

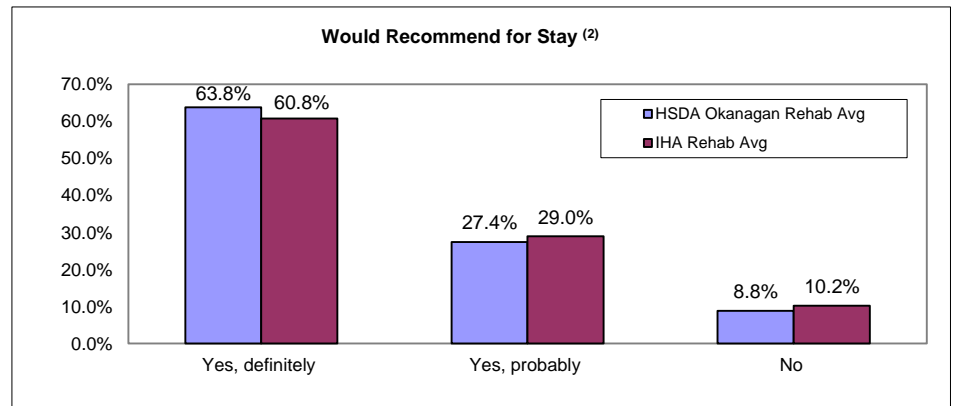
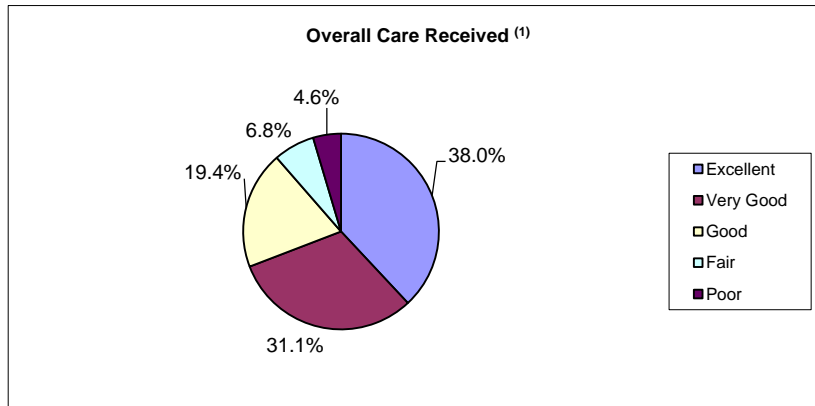


### HSDA Okanagan - Rehab

#### Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 17, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=180, Response Rate= 50.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	88.9% HSDA Okanagan Ped Avg 90.4% IHA Ped Avg				
Overall care received <sup>(1)</sup>		IP: Courtesy of Dr	96.4%	IP: Nurse discussed anxieties/fears	39.7%
Emotional Support (IP Can)	62.8%	IP: Minutes for help after call button	93.6%	IP: Discussed when to resume normal activities	40.3%
Access to Care (IP Can)	75.1%	IP: Overall Dr care	92.4%	IP: Enough say about treatment	46.8%
Physical Comfort (IP Can)	76.6%	IP: Courtesy of admission	92.1%	IP: Overall quality of food	49.6%
Information and Education (IP Can)	66.6%	IP: Courtesy of Nurses	91.5%	IP: Discussed danger signals to watch for	50.9%
Respect for Patient Preferences (IP Can)	75.8%	IP: Drs did not talk in front of you as if you weren't there	90.1%	IP: Ease of finding someone to talk to	54.0%
Coordination of Care (IP Can)	67.6%	IP: Minutes taken to get pain medicine	89.4%	IP: Family talked w/Dr enough	56.2%
Involvement of Family (IP Can)	68.0%	IP: Rate how Dr/Nurses worked together	89.4%	IP: Explained test results understandably	56.8%
Continuity and Transition (IP Can)	61.2%	IP: Amount of pain medicine received	89.3%	IP: Wait time after call button reasonable	58.7%
		IP: Nurses did not talk in front of you as if you weren't there	84.5%	IP: One Dr in charge of care	59.0%



(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".