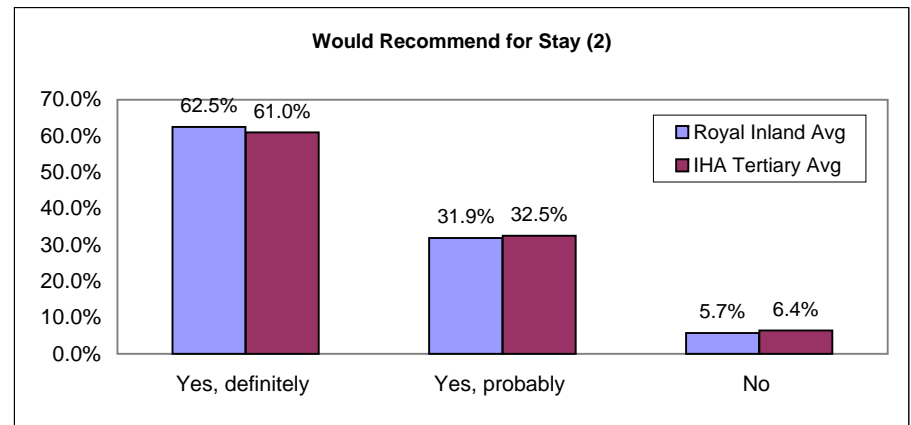
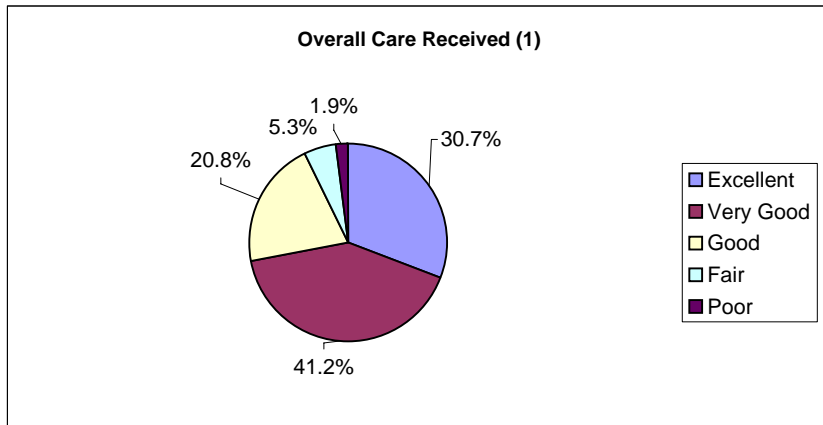




**British Columbia - Royal Inland Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 539; Response Rate = 51.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	92.8% Royal Inland Avg 90.5% IHA Tertiary Avg	IP: Minutes for help after call button	98.4%	IP: Discussed when to resume normal activities	46.5%
Emotional Support (IP Can)	66.1%	IP: Courtesy of admission	96.5%	IP: Overall quality of food	48.2%
Access to Care (IP Can)	79.9%	IP: Courtesy of Dr	96.4%	IP: Enough say about treatment	50.2%
Information and Education (IP Can)	72.7%	IP: Overall Dr care	94.3%	IP: Family talked w/Dr enough	51.5%
Involvement of Family (IP Can)	64.4%	IP: Rate how Dr/Nurses worked together	94.1%	IP: Nurse discussed anxieties/fears	52.2%
Physical Comfort (IP Can)	82.6%	IP: Courtesy of Nurses	93.5%	IP: Discussed danger signals to watch for	53.0%
Continuity and Transition (IP Can)	62.7%	IP: Minutes taken to get pain medicine	93.2%	IP: Family had enough recovery info	56.0%
Respect for Patient Preferences (IP Can)	76.9%	IP: Drs did not talk in front of you as if you weren't there	91.0%	IP: Ease of finding someone to talk to	59.0%
Coordination of Care (IP Can)	73.0%	IP: Amount of pain medicine received	89.7%	IP: Dr discussed anxieties/fears	59.9%
		IP: Availability of Nurses	89.1%	IP: Discussed medication side effects	61.1%



(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".