

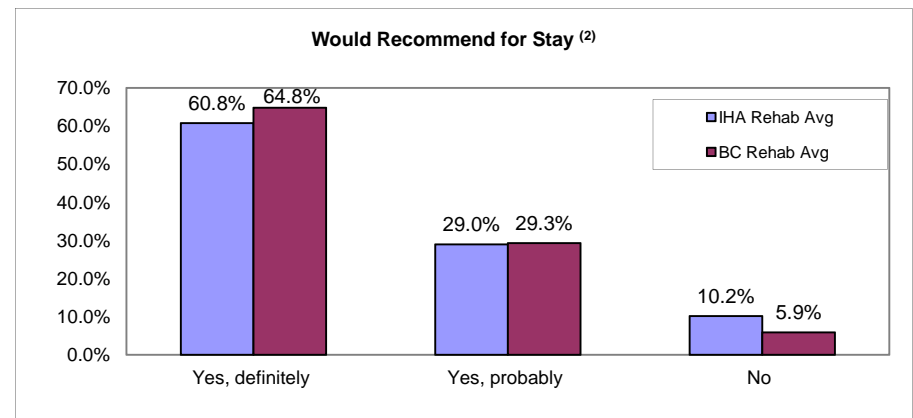
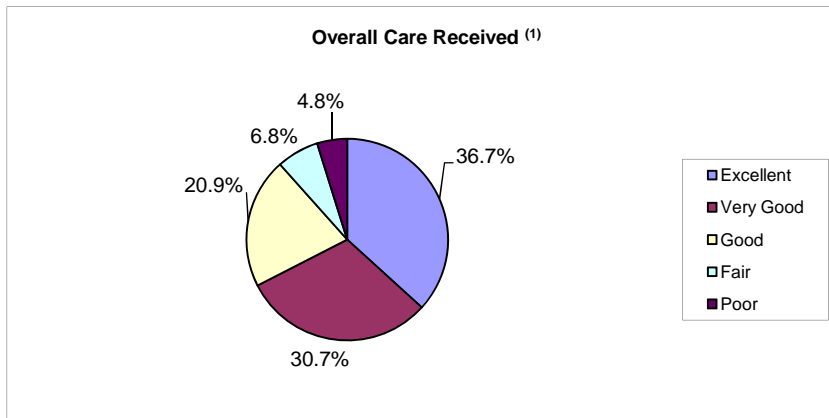


British Columbia - IHA - Rehab

Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 11, 2012 Survey of Acute Care Patient Experience: October 2011 - Mar 2012 n=229 Response Rate= 48.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	88.4% IHA Rehab Avg 90.8% BC Rehab Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	95.2%	IP: Discussed when to resume normal activities	39.8%
Emotional Support (IP Can)	62.1%	IP: Minutes for help after call button	93.3%	IP: Nurse discussed anxieties/fears	40.6%
Access to Care (IP Can)	74.1%	IP: Overall Dr care	92.0%	IP: Enough say about treatment	46.3%
Physical Comfort (IP Can)	75.7%	IP: Courtesy of admission	91.7%	IP: Overall quality of food	48.3%
Information and Education (IP Can)	65.5%	IP: Courtesy of Nurses	91.2%	IP: Discussed danger signals to watch for	49.9%
Respect for Patient Preferences (IP Can)	74.3%	IP: Minutes taken to get pain medicine	88.6%	IP: Ease of finding someone to talk to	54.0%
Coordination of Care (IP Can)	66.4%	IP: Drs did not talk in front of you as if you weren't there	88.6%	IP: Explained test results understandably	57.4%
Involvement of Family (IP Can)	68.1%	IP: Rate how Dr/Nurses worked together	88.4%	IP: Family talked w/Dr enough	57.5%
Continuity and Transition (IP Can)	60.0%	IP: Amount of pain medicine received	88.1%	IP: Wait time after call button reasonable	58.5%
		IP: Amount of info given to family	84.3%	IP: One Dr in charge of care	59.6%



(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".