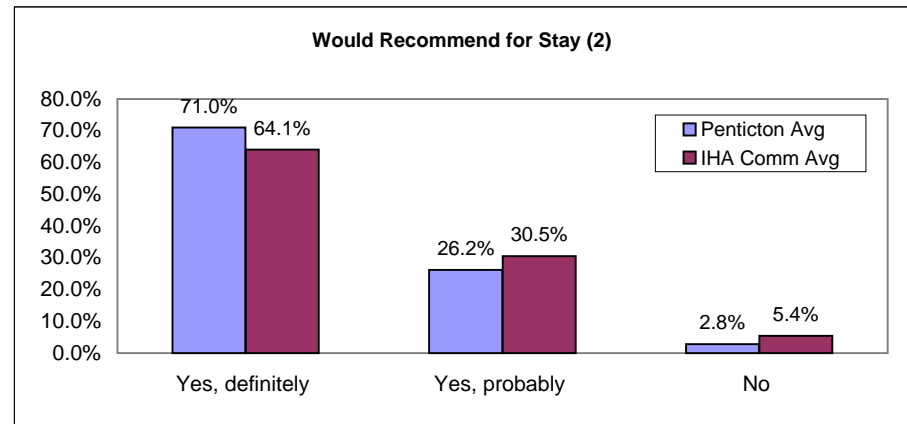
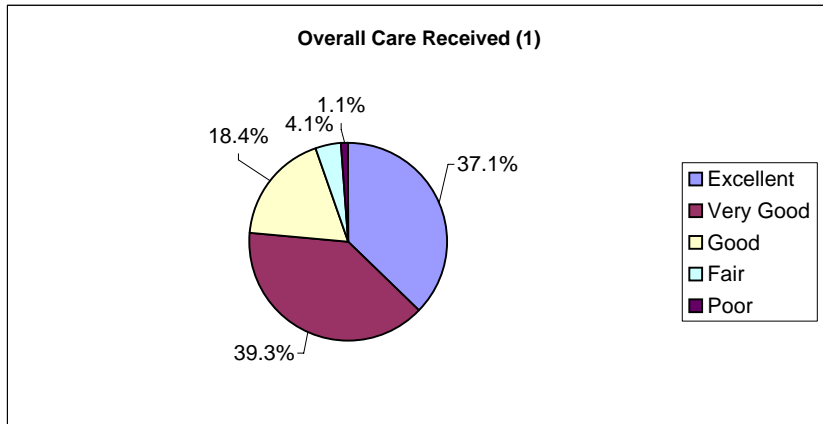




**British Columbia - Penticton Regional Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 473; Response Rate = 53.2%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.8% Penticton Avg 93.2% IHA Comm Avg				
Overall care received <sup>(1)</sup>		IP: Minutes for help after call button	99.1%	IP: Discussed when to resume normal activities	49.9%
Access to Care (IP Can)	85.3%	IP: Courtesy of Dr	97.2%	IP: Nurse discussed anxieties/fears	54.2%
Emotional Support (IP Can)	70.9%	IP: Overall Dr care	96.5%	IP: Discussed danger signals to watch for	55.4%
Information and Education (IP Can)	78.2%	IP: Courtesy of admission	96.3%	IP: Enough say about treatment	61.3%
Respect for Patient Preferences (IP Can)	81.1%	IP: Rate how Dr/Nurses worked together	95.4%	IP: Family had enough recovery info	63.5%
Involvement of Family (IP Can)	72.6%	IP: Courtesy of Nurses	94.4%	IP: Family talked w/Dr enough	64.2%
Physical Comfort (IP Can)	85.3%	IP: Amount of pain medicine received	93.0%	IP: Overall quality of food	64.3%
Continuity and Transition (IP Can)	67.3%	IP: Minutes taken to get pain medicine	91.2%	IP: Ease of finding someone to talk to	65.0%
Coordination of Care (IP Can)	77.1%	IP: Drs did not talk in front of you as if you weren't there	91.1%	IP: Dr discussed anxieties/fears	65.3%
		IP: Availability of Nurses	91.0%	IP: Discussed medication side effects	68.6%



(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".