

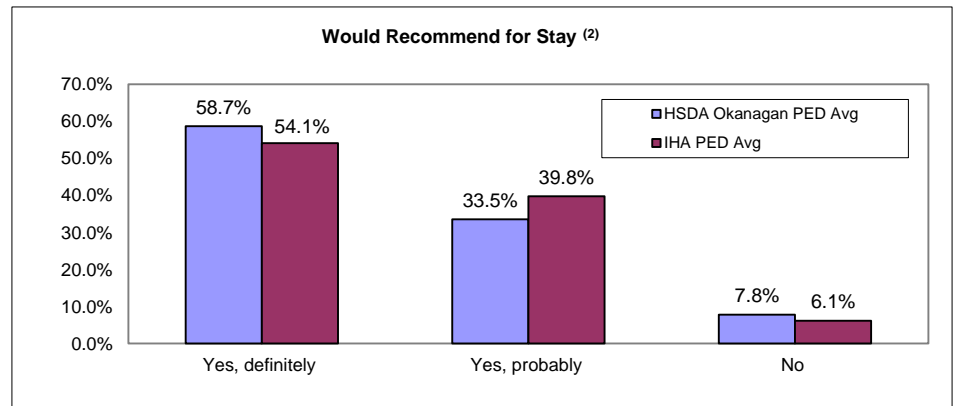
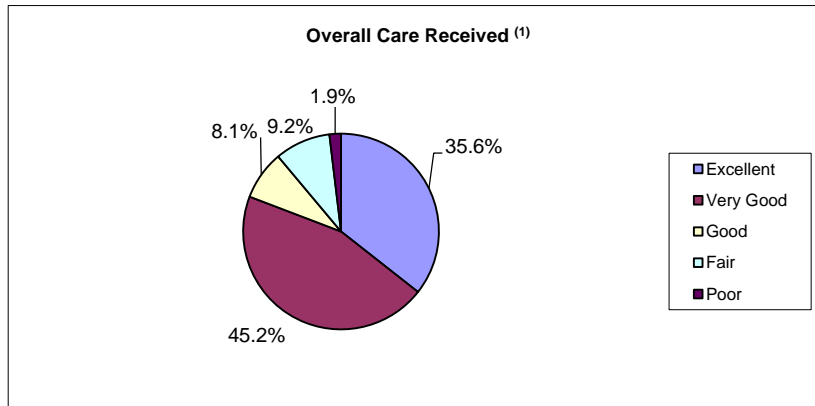


HSDA Okanagan - Paediatrics

Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 17, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=78, Response Rate= 31.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	88.9% HSDA Okanagan Ped Avg 90.4% IHA Ped Avg				
Overall care received ⁽¹⁾		IP: Amount of info given to family	100.0%	IP: Discussed when to resume normal activities	53.7%
Access to Care (IP Can)	82.0%	IP: Minutes for help after call button	100.0%	IP: Nurse discussed anxieties/fears	54.6%
Emotional Support (IP Can)	65.7%	IP: Courtesy of Nurses	97.6%	IP: Dr/Nurse did not explain/say things differently	55.1%
Information and Education (IP Can)	67.0%	IP: Overall Dr care	97.0%	IP: Nurse answered questions understandably	55.8%
Physical Comfort (IP Can)	87.6%	IP: Amount of pain medicine received	96.1%	IP: Overall quality of food	56.0%
Coordination of Care (IP Can)	63.8%	IP: Courtesy of Dr	95.8%	IP: Enough say about treatment	58.3%
Respect for Patient Preferences (IP Can)	80.7%	IP: Minutes taken to get pain medicine	93.1%	IP: Ease of finding someone to talk to	60.5%
Involvement of Family (IP Can)	77.1%	IP: Drs did not talk in front of you as if you weren't there	93.0%	IP: Confidence/trust in Nurses	60.7%
Continuity and Transition (IP Can)	69.4%	IP: Rate how Dr/Nurses worked together	91.4%	IP: Wait to go to room was not unnecessarily long	61.2%
		IP: Nurses did not talk in front of you as if you weren't there	91.1%	IP: Organization of admission process	61.6%



(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".