## Summary Results (% positive score)**

<table>
<thead>
<tr>
<th>Overall care received (1)</th>
<th>93.8% VCHA All Sectors (Rehab Included) Avg 92.2% BC Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Care (IP Can)</td>
<td>82.0%</td>
</tr>
<tr>
<td>Emotional Support (IP Can)</td>
<td>67.6%</td>
</tr>
<tr>
<td>Information and Education (IP Can)</td>
<td>73.9%</td>
</tr>
<tr>
<td>Involvement of Family (IP Can)</td>
<td>69.5%</td>
</tr>
<tr>
<td>Physical Comfort (IP Can)</td>
<td>81.3%</td>
</tr>
<tr>
<td>Respect for Patient Preferences (IP Can)</td>
<td>76.8%</td>
</tr>
<tr>
<td>Continuity and Transition (IP Can)</td>
<td>61.8%</td>
</tr>
<tr>
<td>Coordination of Care (IP Can)</td>
<td>74.5%</td>
</tr>
</tbody>
</table>

## Strengths (Highest % positive scores)

- IP: Minutes for help after call button 96.7%
- IP: Courtesy of Dr 96.4%
- IP: Courtesy of admission 95.6%
- IP: Overall Dr care 95.4%
- IP: Amount of pain medicine received 90.8%
- IP: Rate how Dr/Nurses worked together 93.5%
- IP: Discussed when to resume normal activities 45.1%
- IP: Overall quality of food 52.3%
- IP: Discussed danger signals to watch for 53.7%
- IP: Nurse discussed anxieties/fears 53.8%
- IP: Enough say about treatment 55.8%
- IP: Discussed medication side effects 59.4%
- IP: Family talked w/Dr enough 61.2%
- IP: Family had enough recovery info 60.8%
- IP: Ease of finding someone to talk to 61.2%
- IP: Dr discussed anxieties/fears 64.0%

## Opportunities for Improvement (Lowest % positive scores)

- IP: Explained reason for wait in going to room 88.2%
- IP: Amount of pain medicine received 90.8%
- IP: Minutes taken to get pain medicine 90.6%
- IP: Rate how Dr/Nurses worked together 93.5%
- IP: Discussed when to resume normal activities 45.1%
- IP: Overall quality of food 52.3%
- IP: Discussed danger signals to watch for 53.7%
- IP: Nurse discussed anxieties/fears 53.8%
- IP: Enough say about treatment 55.8%
- IP: Discussed medication side effects 59.4%
- IP: Family talked w/Dr enough 61.2%
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- IP: Ease of finding someone to talk to 61.2%
- IP: Dr discussed anxieties/fears 64.0%

## Overall Care Received (1)

- Excellent: 40.5%
- Very Good: 36.8%
- Good: 16.4%
- Fair: 4.6%
- Poor: 1.7%

## Would Recommend for Stay (2)

- Yes, definitely: 75.7%
- Yes, probably: 68.5%
- No: 4.5%

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(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".