

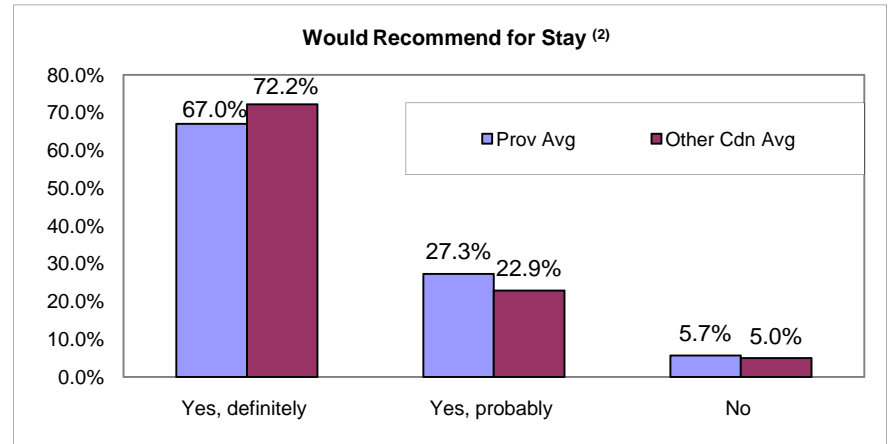
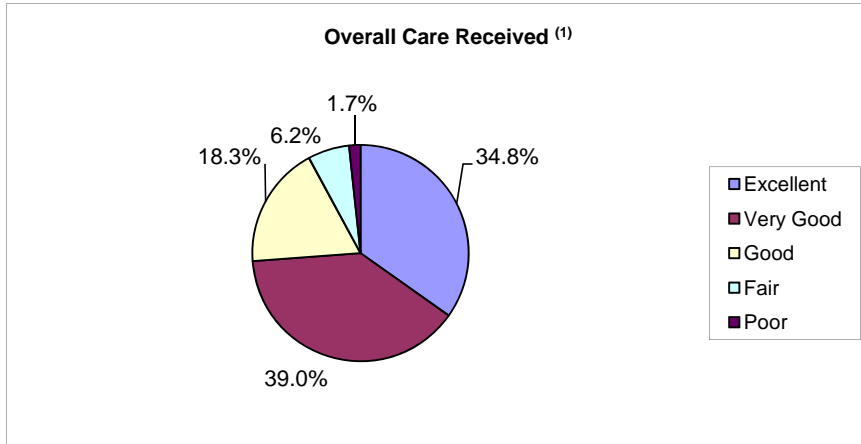


British Columbia - Provincial Report

Acute Care Patient Experience Results - All Dimensions and Overall Ratings: All Inpatient Care

Survey of Acute Care Patient Experience: October - December 2008 (n = 17389, Response Rate = 52.8%)

| Summary Results (% positive score)** | | Strengths (Highest % positive scores) | | Opportunities for Improvement (Lowest % positive scores) | |
|---|---|--|-------|---|-------|
| Overall care received ⁽¹⁾ | 92.1% Prov Avg 92.8% Other Cdn Avg | Minutes for help after call button | 96.7% | Discussed when to resume normal activities | 45.8% |
| Access to Care | 79.5% | Courtesy of Dr | 95.4% | Overall quality of food | 51.9% |
| Emotional Support | 65.9% | Courtesy of admission | 94.8% | Nurse discussed anxieties/fears | 53.2% |
| Information and Education | 72.7% | Overall Dr care | 93.7% | Enough say about treatment | 54.3% |
| Involvement of Family | 66.6% | Courtesy of Nurses | 93.1% | Discussed danger signals to watch for | 55.0% |
| Physical Comfort | 80.5% | Rate how Dr/Nurses worked together | 92.5% | Family had enough recovery info | 57.2% |
| Respect for Patient Preferences | 76.6% | Amount of pain medicine received | 89.7% | Family talked w/Dr enough | 57.2% |
| Continuity and Transition | 63.9% | Minutes taken to get pain medicine | 88.1% | Ease of finding someone to talk to | 59.9% |
| Coordination of Care | 72.3% | Drs did not talk in front of you as if you weren't there | 87.3% | Dr discussed anxieties/fears | 60.9% |
| | | Availability of Nurses | 87.0% | Discussed medication side effects | 62.5% |



(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".