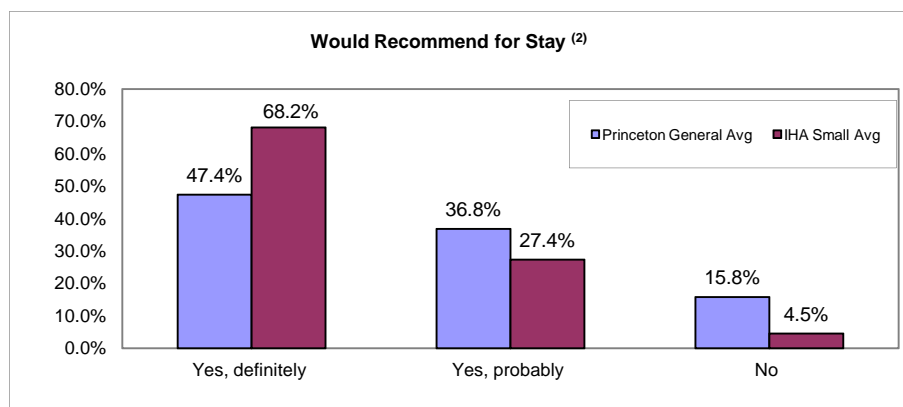
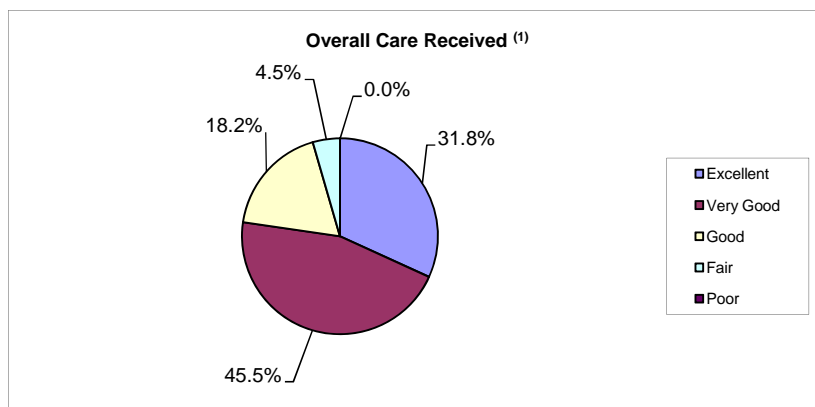




British Columbia - Princeton Regional Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=23, Response Rate= 38.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	95.5% Princeton Avg 92.8% IHA Small Avg	IP: Minutes taken to get pain medicine	100.0%	IP: Discussed when to resume normal activities	28.6%
Information and Education (IP Can)	74.7%	IP: Minutes for help after call button	100.0%	IP: Nurse discussed anxieties/fears	50.0%
Respect for Patient Preferences (IP Can)	75.6%	IP: Courtesy of Nurses	95.5%	IP: Dr discussed anxieties/fears	53.3%
Emotional Support (IP Can)	69.8%	IP: Courtesy of admission	95.5%	IP: Overall quality of food	57.9%
Access to Care (IP Can)	81.5%	IP: Explained reason for wait in going to room	94.7%	IP: Explained test results understandably	60.0%
Physical Comfort (IP Can)	86.5%	IP: Amount of pain medicine received	91.7%	IP: Discussed danger signals to watch for	61.9%
Involvement of Family (IP Can)	75.0%	IP: Availability of Nurses	90.9%	IP: Enough say about treatment	61.9%
Continuity and Transition (IP Can)	65.4%	IP: Knew who to call w/ questions	90.9%	IP: One Dr in charge of care	63.6%
Coordination of Care (IP Can)	75.0%	IP: Overall Dr care	90.9%	IP: Scheduled tests/procedures were on time	64.7%
		IP: Condition of room/hospital environment	90.9%	IP: Family talked w/Dr enough	65.0%



(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".