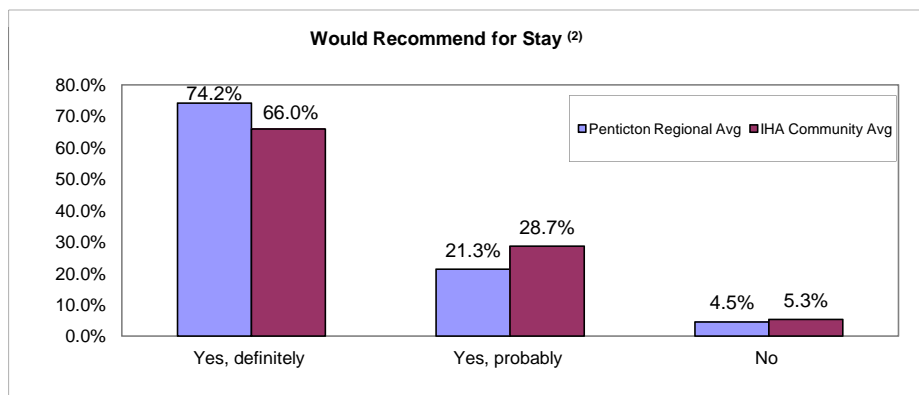
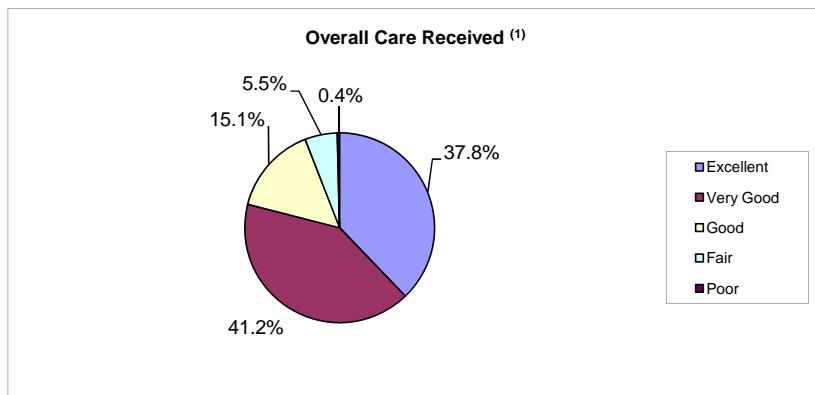




**British Columbia - Penticton Regional Hospital - All Sectors Combined**  
**Acute Care Patient Experience-All Dimensions and Overall Ratings**

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=374, Response Rate= 44.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.0% Penticton Regional Avg 92.9% IHA Community Avg				
Overall care received <sup>(1)</sup>		IP: Courtesy of Dr	98.0%	IP: Discussed when to resume normal activities	41.8%
Emotional Support (IP Can)	73.3%	IP: Courtesy of admission	97.8%	IP: Discussed danger signals to watch for	57.7%
Access to Care (IP Can)	87.8%	IP: Minutes for help after call button	97.3%	IP: Nurse discussed anxieties/fears	59.6%
Respect for Patient Preferences (IP Can)	80.2%	IP: Overall Dr care	95.9%	IP: Enough say about treatment	60.7%
Physical Comfort (IP Can)	84.1%	IP: Rate how Dr/Nurses worked together	94.3%	IP: Family talked w/Dr enough	64.7%
Involvement of Family (IP Can)	73.5%	IP: Courtesy of Nurses	94.3%	IP: Discussed medication side effects	65.6%
Information and Education (IP Can)	77.9%	IP: Availability of Nurses	93.0%	IP: Family had enough recovery info	66.1%
Continuity and Transition (IP Can)	65.7%	IP: Drs did not talk in front of you as if you weren't there	91.8%	IP: Dr discussed anxieties/fears	67.5%
Coordination of Care (IP Can)	79.3%	IP: Amount of pain medicine received	90.7%	IP: Overall quality of food	68.7%
		IP: Availability of Dr	90.1%	IP: Ease of finding someone to talk to	70.8%



(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".