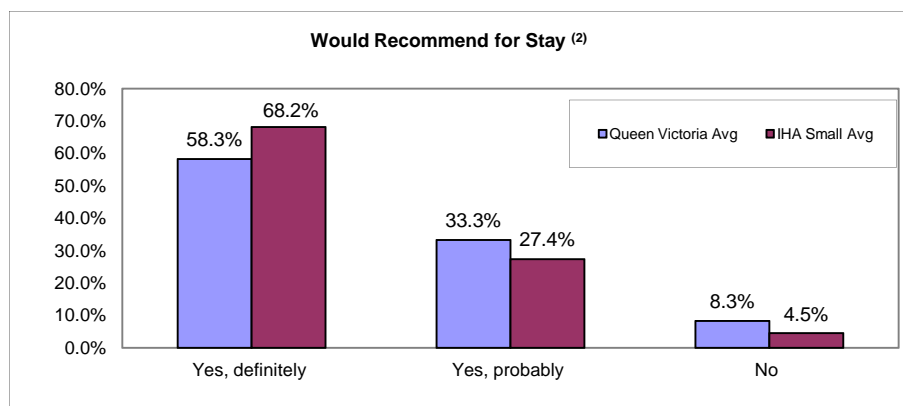
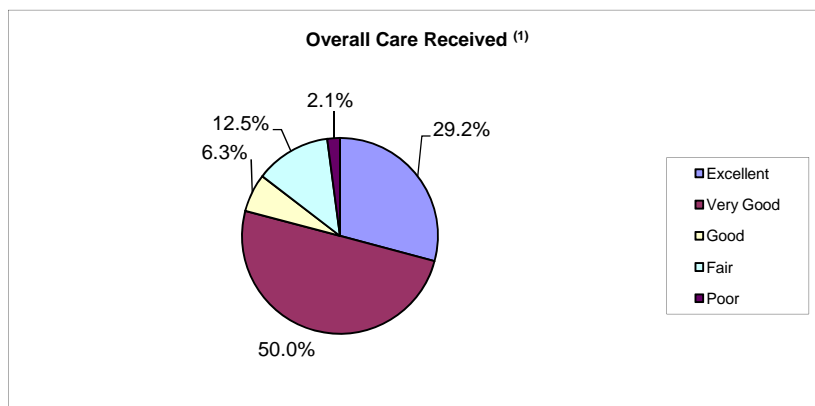




**British Columbia - Queen Victoria Hospital - All Sectors Combined  
Acute Care Patient Experience-All Dimensions and Overall Ratings**

**Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=53, Response Rate= 46.9%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	85.4% Queen Victoria Avg 92.8% IHA Small Avg				
Overall care received <sup>(1)</sup>		IP: Courtesy of admission	98.0%	IP: Discussed when to resume normal activities	47.8%
Access to Care (IP Can)	80.7%	IP: Courtesy of Dr	98.0%	IP: Discussed danger signals to watch for	50.0%
Emotional Support (IP Can)	76.5%	IP: Availability of Dr	96.1%	IP: Overall quality of food	52.3%
Information and Education (IP Can)	82.5%	IP: Overall Dr care	96.1%	IP: Enough say about treatment	54.9%
Respect for Patient Preferences (IP Can)	77.3%	IP: Explained reason for wait in going to room	93.9%	IP: Wait time after call button reasonable	55.9%
Continuity and Transition (IP Can)	65.5%	IP: Rate how Dr/Nurses worked together	93.5%	IP: Did everything to control pain	61.3%
Involvement of Family (IP Can)	73.3%	IP: Drs did not talk in front of you as if you weren't there	92.3%	IP: Family had enough recovery info	61.5%
Physical Comfort (IP Can)	73.9%	IP: Minutes for help after call button	90.6%	IP: Nurse discussed anxieties/fears	63.6%
Coordination of Care (IP Can)	80.4%	IP: Amount of pain medicine received	90.0%	IP: Received all services needed	64.6%
		IP: Amount of info given to family	89.5%	IP: Family talked w/Dr enough	69.2%



(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".