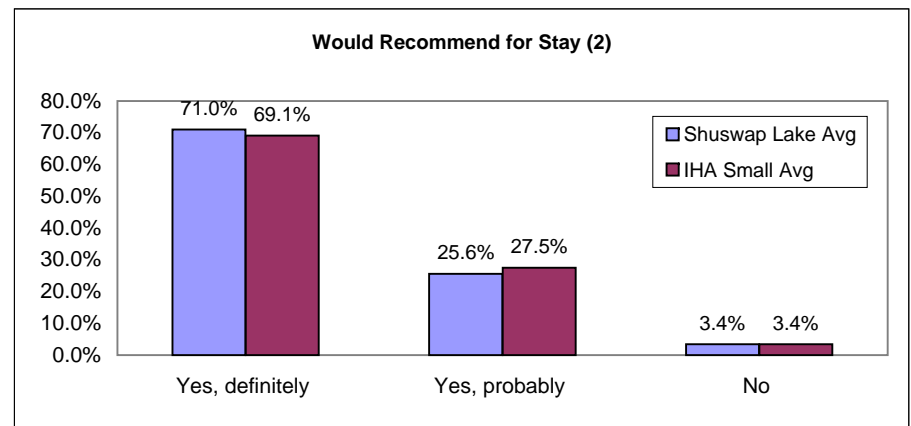
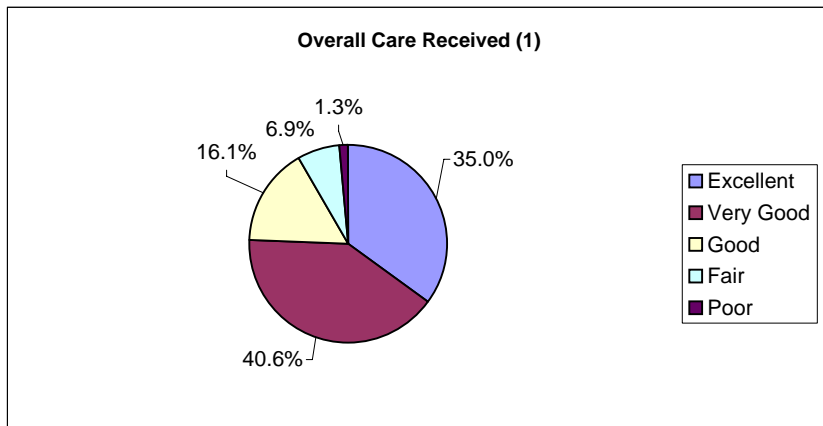




**British Columbia - Shuswap Lake General Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 153; Response Rate = 60.7%

Summary Results (% positive score)**	Strengths (Highest % positive scores)	Opportunities for Improvement (Lowest % positive scores)
Overall care received ⁽¹⁾	91.7% Shuswap Lake Avg 94.3% IHA Small Avg	
Access to Care (IP Can)	IP: Minutes for help after call button	98.9%
Emotional Support (IP Can)	IP: Courtesy of Nurses	94.1%
Involvement of Family (IP Can)	IP: Courtesy of admission	93.4%
Information and Education (IP Can)	IP: Rate how Dr/Nurses worked together	93.3%
Physical Comfort (IP Can)	IP: Minutes taken to get pain medicine	93.2%
Respect for Patient Preferences (IP Can)	IP: Explained reason for wait in going to room	92.4%
Coordination of Care (IP Can)	IP: Courtesy of Dr	91.9%
Continuity and Transition (IP Can)	IP: Overall Dr care	91.3%
	IP: Amount of pain medicine received	87.8%
	IP: Drs did not talk in front of you as if you weren't there	86.6%
		IP: Discussed when to resume normal activities
		IP: Overall quality of food
		IP: Discussed danger signals to watch for
		IP: Family talked w/Dr enough
		IP: Family had enough recovery info
		IP: Enough say about treatment
		IP: Dr discussed anxieties/fears
		IP: Nurse discussed anxieties/fears
		IP: Discussed medication side effects
		IP: Ease of finding someone to talk to



(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".