

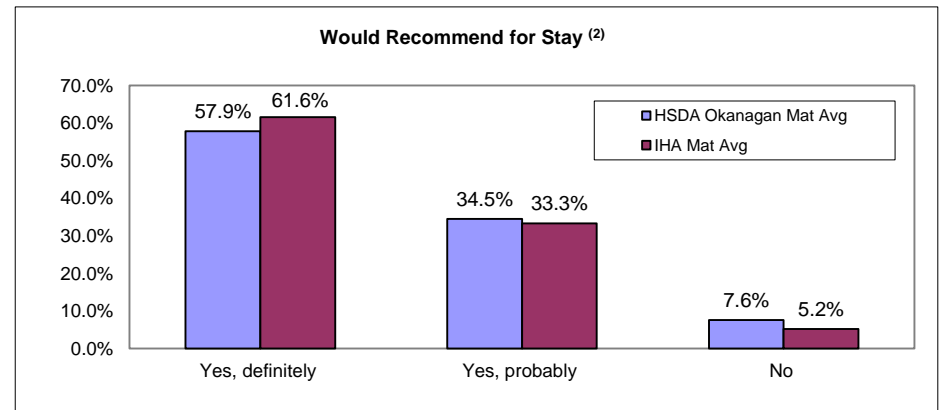
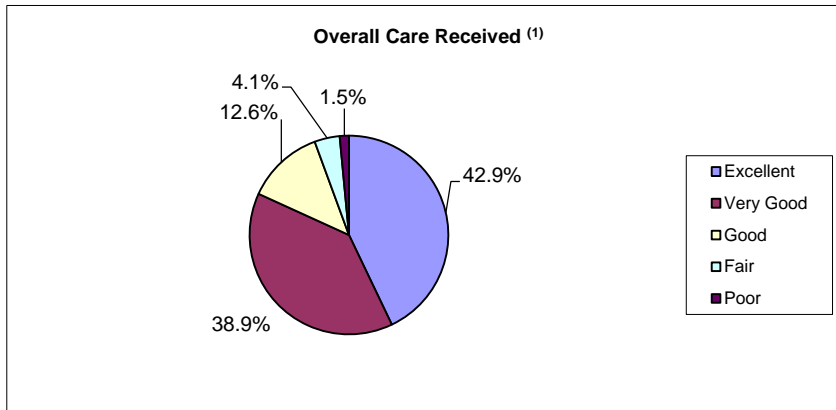


### HSDA Okanagan - Maternity

#### Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 17, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=134, Response Rate= 37.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	94.4% HSDA Okanagan Mat Avg 93.1% IHA Mat Avg				
Access to Care (IP Can)	81.1%	IP: Explained reason for wait in going to room	99.6%	IP: Discussed when to resume normal activities	45.0%
Emotional Support (IP Can)	70.8%	IP: Overall Dr care	99.0%	IP: Family had enough recovery info	52.7%
Information and Education (IP Can)	79.9%	IP: Courtesy of Dr	97.8%	IP: Scheduled tests/procedures were on time	56.1%
Respect for Patient Preferences (IP Can)	79.3%	IP: Rate how Dr/Nurses worked together	96.2%	IP: Dr/Nurse did not explain/say things differently	57.9%
Physical Comfort (IP Can)	80.1%	IP: Courtesy of admission	96.0%	IP: Ease of finding someone to talk to	59.1%
Involvement of Family (IP Can)	72.7%	IP: Minutes for help after call button	94.0%	IP: Nurse answered questions understandably	60.1%
Coordination of Care (IP Can)	74.0%	IP: Amount of info given to family	93.9%	IP: Overall quality of food	63.7%
Continuity and Transition (IP Can)	75.1%	IP: Wait to go to room was not unnecessarily long	93.6%	IP: Confidence/trust in Nurses	64.7%
		IP: Discussed purpose of home meds	91.7%	IP: Received all services needed	65.4%
		IP: Courtesy of Nurses	91.3%	IP: Nurse discussed anxieties/fears	65.6%



(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".