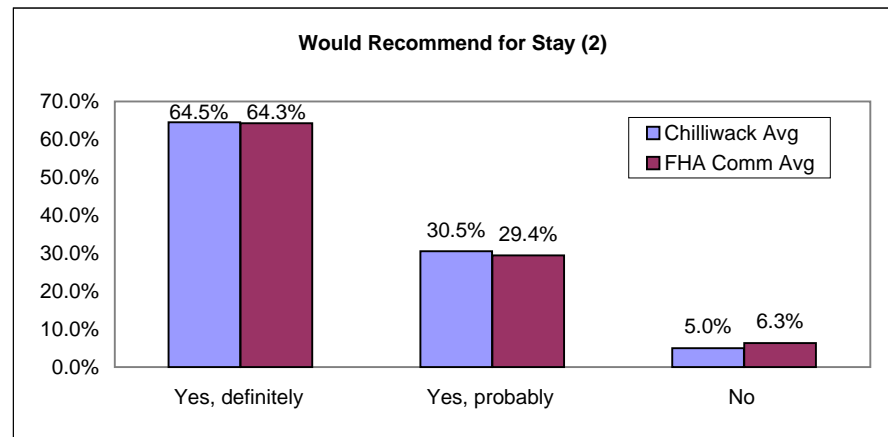
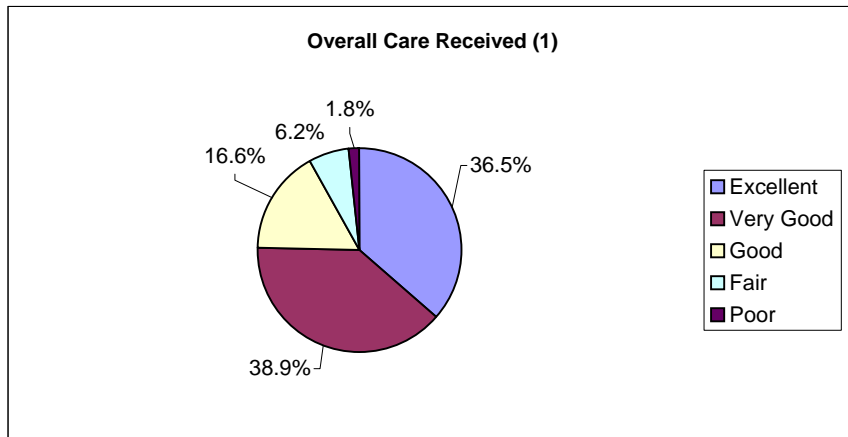




**British Columbia - Chilliwack General Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 11, 2009 **Survey of Acute Care Patient Experience:** Oct 1 – Dec 31, 2008. n = 336; **Response Rate = 55.9%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	92.0% Chilliwack 91.5% FHA Comm Avg	IP: Minutes for help after call button	99.0%	IP: Discussed when to resume normal activities	46.7%
Access to Care (IP Can)	82.5%	IP: Courtesy of Dr	96.0%	IP: Nurse discussed anxieties/fears	51.4%
Emotional Support (IP Can)	66.7%	IP: Courtesy of admission	94.4%	IP: Overall quality of food	52.2%
Information and Education (IP Can)	71.7%	IP: Overall Dr care	93.7%	IP: Discussed danger signals to watch for	55.8%
Respect for Patient Preferences (IP Can)	77.9%	IP: Courtesy of Nurses	93.2%	IP: Enough say about treatment	56.8%
Involvement of Family (IP Can)	66.9%	IP: Rate how Dr/Nurses worked together	92.5%	IP: Family talked w/Dr enough	59.0%
Physical Comfort (IP Can)	82.4%	IP: Minutes taken to get pain medicine	90.4%	IP: Family had enough recovery info	59.2%
Continuity and Transition (IP Can)	64.2%	IP: Amount of pain medicine received	89.3%	IP: Dr discussed anxieties/fears	60.7%
Coordination of Care (IP Can)	72.2%	IP: Availability of Nurses	88.8%	IP: Discussed medication side effects	62.6%
		IP: Drs did not talk in front of you as if you weren't there	86.6%	IP: Explained test results understandably	63.8%



(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".