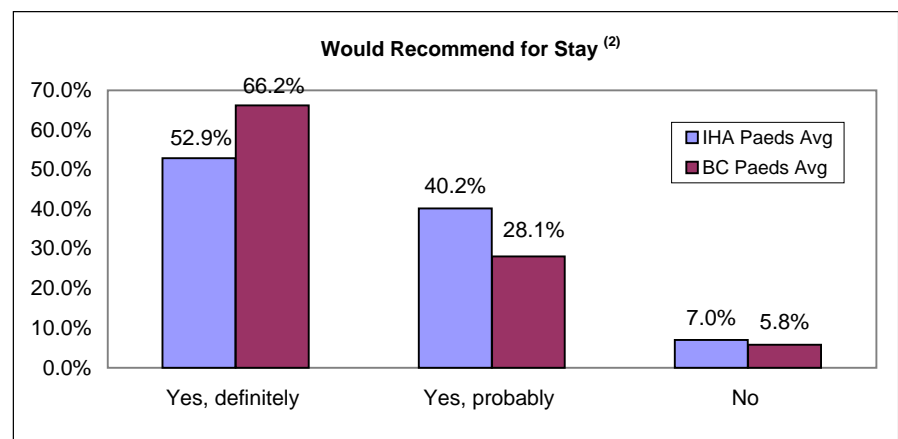
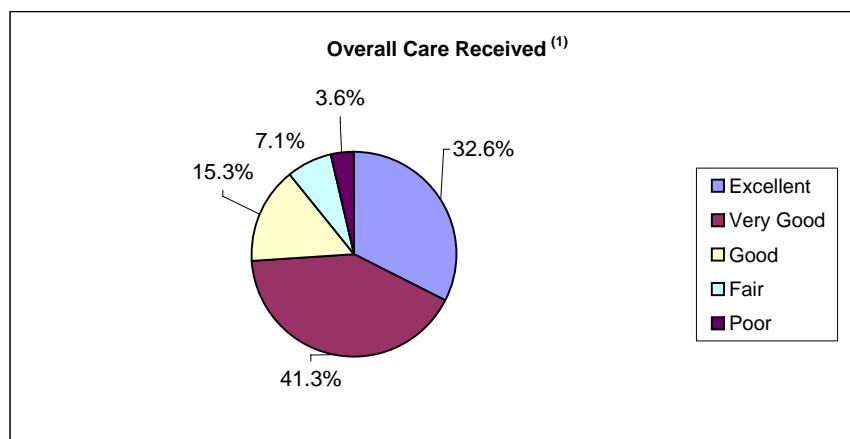


Acute Care Patient Experience Results - All Dimensions and Overall Ratings
Report Date: Nov 19, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 201, Response Rate = 35.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	89.3% IHA Paeds Avg 92.8% BC Paeds Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	98.3%	Availability of Drs to answer questions/concerns	39.3%
Access to Care (IP Can)	75.3%	IP: Courtesy of Nurses	93.8%	PAED: Organization of child's care	45.8%
Emotional Support (IP Can)	63.7%	IP: Courtesy of Dr	93.2%	IP: Overall quality of food	50.8%
Physical Comfort (IP Can)	81.5%	IP: Courtesy of admission	92.5%	IP: Ease of finding someone to talk to	52.6%
Information and Education (IP Can)	72.5%	PAED: Welcome to stay w/child as much as wanted	91.8%	IP: Enough say about treatment	54.0%
Involvement of Family (IP Can)	72.8%	IP: Amount of pain medicine received	91.2%	IP: Discussed medication side effects	55.7%
Respect for Patient Preferences (IP Can)	76.6%	IP: Overall Dr care	91.0%	IP: Discussed when to resume normal activities	55.9%
Continuity and Transition (IP Can)	66.4%	IP: Rate how Dr/Nurses worked together	90.3%	IP: Scheduled tests/procedures were on time	56.7%
Coordination of Care (IP Can)	66.4%	IP: Amount of info given to family	89.8%	IP: Nurse discussed anxieties/fears	58.4%
		IP: Drs did not talk in front of you as if you weren't there	88.4%	IP: Family talked w/Dr enough	61.1%



(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".