

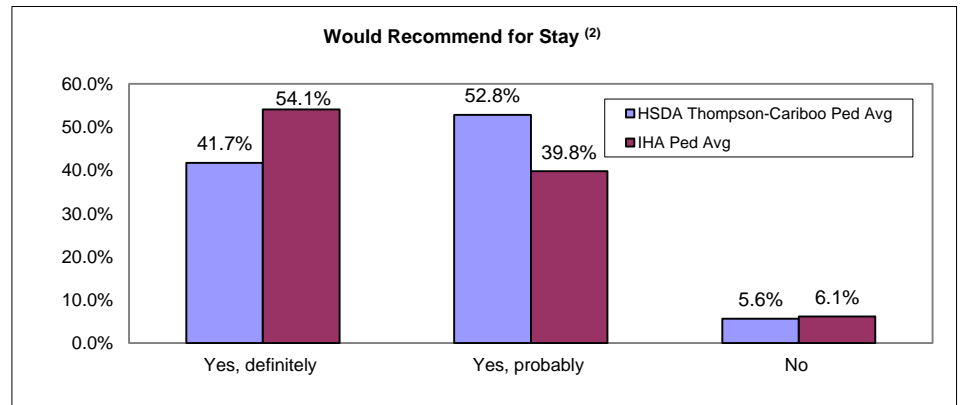
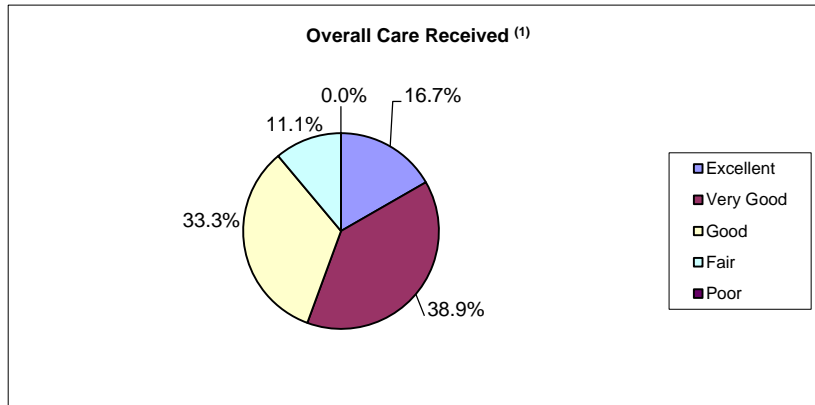


HSDA Thompson-Cariboo - Paediatrics

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=37, Response Rate= 30.6%

| Summary Results (% positive score)** | | Strengths (Highest % positive scores) | | Opportunities for Improvement (Lowest % positive scores) | |
|--|--|---|--------|---|-------|
| Overall care received ⁽¹⁾ | 88.9% HSDA Thompson- Cariboo Ped Avg 90.4% IHA Ped Avg | IP: Minutes for help after call button | 100.0% | IP: Discussed when to resume normal activities | 45.7% |
| Emotional Support (IP Can) | 62.9% | IP: Amount of pain medicine received | 93.8% | IP: Wait to go to room was not unnecessarily long | 45.9% |
| Access to Care (IP Can) | 66.4% | IP: Courtesy of Nurses | 91.9% | IP: Ease of finding someone to talk to | 51.4% |
| Involvement of Family (IP Can) | 70.8% | IP: Amount of info given to family | 89.7% | IP: Enough say about treatment | 51.4% |
| Respect for Patient Preferences (IP Can) | 72.8% | IP: Courtesy of Dr | 89.2% | IP: Received all services needed | 52.8% |
| Information and Education (IP Can) | 65.0% | IP: Courtesy of admission | 88.9% | IP: Overall quality of food | 52.8% |
| Continuity and Transition (IP Can) | 66.9% | IP: Availability of Nurses | 86.5% | IP: Scheduled tests/procedures were on time | 53.3% |
| Physical Comfort (IP Can) | 81.8% | IP: Drs did not talk in front of you as if you weren't there | 86.5% | IP: Nurse discussed anxieties/fears | 55.2% |
| Coordination of Care (IP Can) | 58.4% | IP: Nurses did not talk in front of you as if you weren't there | 86.1% | IP: Organization of admission process | 56.8% |
| | | IP: Rate how Dr/Nurses worked together | 85.7% | IP: Family talked w/Dr enough | 57.1% |



(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".