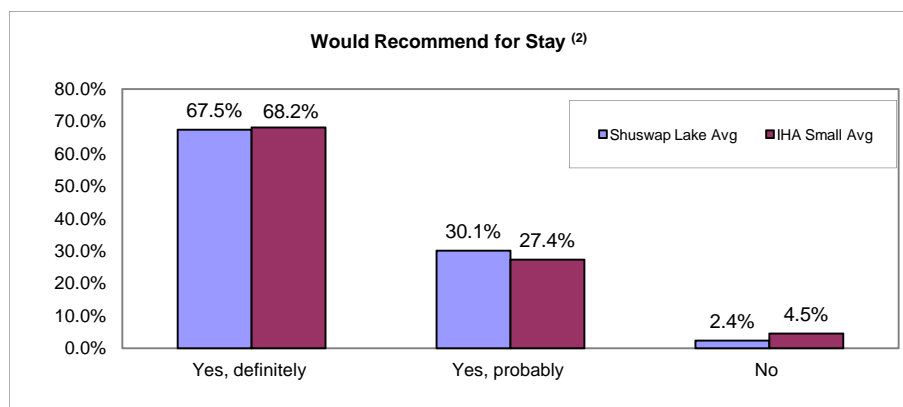
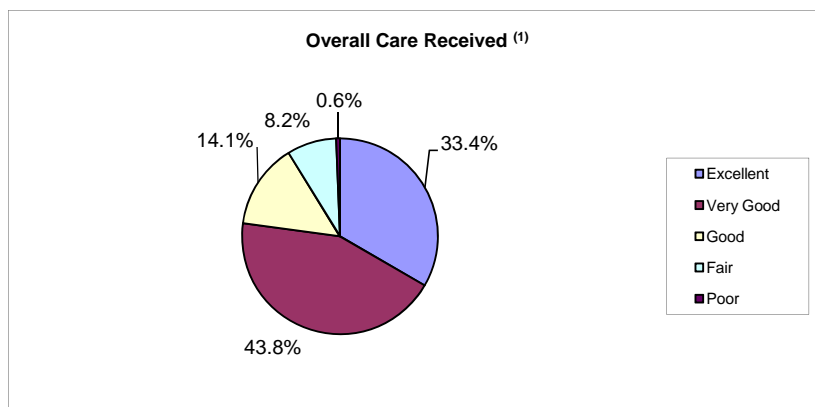


British Columbia - Shuswap Lake General Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=184, Response Rate= 50.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	91.2% Shuswap Lake Avg 92.8% IHA Small Avg	IP: Minutes for help after call button	98.2%	IP: Discussed when to resume normal activities	42.6%
Access to Care (IP Can)	82.1%	IP: Courtesy of Dr	97.2%	IP: Nurse discussed anxieties/fears	47.7%
Emotional Support (IP Can)	68.0%	IP: Overall Dr care	96.8%	IP: Enough say about treatment	53.4%
Physical Comfort (IP Can)	80.4%	IP: Courtesy of admission	96.0%	IP: Family had enough recovery info	56.0%
Respect for Patient Preferences (IP Can)	77.2%	IP: Rate how Dr/Nurses worked together	94.3%	IP: Discussed danger signals to watch for	57.5%
Information and Education (IP Can)	74.3%	IP: Courtesy of Nurses	92.0%	IP: One Dr in charge of care	58.6%
Involvement of Family (IP Can)	71.6%	IP: Amount of info given to family	91.3%	IP: Overall quality of food	61.5%
Coordination of Care (IP Can)	73.2%	IP: Explained reason for wait in going to room	89.6%	IP: Dr discussed anxieties/fears	63.6%
Continuity and Transition (IP Can)	67.2%	IP: Minutes taken to get pain medicine	89.2%	IP: Ease of finding someone to talk to	63.8%
		IP: Amount of pain medicine received	87.9%	IP: Explained test results understandably	65.0%



(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".