discussed when to resume normal activities	40.9%
Access to Care (IP Can)	79.9%	IP: Courtesy of admission	97.2%	OB: Pain well controlled	42.5%
Respect for Patient Preferences (IP Can)	77.9%	IP: Courtesy of Dr	96.9%	IP: Family had enough recovery info	43.2%
Involvement of Family (IP Can)	67.5%	IP: Explained reason for wait in going to room	95.9%	OB: Told how would feel after delivery	44.4%
Information and Education (IP Can)	79.2%	IP: Overall Dr care	95.8%	OB: Told symptoms to watch for in you/baby	45.6%
Continuity and Transition (IP Can)	65.9%	IP: Amount of info given to family	93.6%	OB: Enough info re: caring for yourself	46.1%
Physical Comfort (IP Can)	82.1%	IP: Rate how Dr/Nurses worked together	92.5%	OB: Enough info re: bathing baby	49.2%
Coordination of Care (IP Can)	73.6%	IP: Courtesy of Nurses	92.2%	OB: Enough info re: caring for baby	54.7%
		OB: Confidence in caring for baby at home	91.9%	OB: Enough info re: feeding baby	58.1%



(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".