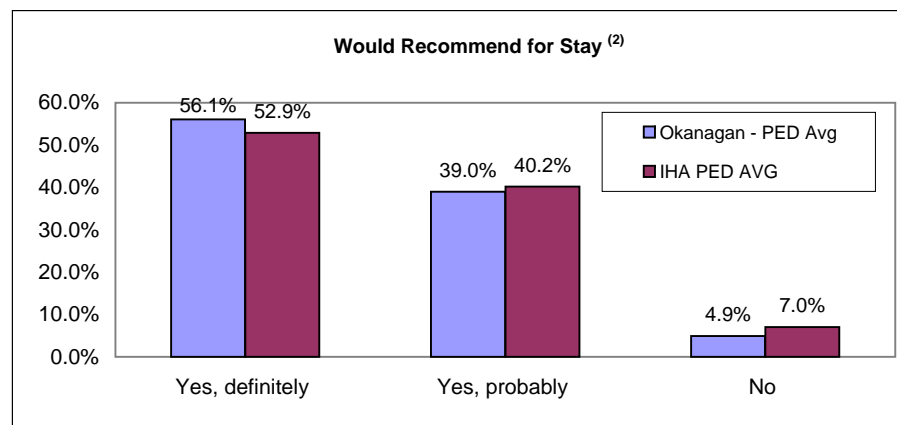
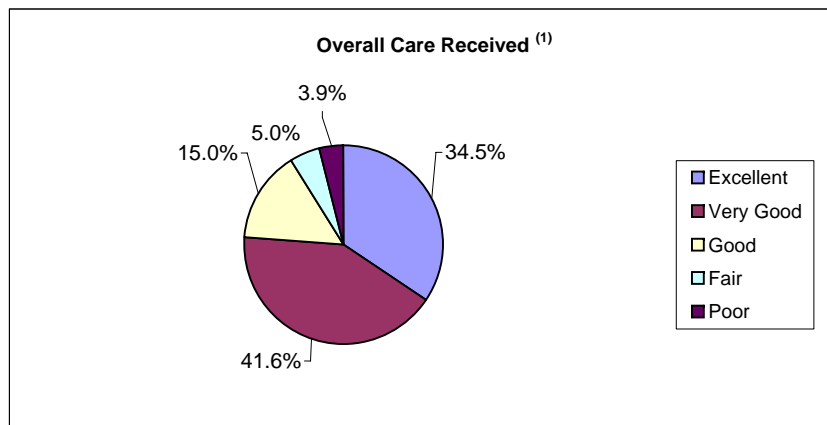




**British Columbia - HSDA - Okanagan - Paediatrics  
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

**Report Date: Nov 19, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 107, Response Rate = 36.1%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	91.1% Okanagan - PED Avg 89.3% IHA PED Avg	IP: Minutes for help after call button	97.2%	PAED: Organization of child's care	39.7%
Access to Care (IP Can)	76.5%	PAED: Answers to questions were understandable	94.2%	Availability of Drs to answer questions/concerns	41.5%
Emotional Support (IP Can)	66.1%	IP: Courtesy of Nurses	94.1%	IP: Ease of finding someone to talk to	51.7%
Respect for Patient Preferences (IP Can)	78.7%	IP: Overall Dr care	93.0%	IP: Enough say about treatment	55.0%
Information and Education (IP Can)	75.1%	IP: Courtesy of Dr	93.0%	IP: Overall quality of food	57.5%
Involvement of Family (IP Can)	75.0%	IP: Amount of pain medicine received	92.5%	IP: Discussed when to resume normal activities	57.5%
Physical Comfort (IP Can)	83.9%	IP: Minutes taken to get pain medicine	92.4%	IP: Scheduled tests/procedures were on time	58.9%
Continuity and Transition (IP Can)	69.5%	PAED: Welcome to stay w/child as much as wanted	91.2%	IP: Nurse discussed anxieties/fears	60.5%
Coordination of Care (IP Can)	67.7%	IP: Rate how Dr/Nurses worked together	90.4%	PAED: Asked child about pain	61.5%
		IP: Courtesy of admission	90.3%	IP: Discussed medication side effects	62.7%



(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".