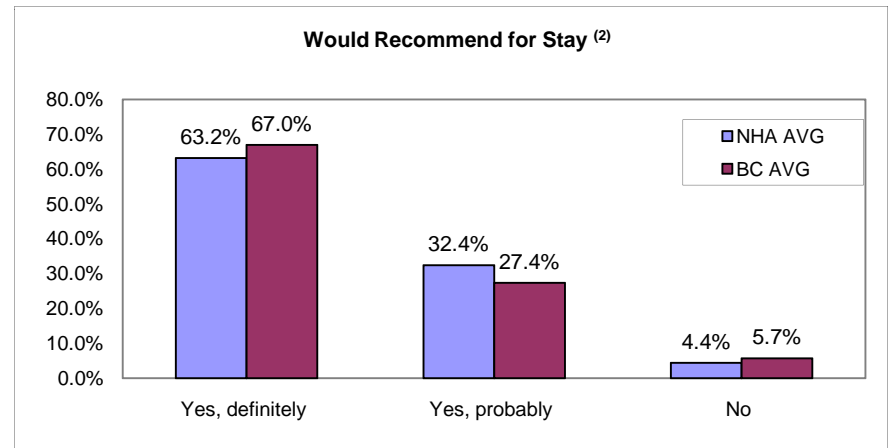
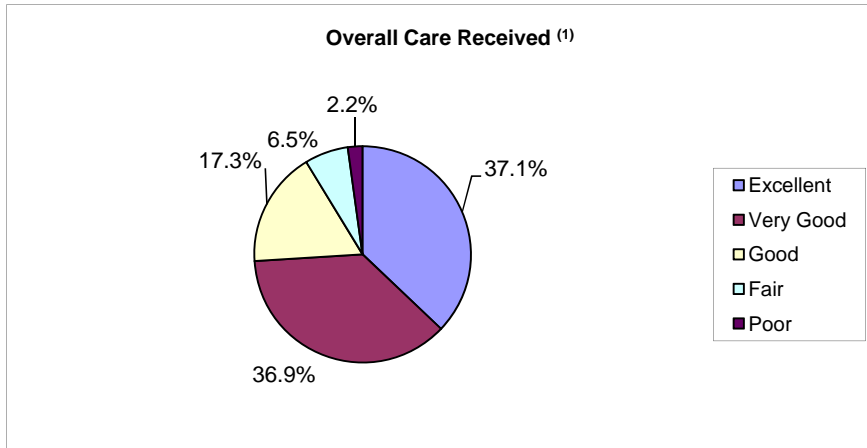




**British Columbia - Northern Health Authority Report
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Survey of Acute Care Patient Experience: October - December 2008 (n = 1249, Response Rate = 43.6%)

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	91.3% NHA Avg 92.1% BC Avg				
Overall care received ⁽¹⁾		Minutes for help after call button	96.8%	Overall quality of food	50.4%
Access to Care	80.6%	Courtesy of Dr	95.6%	Discussed when to resume normal activities	50.5%
Emotional Support	66.0%	Courtesy of admission	94.7%	Nurse discussed anxieties/fears	52.4%
Information and Education	73.5%	Overall Dr care	93.1%	Enough say about treatment	56.8%
Physical Comfort	80.4%	Rate how Dr/Nurses worked together	92.1%	Discussed danger signals to watch for	59.3%
Involvement of Family	70.2%	Courtesy of Nurses	91.8%	Ease of finding someone to talk to	60.6%
Respect for Patient Preferences	77.4%	Amount of pain medicine received	90.2%	Family talked w/Dr enough	61.2%
Continuity and Transition	68.1%	Explained reason for wait in going to room	88.0%	Family had enough recovery info	61.5%
Coordination of Care	75.8%	Minutes taken to get pain medicine	87.5%	Dr discussed anxieties/fears	63.6%
		Drs did not talk in front of you as if you weren't there	87.4%	Wait time after call button reasonable	66.5%



(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 "Overall care received".