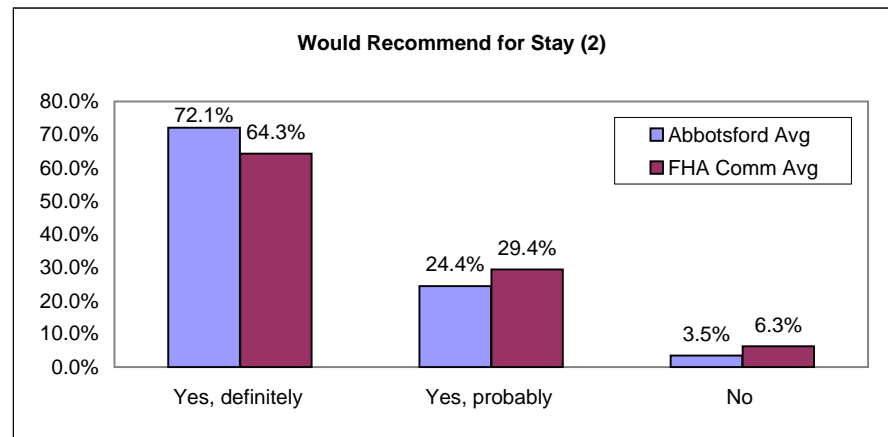
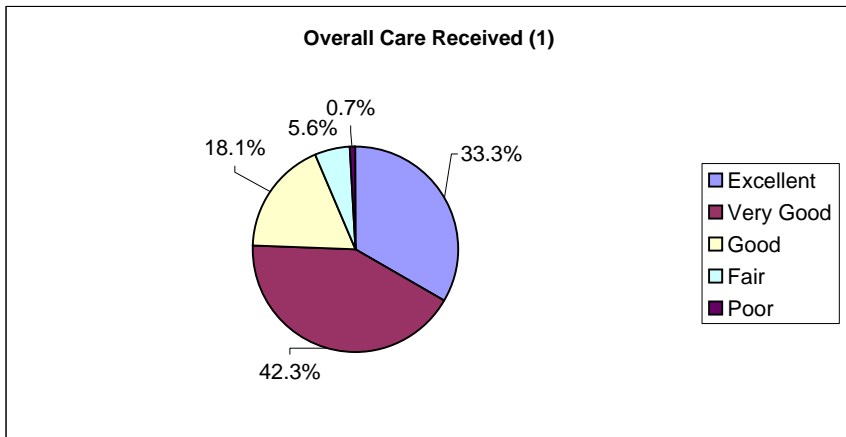




**British Columbia - Abbotsford Memorial Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 11, 2009 **Survey of Acute Care Patient Experience:** Oct 1 – Dec 31, 2008. n = 451; **Response Rate = 50.2%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	93.7% Abbotsford 91.5% FHA Comm Avg	IP: Minutes for help after call button	96.6%	IP: Discussed when to resume normal activities	38.9%
Emotional Support (IP Can)	68.1%	IP: Courtesy of Nurses	96.5%	IP: Discussed danger signals to watch for	52.7%
Access to Care (IP Can)	81.3%	IP: Courtesy of Dr	94.6%	IP: Family had enough recovery info	52.9%
Information and Education (IP Can)	73.8%	IP: Courtesy of admission	93.6%	IP: Overall quality of food	53.5%
Involvement of Family (IP Can)	63.0%	IP: Rate how Dr/Nurses worked together	93.5%	IP: Enough say about treatment	54.8%
Respect for Patient Preferences (IP Can)	77.7%	IP: Overall Dr care	93.4%	IP: Family talked w/Dr enough	55.2%
Physical Comfort (IP Can)	80.3%	IP: Condition of room/hospital environment	92.7%	IP: Nurse discussed anxieties/fears	59.9%
Continuity and Transition (IP Can)	60.5%	IP: Availability of Nurses	91.0%	IP: Dr discussed anxieties/fears	62.4%
Coordination of Care (IP Can)	74.6%	IP: Drs did not talk in front of you as if you weren't there	89.4%	IP: Discussed medication side effects	62.5%
		IP: Minutes taken to get pain medicine	88.8%	IP: Wait time after call button reasonable	63.0%



(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".