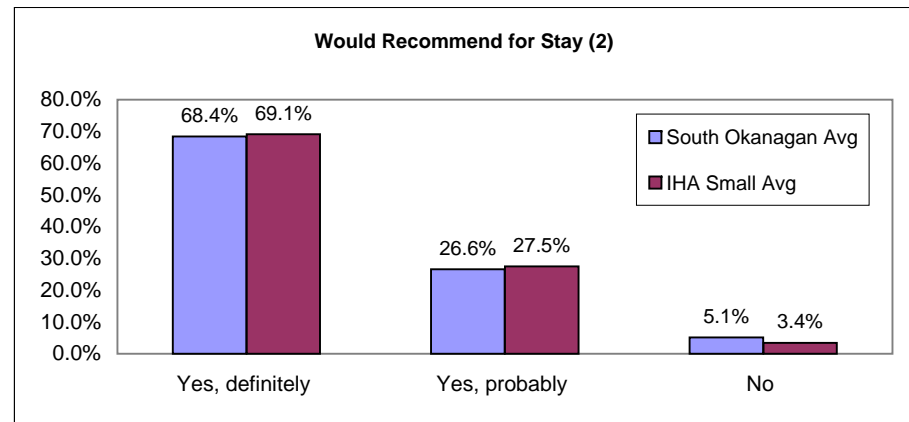
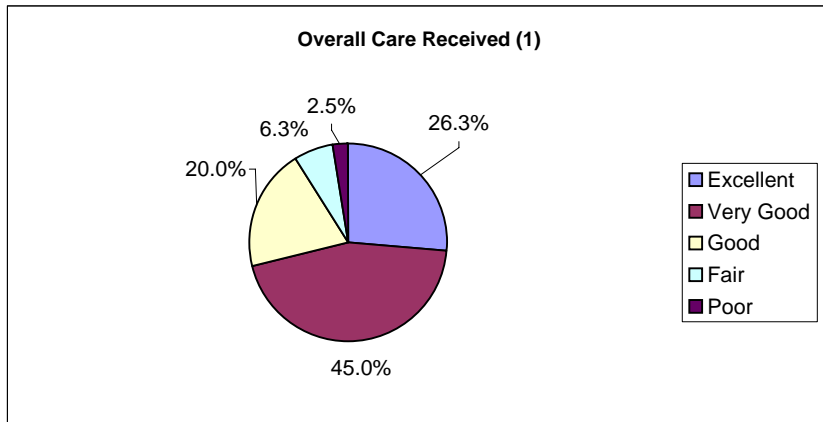




**British Columbia - South Okanagan General Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 81; Response Rate = 56.3%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	91.3% South Okanagan Avg 94.3% IHA Small Avg	IP: Minutes for help after call button	100.0%	IP: Discussed when to resume normal activities	34.8%
Access to Care (IP Can)	<b>81.5%</b>	IP: Courtesy of Dr	96.1%	IP: Nurse discussed anxieties/fears	36.4%
Coordination of Care (IP Can)	<b>74.9%</b>	IP: Amount of pain medicine received	95.5%	IP: Discussed danger signals to watch for	38.6%
Emotional Support (IP Can)	<b>61.8%</b>	IP: Courtesy of Nurses	93.7%	IP: Family had enough recovery info	44.4%
Physical Comfort (IP Can)	83.1%	IP: Overall Dr care	93.5%	IP: Enough say about treatment	50.0%
Respect for Patient Preferences (IP Can)	73.0%	IP: Courtesy of admission	93.5%	IP: Dr discussed anxieties/fears	51.7%
Information and Education (IP Can)	67.0%	IP: Rate how Dr/Nurses worked together	89.5%	IP: Explained test results understandably	57.7%
Continuity and Transition (IP Can)	56.5%	IP: Minutes taken to get pain medicine	89.2%	IP: Ease of finding someone to talk to	58.9%
Involvement of Family (IP Can)	62.9%	IP: Availability of Dr	87.2%	IP: Nurse answered questions understandably	61.4%
		IP: Availability of Nurses	87.0%	IP: Family talked w/Dr enough	61.7%



(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".