

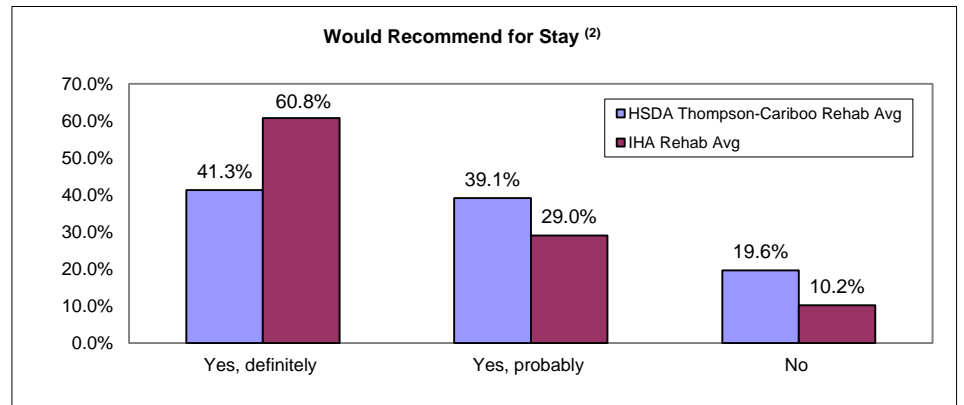
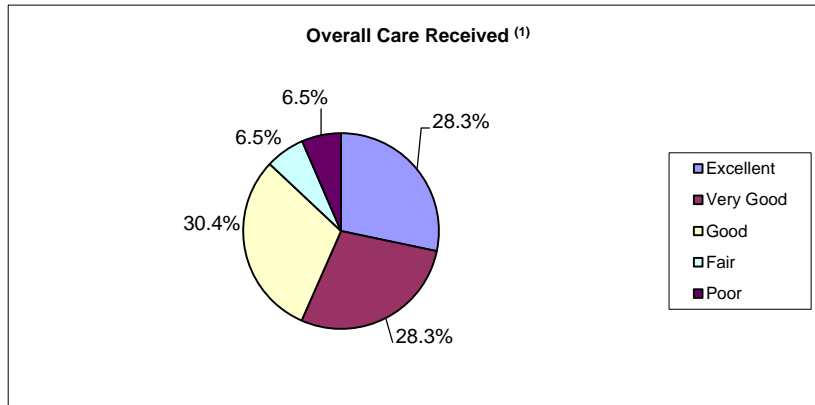


HSDA Thompson-Cariboo - Rehab

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=49, Response Rate= 39.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	87.0% HSDA Thompson- Cariboo Rehab Avg 88.4% IHA Rehab Avg				
Physical Comfort (IP Can)	68.1%	IP: Minutes for help after call button	90.9%	IP: Discussed when to resume normal activities	35.9%
Access to Care (IP Can)	67.4%	IP: Overall Dr care	89.4%	IP: Overall quality of food	40.0%
Involvement of Family (IP Can)	68.9%	IP: Courtesy of Nurses	89.1%	IP: Discussed danger signals to watch for	42.5%
Emotional Support (IP Can)	57.8%	IP: Courtesy of admission	89.1%	IP: Enough say about treatment	43.5%
Coordination of Care (IP Can)	59.2%	IP: Courtesy of Dr	87.2%	IP: Nurse discussed anxieties/fears	45.0%
Continuity and Transition (IP Can)	51.3%	IP: Amount of info given to family	85.4%	IP: Nurse answered questions understandably	48.8%
Information and Education (IP Can)	58.8%	IP: Rate how Dr/Nurses worked together	82.6%	IP: Discussed medication side effects	51.3%
Respect for Patient Preferences (IP Can)	65.1%	IP: Minutes taken to get pain medicine	81.3%	IP: Got bathroom help in time	51.4%
		IP: Drs did not talk in front of you as if you weren't there	78.7%	IP: Received all services needed	53.2%
		IP: Nurses did not talk in front of you as if you weren't there	76.1%	IP: Wait to go to room was not unnecessarily long	53.2%



(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".