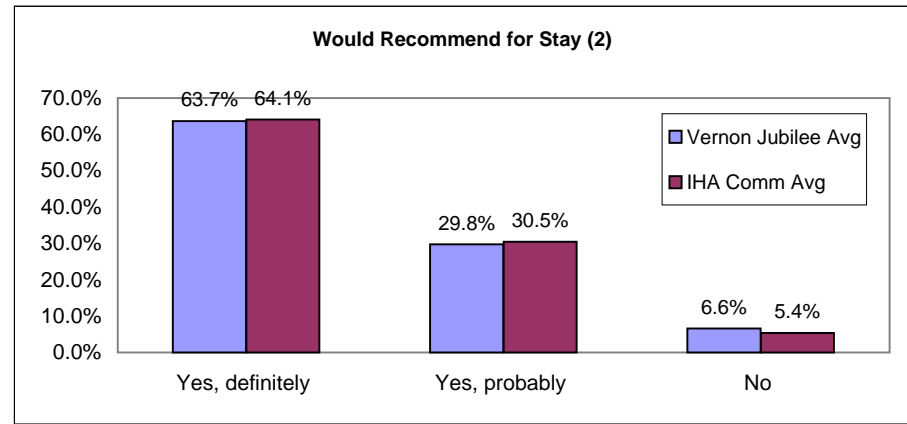
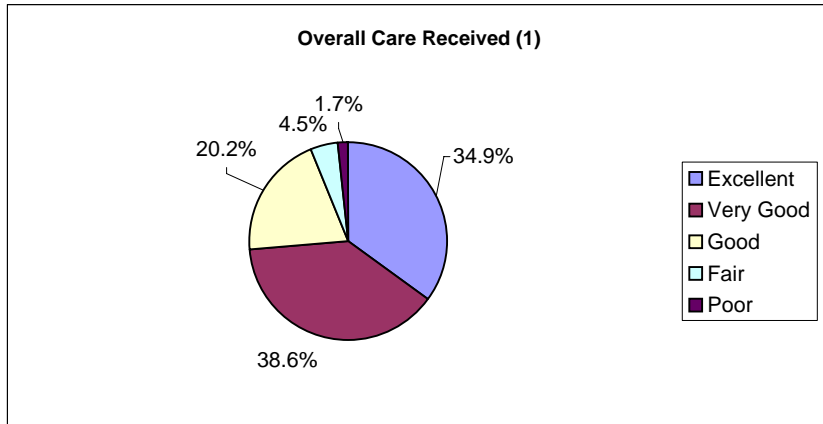




**British Columbia - Vernon Jubilee Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 589; Response Rate = 58.2%

Summary Results (% positive score)**	Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)		
	93.8% Vernon Jubilee Avg 93.2% IHA Comm Avg				
Overall care received ⁽¹⁾		IP: Courtesy of admission	97.7%	IP: Discussed when to resume normal activities	46.8%
Access to Care (IP Can)	80.9%	IP: Minutes for help after call button	96.7%	IP: Enough say about treatment	55.5%
Emotional Support (IP Can)	69.2%	IP: Courtesy of Dr	96.6%	IP: Family talked w/Dr enough	55.8%
Information and Education (IP Can)	75.7%	IP: Overall Dr care	94.9%	IP: Family had enough recovery info	55.9%
Involvement of Family (IP Can)	66.0%	IP: Courtesy of Nurses	94.3%	IP: Overall quality of food	57.1%
Physical Comfort (IP Can)	82.3%	IP: Rate how Dr/Nurses worked together	92.8%	IP: Nurse discussed anxieties/fears	58.7%
Continuity and Transition (IP Can)	66.5%	IP: Drs did not talk in front of you as if you weren't there	90.6%	IP: Discussed danger signals to watch for	59.5%
Respect for Patient Preferences (IP Can)	78.9%	IP: Explained reason for wait in going to room	90.1%	IP: Ease of finding someone to talk to	61.6%
Coordination of Care (IP Can)	75.4%	IP: Amount of pain medicine received	89.4%	IP: Dr discussed anxieties/fears	62.2%
		IP: Minutes taken to get pain medicine	89.4%	IP: Discussed medication side effects	66.4%



(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".