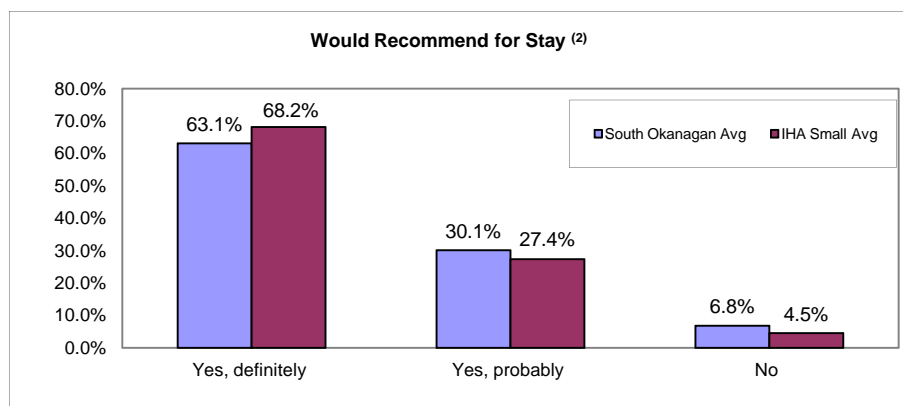
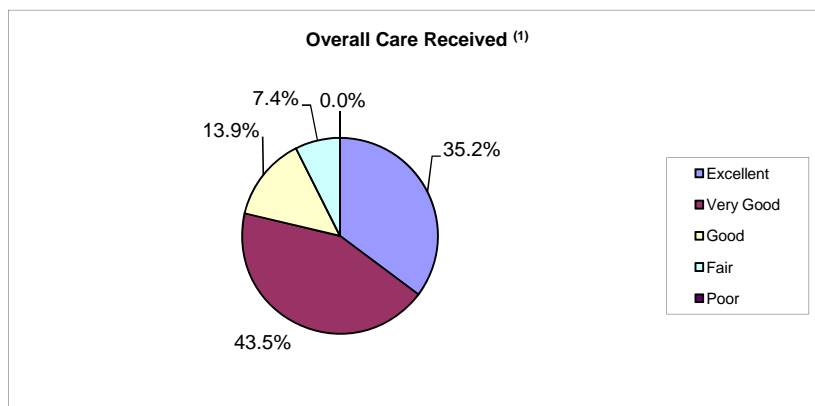




British Columbia - South Okanagan General Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=115, Response Rate= 49.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	92.6% South Okanagan Avg 92.8% IHA Small				
Overall care received ⁽¹⁾	Avg	IP: Courtesy of admission	98.2%	IP: Discussed when to resume normal activities	33.7%
Access to Care (IP Can)	82.6%	IP: Minutes for help after call button	97.4%	IP: Nurse discussed anxieties/fears	45.7%
Physical Comfort (IP Can)	77.8%	IP: Courtesy of Dr	97.1%	IP: Enough say about treatment	47.2%
Respect for Patient Preferences (IP Can)	74.5%	IP: Rate how Dr/Nurses worked together	96.2%	IP: Discussed danger signals to watch for	47.4%
Information and Education (IP Can)	65.2%	IP: Overall Dr care	96.2%	IP: Explained test results understandably	54.9%
Emotional Support (IP Can)	64.5%	IP: Minutes taken to get pain medicine	94.3%	IP: Dr discussed anxieties/fears	55.1%
Coordination of Care (IP Can)	70.8%	IP: Amount of pain medicine received	92.6%	IP: Wait time after call button reasonable	57.7%
Involvement of Family (IP Can)	74.2%	IP: Courtesy of Nurses	92.5%	IP: Overall quality of food	58.5%
Continuity and Transition (IP Can)	57.6%	IP: Amount of info given to family	89.7%	IP: Discussed medication side effects	60.4%
		IP: Condition of room/hospital environment	89.0%	IP: One Dr in charge of care	61.6%



(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".