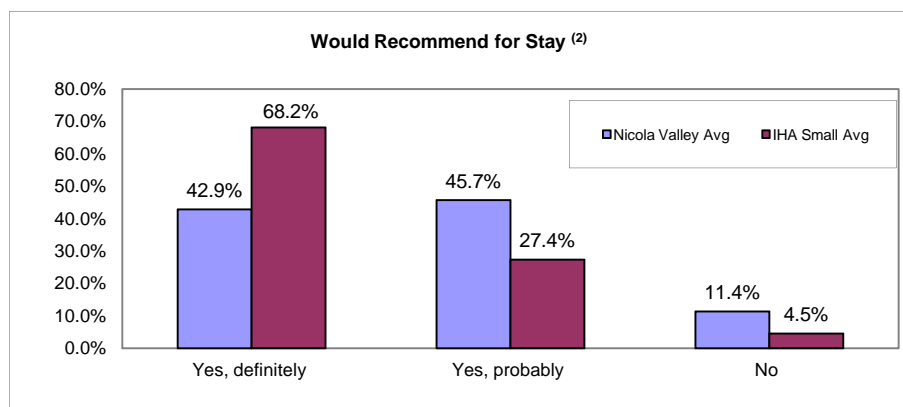
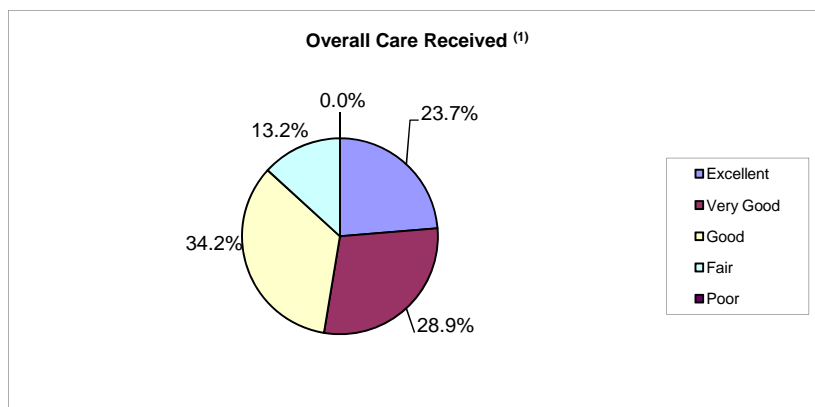




British Columbia - Nicola Valley General Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=38, Response Rate= 33.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	86.8% Nicola Valley Avg 92.8% IHA Small Avg				
Overall care received ⁽¹⁾		IP: Minutes taken to get pain medicine	100.0%	IP: Discussed danger signals to watch for	23.5%
Access to Care (IP Can)	71.7%	IP: Courtesy of admission	100.0%	IP: Discussed when to resume normal activities	28.6%
Respect for Patient Preferences (IP Can)	60.7%	IP: Minutes for help after call button	96.7%	IP: Enough say about treatment	29.7%
Involvement of Family (IP Can)	61.2%	IP: Amount of info given to family	92.3%	IP: Family had enough recovery info	35.7%
Coordination of Care (IP Can)	71.8%	IP: Courtesy of Dr	91.9%	IP: Overall quality of food	40.5%
Continuity and Transition (IP Can)	47.1%	IP: Rate how Dr/Nurses worked together	91.4%	IP: Nurse discussed anxieties/fears	41.4%
Emotional Support (IP Can)	52.6%	IP: Amount of pain medicine received	91.3%	IP: Ease of finding someone to talk to	42.1%
Physical Comfort (IP Can)	76.2%	IP: Overall Dr care	89.5%	IP: Nurse answered questions understandably	45.5%
Information and Education (IP Can)	64.4%	IP: Explained reason for wait in going to room	88.6%	IP: Wait time after call button reasonable	50.0%
		IP: Courtesy of Nurses	86.8%	IP: Received all services needed	52.6%



(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".