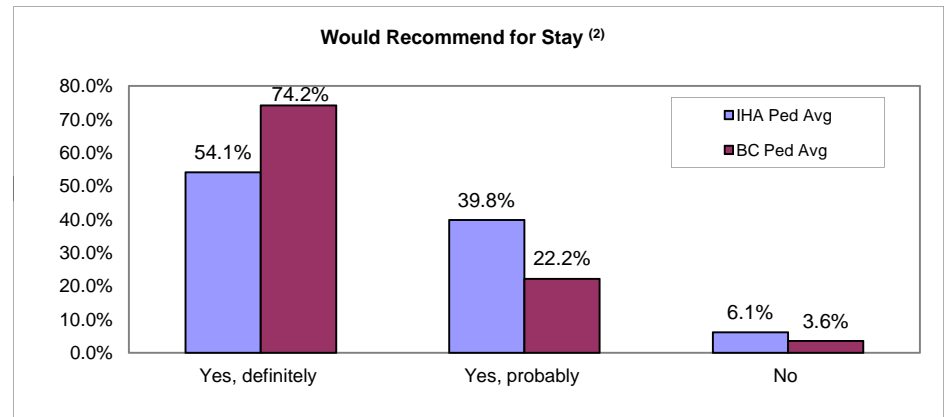
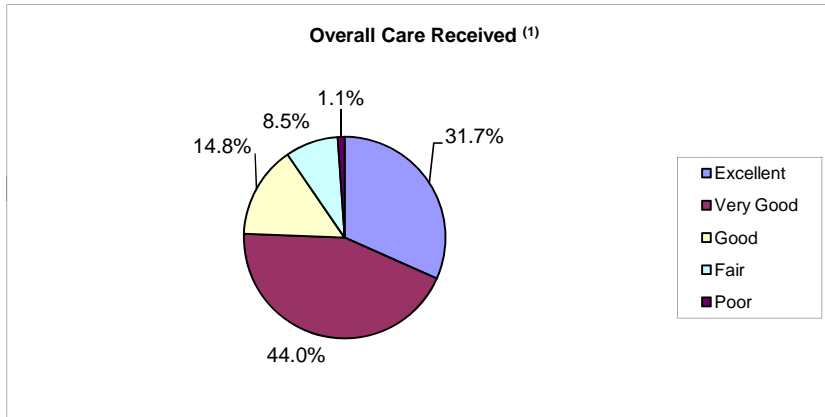




British Columbia - IHA - Paediatrics
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 10, 2012 Survey of Acute Care Patient Experience: October 2011 - Mar 2012 n=176 Response Rate= 32.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	90.4% IHA Ped Avg 94.5% BC Ped Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	99.0%	IP: Overall quality of food	53.0%
Access to Care (IP Can)	78.2%	IP: Amount of info given to family	96.3%	IP: Discussed when to resume normal activities	53.3%
Emotional Support (IP Can)	65.2%	IP: Courtesy of Nurses	96.3%	IP: Nurse discussed anxieties/fears	55.5%
Information and Education (IP Can)	67.7%	IP: Amount of pain medicine received	95.5%	IP: Enough say about treatment	56.0%
Physical Comfort (IP Can)	85.0%	IP: Courtesy of Dr	94.4%	IP: Ease of finding someone to talk to	56.7%
Involvement of Family (IP Can)	75.9%	IP: Overall Dr care	93.4%	IP: Wait to go to room was not unnecessarily long	59.4%
Respect for Patient Preferences (IP Can)	78.3%	IP: Rate how Dr/Nurses worked together	90.8%	IP: Dr/Nurse did not explain/say things differently	59.7%
Coordination of Care (IP Can)	63.6%	IP: Nurses did not talk in front of you as if you weren't there	90.1%	IP: Scheduled tests/procedures were on time	60.0%
Continuity and Transition (IP Can)	69.3%	IP: Drs did not talk in front of you as if you weren't there	89.6%	IP: Nurse answered questions understandably	61.4%
		IP: Courtesy of admission	89.5%	IP: Organization of admission process	63.0%



(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".