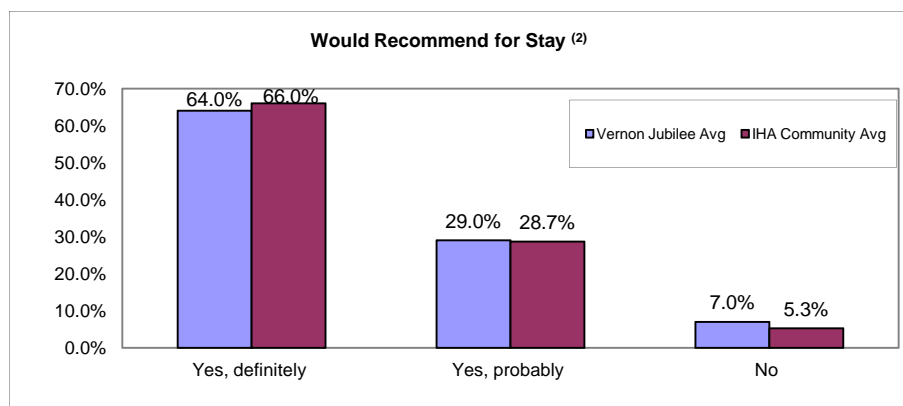
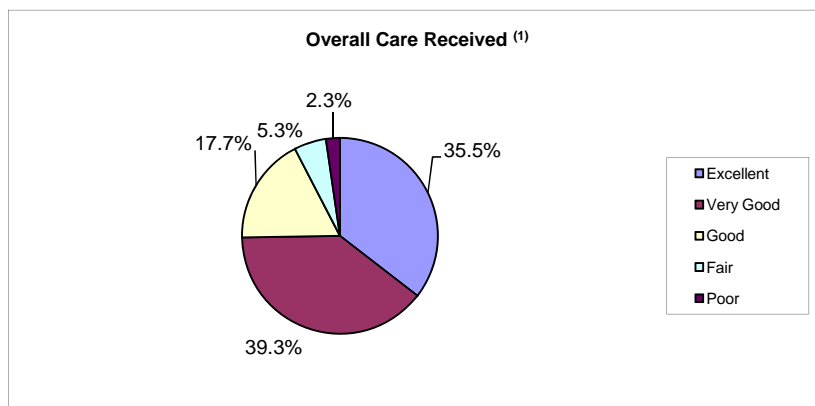




**British Columbia - Vernon Jubilee Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings**

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=464, Response Rate= 52.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	92.5% Vernon Jubilee Avg 92.9% IHA Community Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	96.9%	IP: Discussed when to resume normal activities	43.3%
Access to Care (IP Can)	79.9%	IP: Courtesy of admission	96.7%	IP: Overall quality of food	50.7%
Physical Comfort (IP Can)	65.7%	IP: Courtesy of Nurses	95.0%	IP: Nurse discussed anxieties/fears	50.9%
Respect for Patient Preferences (IP Can)	77.7%	IP: Minutes for help after call button	94.9%	IP: Enough say about treatment	51.8%
Information and Education (IP Can)	76.7%	IP: Rate how Dr/Nurses worked together	94.6%	IP: Discussed danger signals to watch for	51.9%
Emotional Support (IP Can)	72.8%	IP: Overall Dr care	94.6%	IP: Family had enough recovery info	55.8%
Coordination of Care (IP Can)	63.4%	IP: Amount of pain medicine received	89.3%	IP: Ease of finding someone to talk to	56.1%
Involvement of Family (IP Can)	66.9%	IP: Drs did not talk in front of you as if you weren't there	88.2%	IP: Dr discussed anxieties/fears	56.5%
Continuity and Transition (IP Can)	72.0%	IP: Minutes taken to get pain medicine	87.6%	IP: Wait time after call button reasonable	58.2%
		IP: Nurses did not talk in front of you as if you weren't there	86.4%	IP: Family talked w/Dr enough	58.4%



(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".