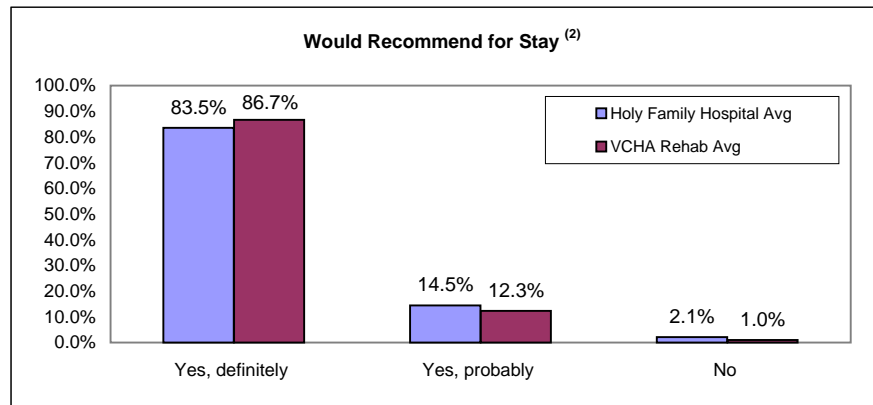
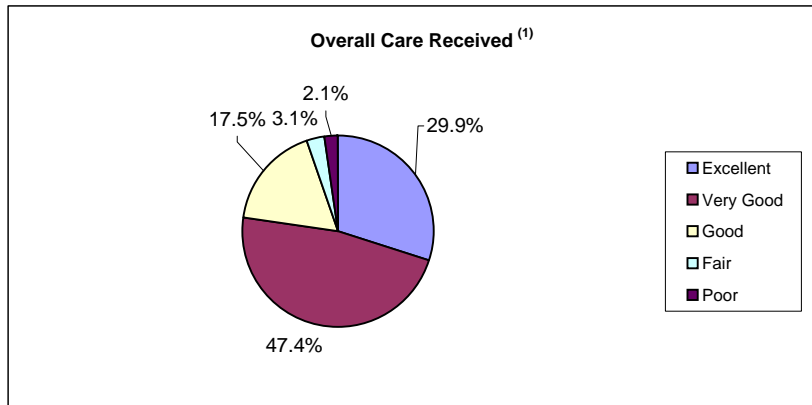


Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.8% Holy Family Hospital Avg 96.2% VCHA Rehab Avg				
Overall care received <sup>(1)</sup>		IP: Minutes for help after call button	97.6%	IP: Discussed when to resume normal activities	37.4%
Access to Care (IP Can)	81.8%	IP: Explained reason for wait in going to room	96.7%	IP: Discussed danger signals to watch for	49.5%
Emotional Support (IP Can)	70.1%	IP: Courtesy of admission	95.9%	IP: Enough say about treatment	51.6%
Physical Comfort (IP Can)	80.2%	IP: Courtesy of Dr	95.7%	IP: Nurse discussed anxieties/fears	53.5%
Information and Education (IP Can)	76.8%	IP: Wait to go to room was not unnecessarily long	94.9%	IP: Family talked w/Dr enough	54.4%
Continuity and Transition (IP Can)	59.8%	IP: Rate how Dr/Nurses worked together	94.8%	IP: Wait time after call button reasonable	55.1%
Involvement of Family (IP Can)	67.3%	IP: Courtesy of Nurses	94.7%	IP: Dr discussed anxieties/fears	55.7%
Respect for Patient Preferences (IP Can)	76.9%	IP: Minutes taken to get pain medicine	94.6%	IP: Overall quality of food	57.0%
Coordination of Care (IP Can)	83.2%	IP: Overall Dr care	91.6%	IP: Discussed medication side effects	62.2%
		IP: Amount of pain medicine received	91.0%	IP: Got bathroom help in time	62.8%



(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 "IP: Overall care received".