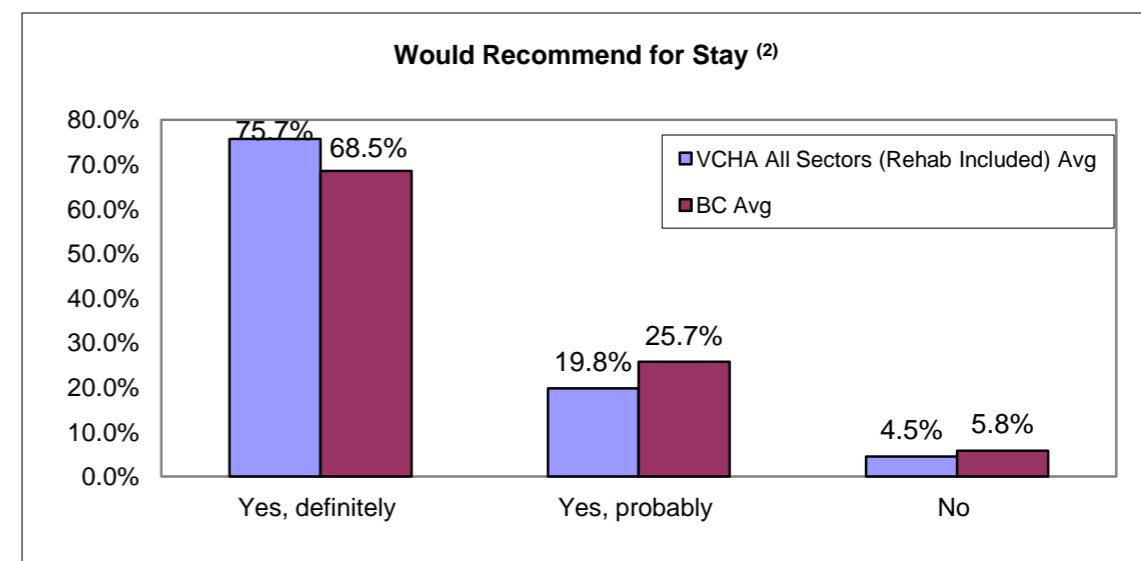
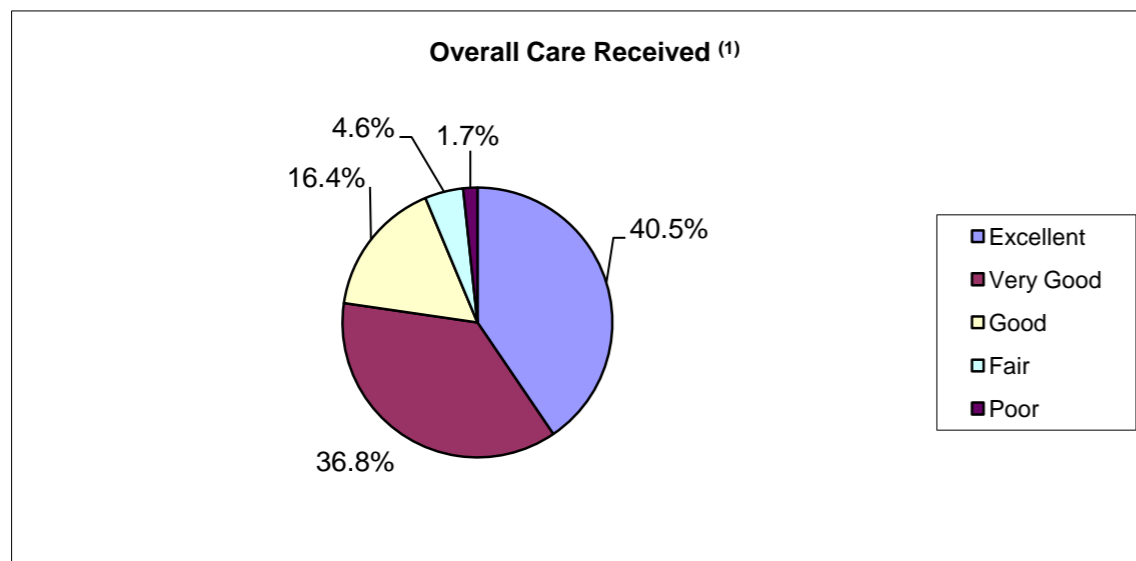


**British Columbia - VCHA - All Sectors Combined (Freestanding Rehab Included)**

**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=3449 Response Rate= 41.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	93.8% VCHA All Sectors (Rehab Included) Avg 92.2% BC Avg	IP: Minutes for help after call button	96.7%	IP: Discussed when to resume normal activities	45.1%
Access to Care (IP Can)	82.0%	IP: Courtesy of Dr	96.4%	IP: Overall quality of food	52.3%
Emotional Support (IP Can)	67.6%	IP: Courtesy of admission	95.6%	IP: Discussed danger signals to watch for	53.7%
Information and Education (IP Can)	73.9%	IP: Overall Dr care	95.4%	IP: Nurse discussed anxieties/fears	53.8%
Involvement of Family (IP Can)	69.5%	IP: Courtesy of Nurses	94.3%	IP: Enough say about treatment	55.8%
Physical Comfort (IP Can)	81.3%	IP: Rate how Dr/Nurses worked together	93.5%	IP: Discussed medication side effects	59.4%
Respect for Patient Preferences (IP Can)	76.8%	IP: Amount of pain medicine received	90.8%	IP: Family talked w/Dr enough	60.1%
Continuity and Transition (IP Can)	61.8%	IP: Minutes taken to get pain medicine	90.6%	IP: Family had enough recovery info	60.8%
Coordination of Care (IP Can)	74.5%	IP: Availability of Nurses	89.1%	IP: Ease of finding someone to talk to	61.2%
		IP: Explained reason for wait in going to room	88.2%	IP: Dr discussed anxieties/fears	64.0%



(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".