

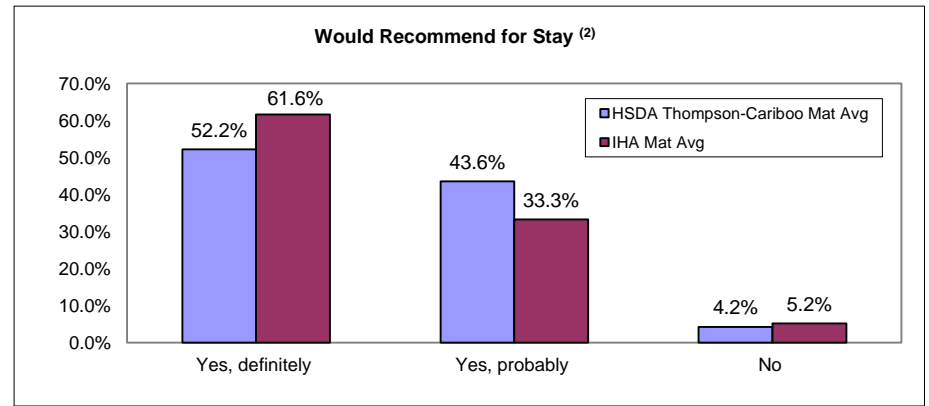
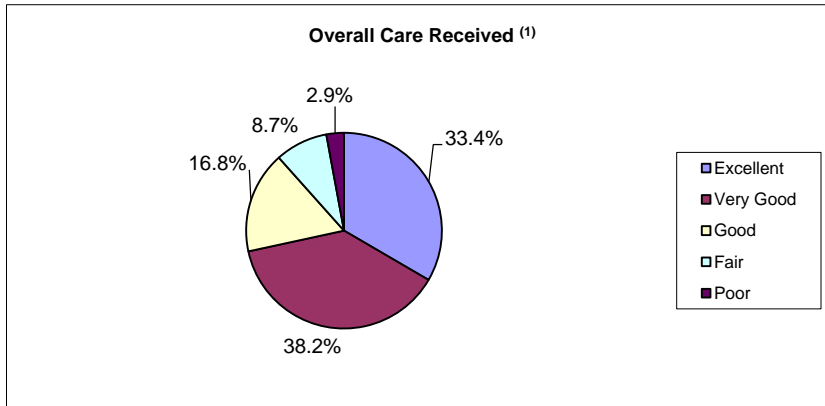


HSDA Thompson-Cariboo - Maternity

Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=113, Response Rate= 39.2%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	88.4% HSDA Thompson- Cariboo Mat Avg 93.1% IHA Mat Avg				
Overall care received ⁽¹⁾		IP: Courtesy of admission	97.1%	IP: Discussed when to resume normal activities	43.9%
Access to Care (IP Can)	75.6%	IP: Explained reason for wait in going to room	97.0%	IP: Discussed medication side effects	47.7%
Emotional Support (IP Can)	68.9%	IP: Courtesy of Dr	96.7%	IP: Wait time after call button reasonable	48.4%
Respect for Patient Preferences (IP Can)	73.5%	IP: Overall Dr care	93.5%	IP: Scheduled tests/procedures were on time	48.6%
Physical Comfort (IP Can)	72.3%	IP: Knew who to call w/ questions	91.3%	IP: Overall quality of food	49.3%
Continuity and Transition (IP Can)	63.9%	IP: Minutes for help after call button	90.7%	IP: Family had enough recovery info	50.9%
Involvement of Family (IP Can)	66.3%	IP: Wait to go to room was not unnecessarily long	88.7%	IP: Ease of finding someone to talk to	57.2%
Information and Education (IP Can)	78.1%	IP: Amount of info given to family	87.3%	IP: Received all services needed	57.8%
Coordination of Care (IP Can)	71.6%	IP: Availability of Dr	87.0%	IP: Dr/Nurse did not explain/say things differently	58.2%
		IP: Minutes taken to get pain medicine	86.7%	IP: Enough say about treatment	59.7%



(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".