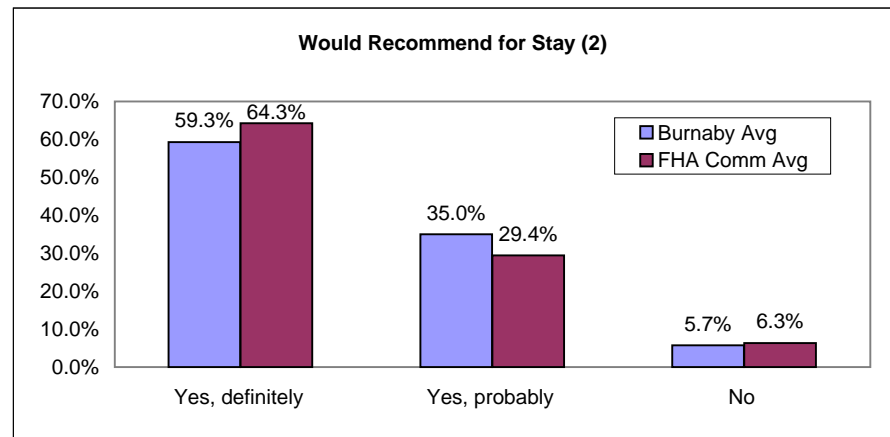
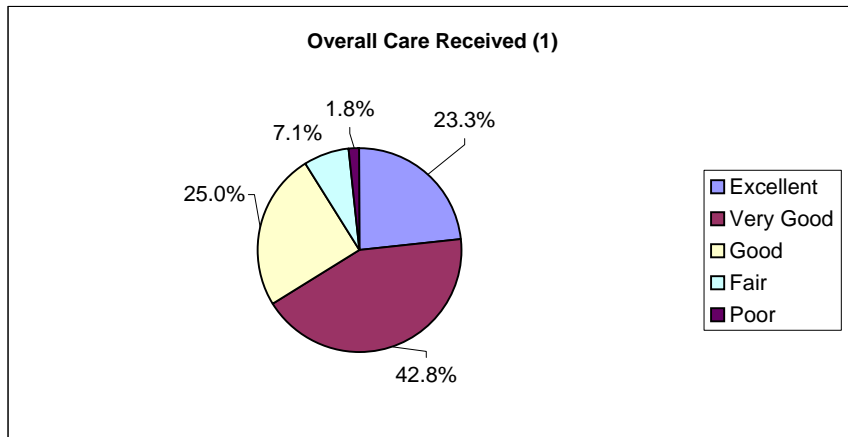


**British Columbia - Burnaby Hospital
 Experience of Inpatient Care Results - All Sectors**

Report Date: November 11, 2009 **Survey of Acute Care Patient Experience:** Oct 1 – Dec 31, 2008. n = 463; **Response Rate = 47.0%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	91.1% Burnaby 91.5% FHA Comm Avg	IP: Minutes for help after call button	99.0%	IP: Discussed when to resume normal activities	39.1%
Access to Care (IP Can)	76.4%	IP: Courtesy of Dr	93.8%	IP: Nurse discussed anxieties/fears	44.9%
Emotional Support (IP Can)	59.0%	IP: Courtesy of admission	93.7%	IP: Discussed danger signals to watch for	47.7%
Information and Education (IP Can)	68.2%	IP: Amount of pain medicine received	91.3%	IP: Enough say about treatment	48.5%
Involvement of Family (IP Can)	62.9%	IP: Overall Dr care	90.9%	IP: Ease of finding someone to talk to	51.6%
Respect for Patient Preferences (IP Can)	72.2%	IP: Rate how Dr/Nurses worked together	90.6%	IP: Family talked w/Dr enough	52.0%
Coordination of Care (IP Can)	67.0%	IP: Courtesy of Nurses	89.9%	IP: Family had enough recovery info	53.0%
Physical Comfort (IP Can)	79.5%	IP: Minutes taken to get pain medicine	87.8%	IP: Dr discussed anxieties/fears	54.4%
Continuity and Transition (IP Can)	58.2%	IP: Availability of Nurses	87.0%	IP: Discussed medication side effects	55.2%
		IP: Drs did not talk in front of you as if you weren't there	85.8%	IP: Explained test results understandably	59.0%



(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".