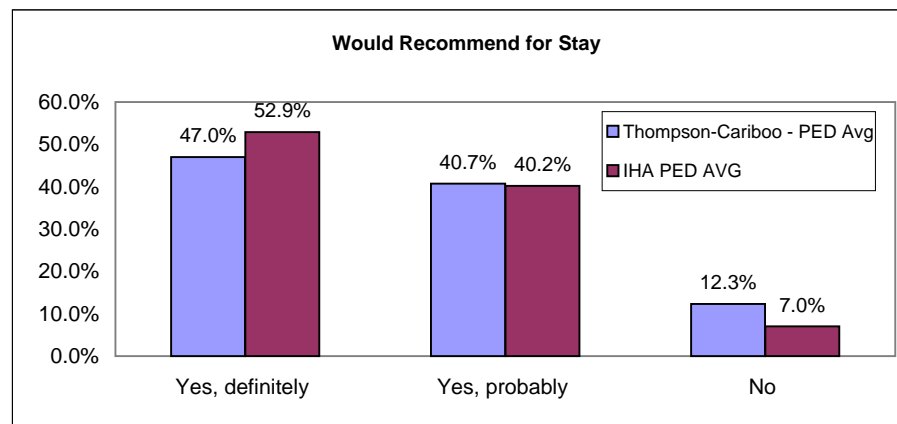
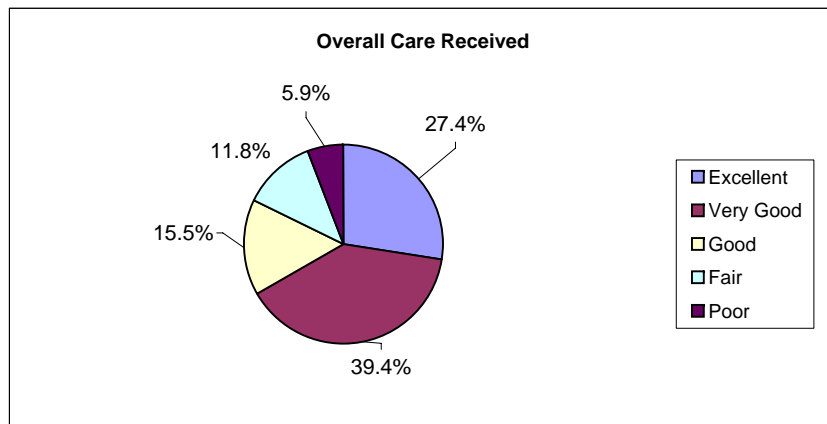




**British Columbia - HSDA - Thompson-Cariboo - Paediatrics  
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

**Report Date: Nov 19, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 52, Response Rate = 33.1%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
	82.3% Thompson-Cariboo - PED Avg				
	89.3% IHA PED Avg				
Overall care received <sup>(1)</sup>		IP: Minutes for help after call button	100.0%	Availability of Drs to answer questions/concerns	28.6%
Emotional Support (IP Can)	56.4%	IP: Courtesy of admission	94.0%	IP: Overall quality of food	38.5%
Access to Care (IP Can)	70.2%	IP: Courtesy of Dr	92.0%	IP: Discussed medication side effects	43.7%
Involvement of Family (IP Can)	64.8%	PAED: Welcome to stay w/child as much as wanted	90.3%	IP: Discussed when to resume normal activities	44.9%
Physical Comfort (IP Can)	74.8%	IP: Rate how Dr/Nurses worked together	90.2%	IP: Family talked w/Dr enough	45.1%
Continuity and Transition (IP Can)	56.6%	IP: Availability of Nurses	90.0%	IP: Explained test results understandably	47.3%
Information and Education (IP Can)	66.2%	IP: Courtesy of Nurses	89.8%	IP: Ease of finding someone to talk to	48.9%
Respect for Patient Preferences (IP Can)	69.6%	IP: Amount of info given to family	89.4%	IP: Enough say about treatment	48.9%
Coordination of Care (IP Can)	63.0%	IP: Overall Dr care	87.9%	IP: Discussed danger signals to watch for	49.9%
		IP: Amount of pain medicine received	86.9%	IP: Got bathroom help in time	50.2%



(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".