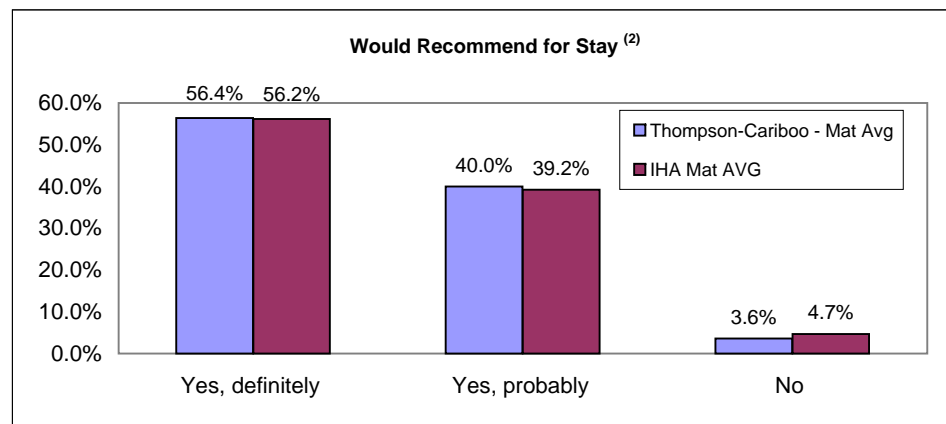
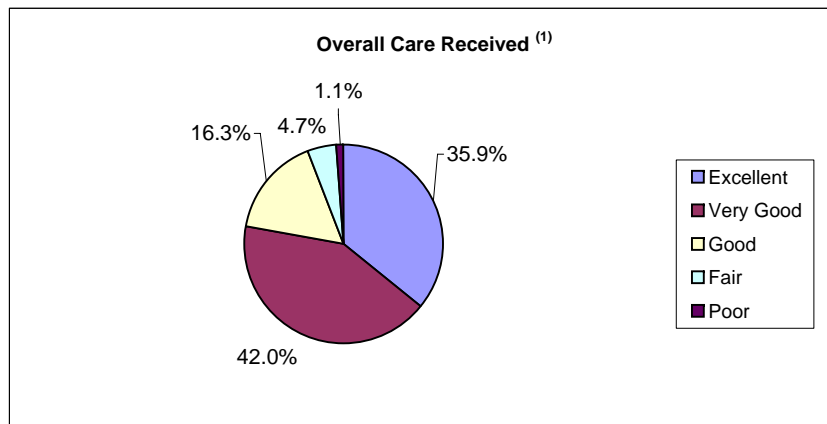




**British Columbia - HSDA - Thompson-Cariboo - Maternity
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 19, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 136, Response Rate = 45.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.2% Thompson- Cariboo - Mat Avg 92.1% IHA Mat Avg				
Overall care received ⁽¹⁾		IP: Courtesy of admission	99.0%	OB: Enough info re: blood tests/immunizations	37.1%
Access to Care (IP Can)	81.5%	OB: Did nurse visit you at home	99.0%	IP: Family had enough recovery info	39.4%
Emotional Support (IP Can)	70.6%	IP: Minutes for help after call button	98.7%	IP: Discussed when to resume normal activities	39.5%
Respect for Patient Preferences (IP Can)	76.6%	IP: Courtesy of Dr	97.9%	OB: Told symptoms to watch for in you/baby	45.1%
Physical Comfort (IP Can)	84.7%	IP: Explained reason for wait in going to room	97.8%	OB: Enough info re: caring for yourself	45.4%
Continuity and Transition (IP Can)	62.6%	OB: Confidence in caring for baby at home	94.8%	OB: Told how would feel after delivery	46.3%
Involvement of Family (IP Can)	66.7%	IP: Amount of info given to family	94.6%	OB: Enough info re: bathng baby	47.2%
Information and Education (IP Can)	79.7%	IP: Overall Dr care	94.4%	OB: Pain well controlled	49.4%
Coordination of Care (IP Can)	73.6%	IP: Courtesy of Nurses	94.3%	OB: Given info/support needed to breast feed	54.6%
		IP: Rate how Dr/Nurses worked together	93.2%	IP: Discussed danger signals to watch for	55.6%



(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".