

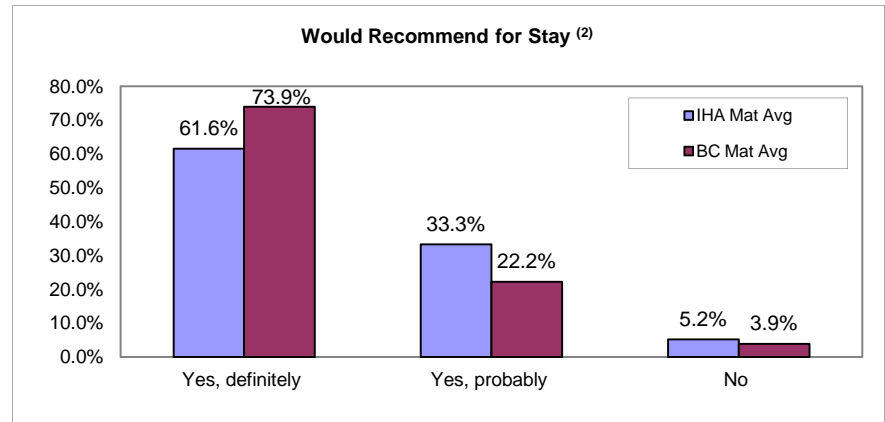
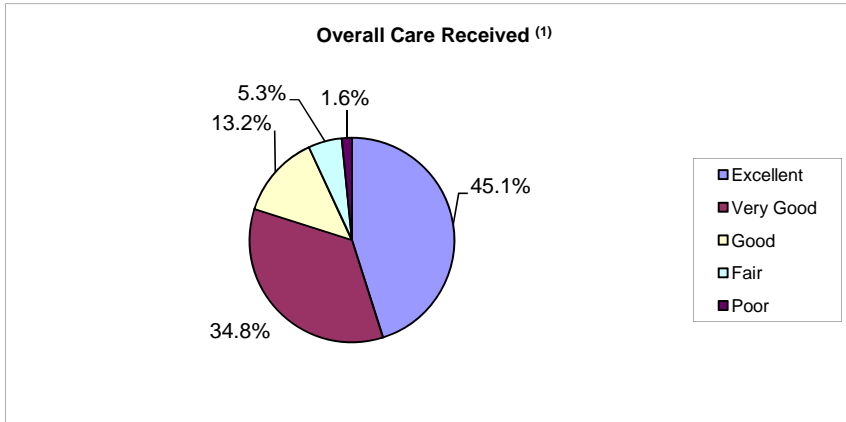


British Columbia - IHA - Maternity

Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 12, 2012 Survey of Acute Care Patient Experience: October 2011 - Mar 2012 n=406 Response Rate= 39.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	93.1% IHA Mat Avg 95.5% BC Mat Avg	IP: Explained reason for wait in going to room	98.4%	IP: Discussed when to resume normal activities	46.6%
Access to Care (IP Can)	81.3%	IP: Courtesy of Dr	97.5%	IP: Family had enough recovery info	55.8%
Emotional Support (IP Can)	72.8%	IP: Overall Dr care	97.3%	IP: Overall quality of food	56.3%
Respect for Patient Preferences (IP Can)	79.2%	IP: Courtesy of admission	96.7%	IP: Scheduled tests/procedures were on time	58.7%
Physical Comfort (IP Can)	80.2%	IP: Minutes for help after call button	94.3%	IP: Dr/Nurse did not explain/say things differently	61.4%
Information and Education (IP Can)	81.2%	IP: Rate how Dr/Nurses worked together	93.0%	IP: Ease of finding someone to talk to	63.8%
Involvement of Family (IP Can)	73.1%	IP: Amount of info given to family	92.7%	IP: Nurse answered questions understandably	66.6%
Continuity and Transition (IP Can)	72.6%	IP: Wait to go to room was not unnecessarily long	92.4%	IP: Received all services needed	66.9%
Coordination of Care (IP Can)	75.0%	IP: Knew who to call w/ questions	92.2%	IP: Nurse discussed anxieties/fears	67.2%
		IP: Courtesy of Nurses	90.8%	IP: Confidence/trust in Nurses	68.3%



(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".