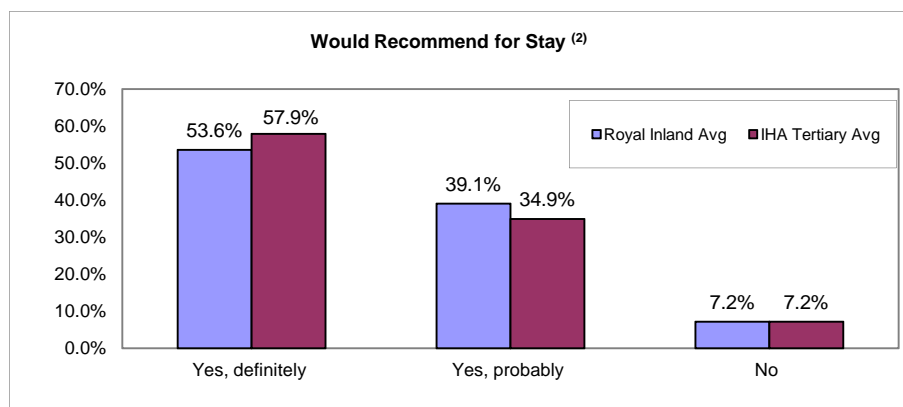
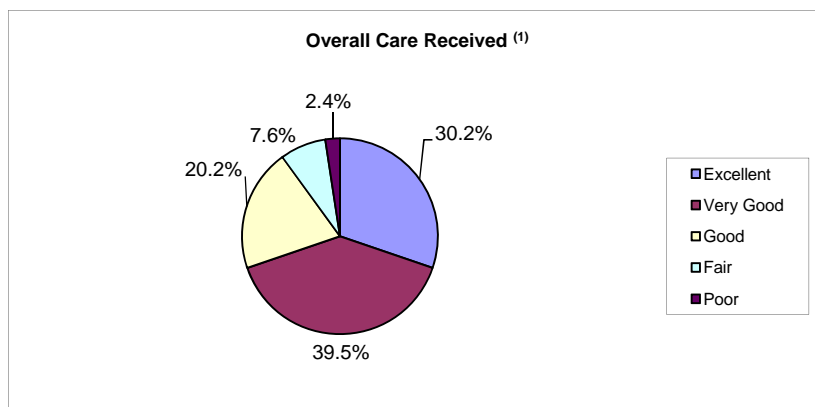




**British Columbia - Royal Inland Hospital - All Sectors Combined  
Acute Care Patient Experience-All Dimensions and Overall Ratings**

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=339, Response Rate= 45.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	90.0% Royal Inland Avg 90.3% IHA Tertiary Avg	IP: Courtesy of admission	95.9%	IP: Overall quality of food	39.9%
Access to Care (IP Can)	75.2%	IP: Courtesy of Dr	94.8%	IP: Discussed when to resume normal activities	45.5%
Emotional Support (IP Can)	64.9%	IP: Minutes for help after call button	94.2%	IP: Ease of finding someone to talk to	52.8%
Physical Comfort (IP Can)	76.7%	IP: Courtesy of Nurses	93.1%	IP: Enough say about treatment	52.8%
Respect for Patient Preferences (IP Can)	75.2%	IP: Overall Dr care	91.6%	IP: Nurse discussed anxieties/fears	53.1%
Involvement of Family (IP Can)	64.2%	IP: Drs did not talk in front of you as if you weren't there	90.3%	IP: Family had enough recovery info	53.7%
Information and Education (IP Can)	71.1%	IP: Minutes taken to get pain medicine	89.5%	IP: Family talked w/Dr enough	54.1%
Continuity and Transition (IP Can)	62.0%	IP: Rate how Dr/Nurses worked together	88.9%	IP: Discussed danger signals to watch for	56.3%
Coordination of Care (IP Can)	71.9%	IP: Amount of pain medicine received	86.4%	IP: Wait time after call button reasonable	57.3%
		IP: Explained reason for wait in going to room	86.2%	IP: Received all services needed	60.1%



(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".