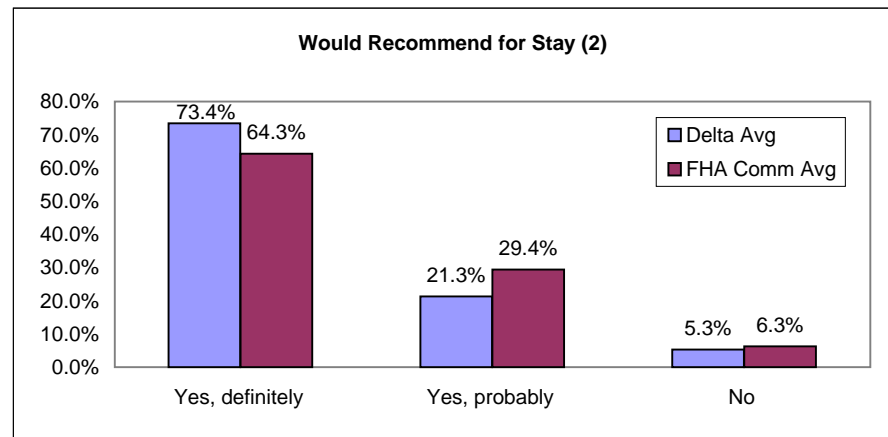
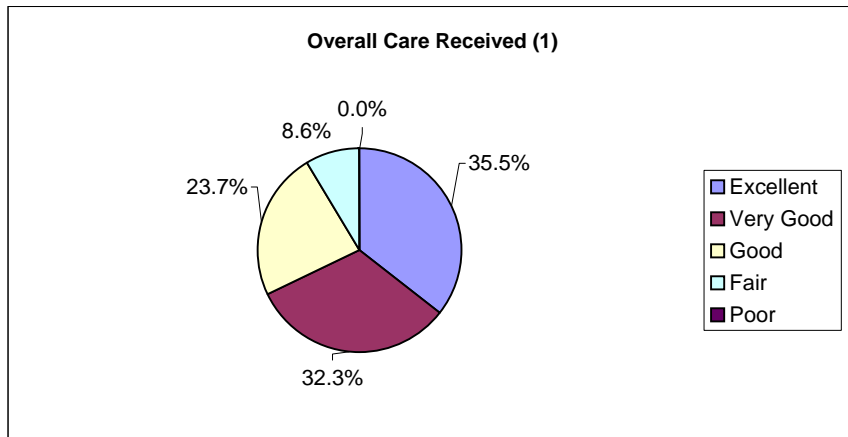




**British Columbia - Delta Hospital**  
**Experience of Inpatient Care Results - All Sectors**

**Report Date:** November 11, 2009 **Survey of Acute Care Patient Experience:** Oct 1 – Dec 31, 2008. n = 102; **Response Rate = 55.4%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	91.4% Delta 91.5% FHA Comm Avg	IP: Minutes for help after call button	98.6%	IP: Discussed danger signals to watch for	33.7%
<b>Access to Care (IP Can)</b>	<b>75.5%</b>	IP: Courtesy of admission	94.8%	IP: Discussed when to resume normal activities	34.1%
<b>Emotional Support (IP Can)</b>	<b>57.0%</b>	IP: Courtesy of Nurses	94.7%	IP: Nurse discussed anxieties/fears	37.7%
<b>Involvement of Family (IP Can)</b>	<b>64.1%</b>	IP: Courtesy of Dr	93.5%	IP: Dr discussed anxieties/fears	43.5%
Information and Education (IP Can)	66.4%	IP: Minutes taken to get pain medicine	91.1%	IP: One Dr in charge of care	44.8%
Continuity and Transition (IP Can)	51.9%	IP: Drs did not talk in front of you as if you weren't there	90.3%	IP: Enough say about treatment	44.9%
Coordination of Care (IP Can)	68.4%	IP: Rate how Dr/Nurses worked together	88.8%	IP: Discussed medication side effects	50.6%
Physical Comfort (IP Can)	76.2%	IP: Amount of pain medicine received	87.5%	IP: Family talked w/Dr enough	51.2%
Respect for Patient Preferences (IP Can)	75.3%	IP: Organization of admission process	85.7%	IP: Wait time after call button reasonable	52.2%
		IP: Overall Dr care	85.3%	IP: Overall quality of food	54.9%



(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".