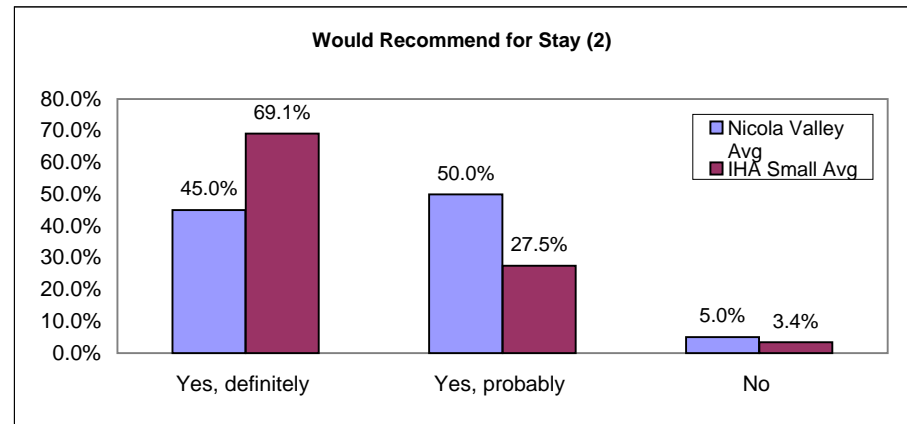
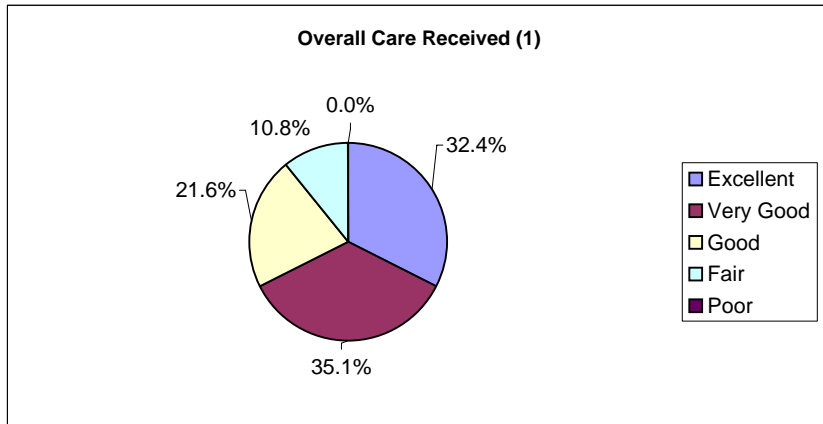




**British Columbia - Nicola Valley Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 42; Response Rate = 43.3%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	89.2% Nicola Valley Avg 94.3% IHA Small Avg	IP: Explained reason for wait in going to room	97.5%	IP: Discussed when to resume normal activities	35.1%
Access to Care (IP Can)	78.0%	IP: Courtesy of admission	97.4%	IP: Discussed danger signals to watch for	43.6%
Physical Comfort (IP Can)	72.6%	IP: Courtesy of Dr	95.0%	IP: Enough say about treatment	46.2%
Coordination of Care (IP Can)	76.2%	IP: Drs did not talk in front of you as if you weren't there	95.0%	IP: Nurse discussed anxieties/fears	53.6%
Emotional Support (IP Can)	69.4%	IP: Amount of info given to family	92.3%	IP: Overall quality of food	54.1%
Respect for Patient Preferences (IP Can)	75.6%	IP: Minutes for help after call button	90.6%	IP: Discussed medication side effects	54.3%
Involvement of Family (IP Can)	69.9%	IP: Rate how Dr/Nurses worked together	90.0%	IP: Wait time after call button reasonable	54.8%
Continuity and Transition (IP Can)	56.1%	IP: Overall Dr care	90.0%	IP: Discussed purpose of home meds	58.6%
Information and Education (IP Can)	78.1%	IP: Nurses did not talk in front of you as if you weren't there	90.0%	IP: Family had enough recovery info	59.3%
		IP: Knew who to call w/ questions	87.5%	IP: Family talked w/Dr enough	60.0%



(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".