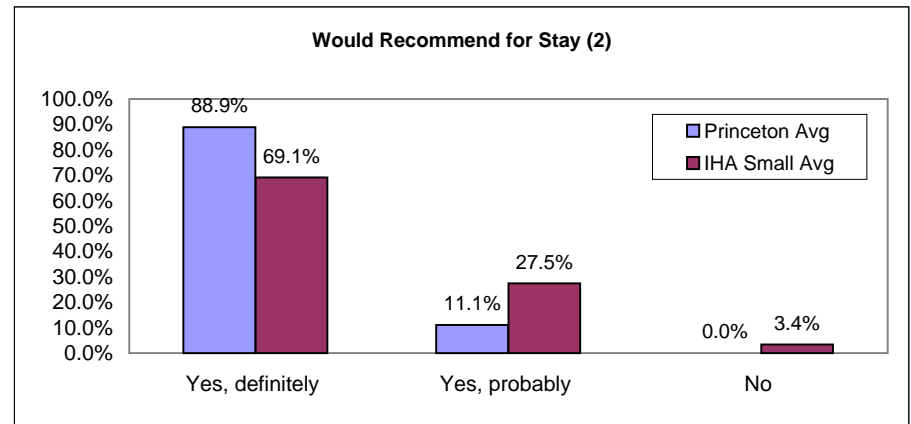
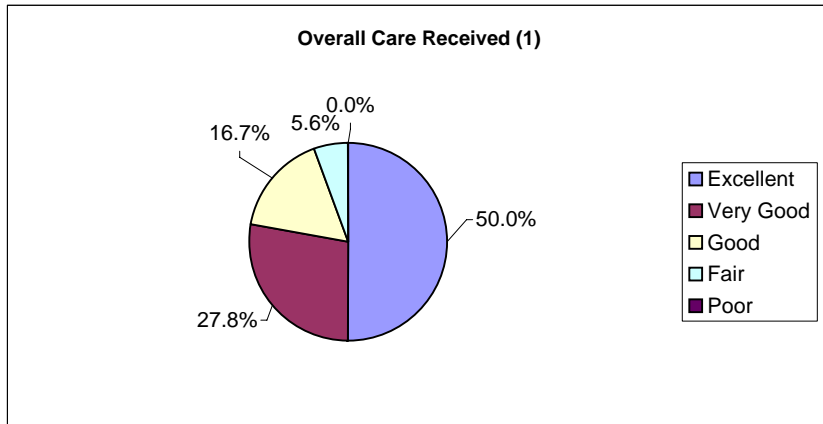




**British Columbia - Princeton Regional Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 18; Response Rate = 52.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.4% Princeton Avg 94.3% IHA Small Avg				
Overall care received ⁽¹⁾		IP: Availability of Nurses	100.0%	IP: Discussed danger signals to watch for	37.5%
Emotional Support (IP Can)	63.3%	IP: Amount of pain medicine received	100.0%	IP: Discussed when to resume normal activities	41.7%
Information and Education (IP Can)	69.8%	IP: Minutes taken to get pain medicine	100.0%	IP: Nurse discussed anxieties/fears	46.2%
Access to Care (IP Can)	90.4%	IP: Minutes for help after call button	100.0%	IP: Dr discussed anxieties/fears	46.2%
Physical Comfort (IP Can)	86.6%	IP: Condition of room/hospital environment	100.0%	IP: Enough say about treatment	47.1%
Respect for Patient Preferences (IP Can)	75.7%	IP: Courtesy of admission	100.0%	IP: Family had enough recovery info	50.0%
Continuity and Transition (IP Can)	65.2%	IP: Courtesy of Nurses	94.4%	IP: Explained test results understandably	53.3%
Coordination of Care (IP Can)	84.7%	IP: Wait to go to room was not unnecessarily long	94.4%	IP: Ease of finding someone to talk to	61.1%
Involvement of Family (IP Can)	71.4%	IP: Overall Dr care	94.1%	IP: Discussed medication side effects	66.7%
		IP: Courtesy of Dr	94.1%	IP: Nurse answered questions understandably	66.7%



(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".