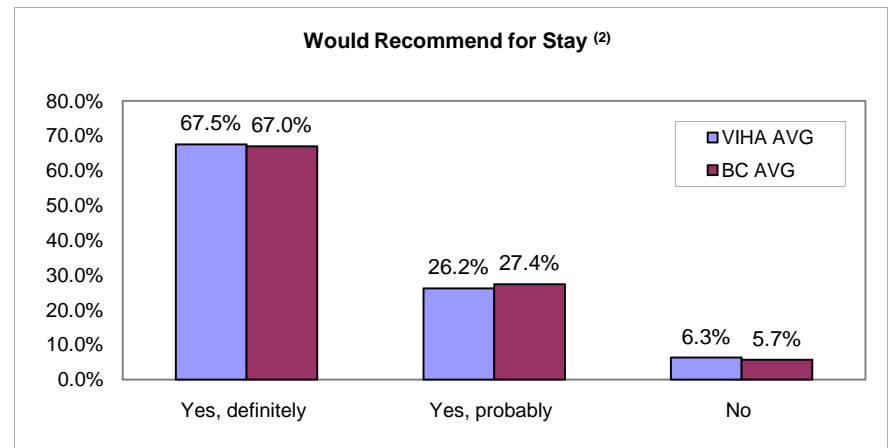
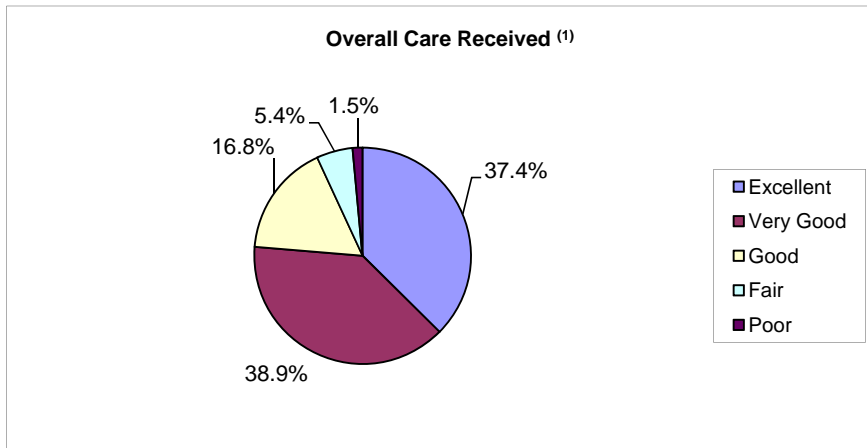




British Columbia - Vancouver Island Health Authority Report Acute Care Patient Experience Results - All Dimensions and Overall Ratings

Survey of Acute Care Patient Experience: October - December 2008 (n = 3349, Response Rate = 58.6%)

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	93.0% VIHA Avg 92.1% BC Avg	Minutes for help after call button	96.7%	Overall quality of food	47.0%
Access to Care	80.8%	Courtesy of Dr	95.9%	Discussed when to resume normal activities	47.8%
Emotional Support	68.0%	Courtesy of admission	95.2%	Discussed danger signals to watch for	55.1%
Information and Education	74.4%	Overall Dr care	94.6%	Nurse discussed anxieties/fears	55.9%
Physical Comfort	82.2%	Courtesy of Nurses	94.2%	Enough say about treatment	56.5%
Involvement of Family	67.7%	Rate how Dr/Nurses worked together	93.5%	Family talked w/Dr enough	58.0%
Respect for Patient Preferences	78.7%	Amount of pain medicine received	90.4%	Family had enough recovery info	59.3%
Continuity and Transition	64.6%	Minutes taken to get pain medicine	89.8%	Dr discussed anxieties/fears	61.1%
Coordination of Care	74.5%	Drs did not talk in front of you as if you weren't there	89.8%	Ease of finding someone to talk to	62.8%
		Availability of Nurses	87.7%	Discussed medication side effects	63.8%



(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".