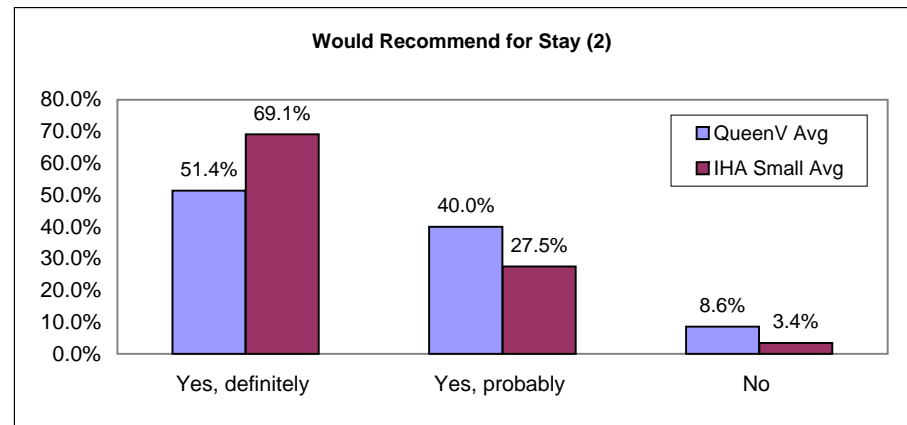
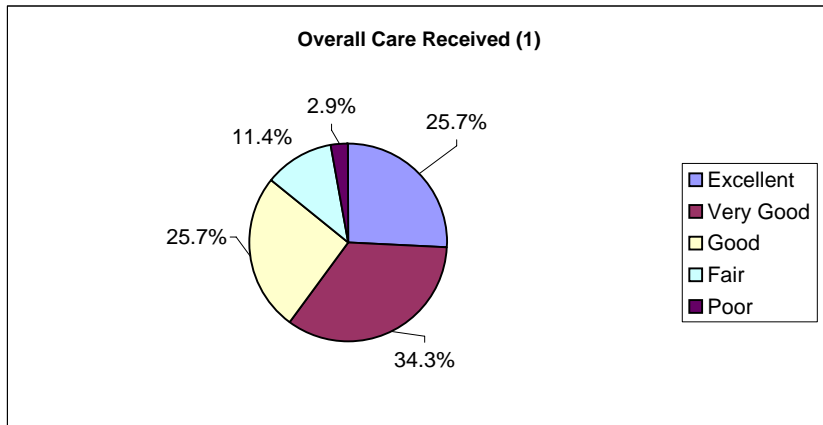




**British Columbia - Queen Victoria Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 38; Response Rate = 51.4%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	85.7% QueenV Avg 94.3% IHA Small Avg	IP: Courtesy of Dr	97.2%	IP: Nurse discussed anxieties/fears	34.4%
Physical Comfort (IP Can)	68.2%	IP: Overall Dr care	91.7%	IP: Enough say about treatment	43.2%
Access to Care (IP Can)	72.0%	IP: Minutes for help after call button	90.5%	IP: Wait time after call button reasonable	44.4%
Continuity and Transition (IP Can)	59.4%	IP: Drs did not talk in front of you as if you weren't there	89.2%	IP: Discussed danger signals to watch for	45.5%
Emotional Support (IP Can)	57.0%	IP: Rate how Dr/Nurses worked together	88.9%	IP: Overall quality of food	47.2%
Involvement of Family (IP Can)	73.2%	IP: Explained reason for wait in going to room	88.6%	IP: Ease of finding someone to talk to	48.6%
Respect for Patient Preferences (IP Can)	70.3%	IP: Courtesy of admission	86.8%	IP: Discussed when to resume normal activities	50.0%
Coordination of Care (IP Can)	74.2%	IP: Amount of info given to family	85.7%	IP: Confidence/trust in Nurses	54.1%
Information and Education (IP Can)	73.2%	IP: Courtesy of Nurses	83.3%	IP: Received all services needed	55.9%
		IP: Availability of Nurses	80.6%	IP: Nurse answered questions understandably	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".