### British Columbia - IHA - All Sectors Combined

**Acute Care Patient Experience-All Dimensions and Overall Ratings**

**Report Date:** October 05, 2012  
**Survey of Acute Care Patient Experience: October 2011 - Mar 2012**  
n=3565  
Response Rate= 46.8%

<table>
<thead>
<tr>
<th>Summary Results (% positive score)**</th>
<th>Strengths (Highest % positive scores)</th>
<th>Opportunities for Improvement (Lowest % positive scores)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall care received (1)</td>
<td>IP: Minutes for help after call button 95.9%</td>
<td>IP: Discussed when to resume normal activities 44.9%</td>
</tr>
<tr>
<td>Access to Care (IP Can)</td>
<td>IP: Courtesy of Dr 95.8%</td>
<td>IP: Overall quality of food 51.2%</td>
</tr>
<tr>
<td>Emotional Support (IP Can)</td>
<td>IP: Courtesy of admission 95.0%</td>
<td>IP: Nurse discussed anxieties/fears 51.4%</td>
</tr>
<tr>
<td>Information and Education (IP Can)</td>
<td>IP: Overall Dr care 94.2%</td>
<td>IP: Enough say about treatment 53.7%</td>
</tr>
<tr>
<td>Respect for Patient Preferences (IP Can)</td>
<td>IP: Courtesy of Nurses 93.8%</td>
<td>IP: Discussed danger signals to watch for 56.2%</td>
</tr>
<tr>
<td>Physical Comfort (IP Can)</td>
<td>IP: Rate how Dr/Nurses worked together 92.3%</td>
<td>IP: Family had enough recovery info 58.2%</td>
</tr>
<tr>
<td>Involvement of Family (IP Can)</td>
<td>IP: Drs did not talk in front of you as if you weren't there 89.4%</td>
<td>IP: Family talked w/Dr enough 58.4%</td>
</tr>
<tr>
<td>Continuity and Transition (IP Can)</td>
<td>IP: Minutes taken to get pain medicine 89.0%</td>
<td>IP: Ease of finding someone to talk to 59.1%</td>
</tr>
<tr>
<td>Coordination of Care (IP Can)</td>
<td>IP: Amount of pain medicine received 88.9%</td>
<td>IP: Dr discussed anxieties/fears 60.2%</td>
</tr>
<tr>
<td>Overall care received</td>
<td>IP: Amount of info given to family 86.8%</td>
<td>IP: Wait time after call button reasonable 62.8%</td>
</tr>
</tbody>
</table>

**Overall Care Received (1)**

- Excellent: 32.9%
- Very Good: 18.6%
- Good: 6.8%
- Fair: 1.6%
- Poor: 40.1%

**Would Recommend for Stay (2)**

- IHA All Sectors Avg: 68.5%
- BC Avg: 62.2%

- Yes, definitely: 31.7%
- Yes, probably: 25.7%
- No: 6.1%

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**Notes:**
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”.

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**Overall Care Received (1) **

**Would Recommend for Stay (2)**