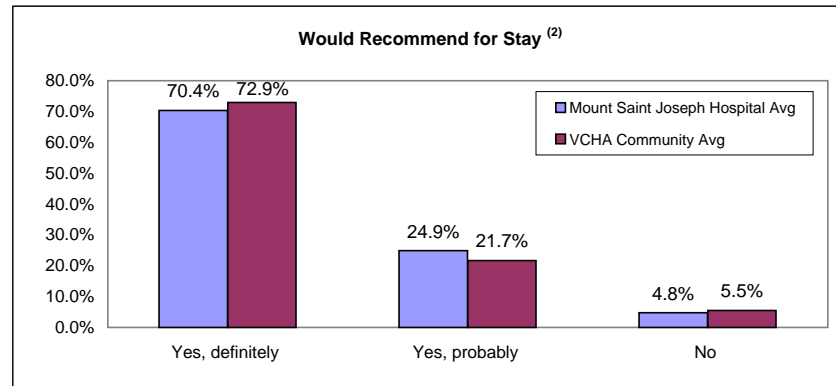
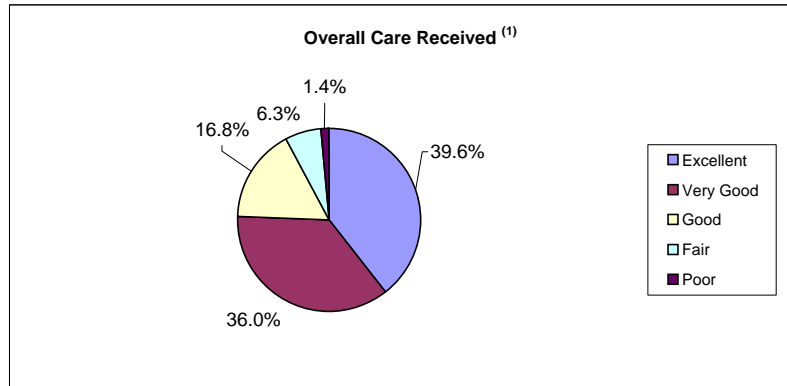


British Columbia - Mount Saint Joseph Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012 n=171, Response Rate= 35.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	92.4% Mount Saint Joseph Hospital Avg 93.6% VCHA Community Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	96.8%	IP: Discussed when to resume normal activities	53.3%
Access to Care (IP Can)	82.3%	IP: Minutes for help after call button	96.5%	IP: Enough say about treatment	54.6%
Physical Comfort (IP Can)	81.9%	IP: Overall Dr care	96.5%	IP: Discussed danger signals to watch for	56.1%
Respect for Patient Preferences (IP Can)	75.6%	IP: Courtesy of admission	96.2%	IP: Nurse discussed anxieties/fears	56.1%
Emotional Support (IP Can)	69.7%	IP: Courtesy of Nurses	94.1%	IP: Ease of finding someone to talk to	63.7%
Continuity and Transition (IP Can)	66.5%	IP: Rate how Dr/Nurses worked together	93.9%	IP: Explained test results understandably	63.8%
Involvement of Family (IP Can)	75.2%	IP: Amount of pain medicine received	93.2%	IP: Discussed medication side effects	65.0%
Coordination of Care (IP Can)	77.7%	IP: Minutes taken to get pain medicine	92.2%	IP: Family talked w/Dr enough	65.1%
Information and Education (IP Can)	74.8%	IP: Availability of Nurses	90.5%	IP: Dr discussed anxieties/fears	66.0%
		IP: Amount of info given to family	90.1%	IP: Wait time after call button reasonable	67.2%



(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".