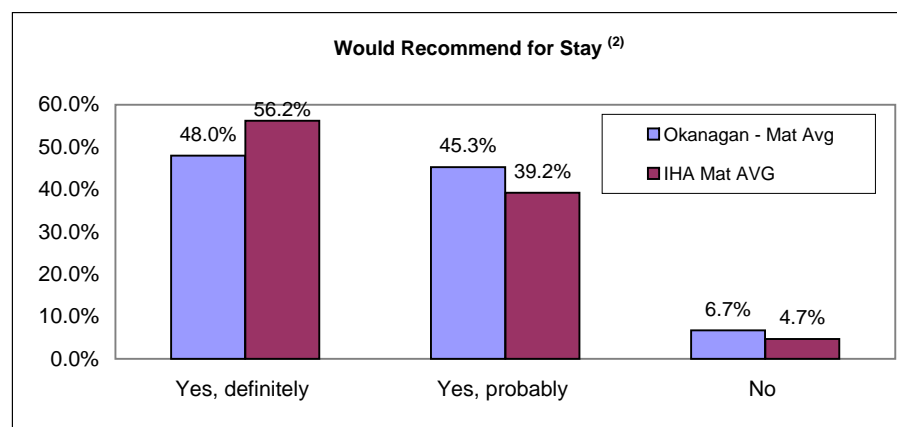
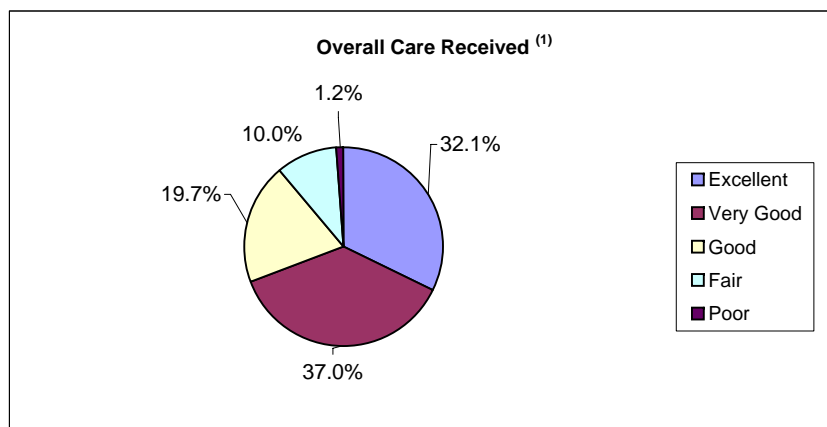




**British Columbia - HSDA - Okanagan - Maternity
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 19, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 189, Response Rate = 46.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	88.7% Okanagan - Mat Avg 92.1% IHA Mat Avg	OB: Did nurse visit you at home	98.7%	OB: Enough info re: blood tests/immunizations	32.1%
Emotional Support (IP Can)	65.2%	IP: Minutes for help after call button	98.4%	OB: Pain well controlled	35.8%
Access to Care (IP Can)	75.8%	IP: Overall Dr care	95.6%	IP: Discussed when to resume normal activities	36.9%
Involvement of Family (IP Can)	63.7%	IP: Courtesy of admission	95.6%	IP: Family had enough recovery info	37.5%
Respect for Patient Preferences (IP Can)	75.5%	IP: Courtesy of Dr	95.3%	OB: Told how would feel after delivery	40.4%
Continuity and Transition (IP Can)	64.6%	IP: Explained reason for wait in going to room	94.2%	OB: Enough info re: caring for yourself	42.9%
Information and Education (IP Can)	75.3%	IP: Amount of info given to family	93.0%	OB: Told symptoms to watch for in you/baby	43.8%
Physical Comfort (IP Can)	78.1%	IP: Drs did not talk in front of you as if you weren't there	91.4%	OB: Enough info re: bathng baby	44.4%
Coordination of Care (IP Can)	70.7%	IP: Rate how Dr/Nurses worked together	89.7%	OB: Enough info re: caring for baby	47.2%
		OB: Confidence in caring for baby at home	89.5%	OB: Enough info re: feeding baby	50.6%



(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".