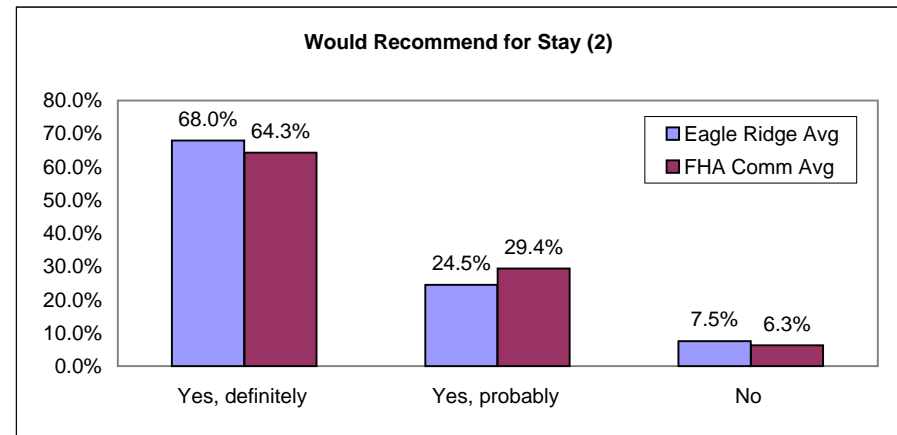
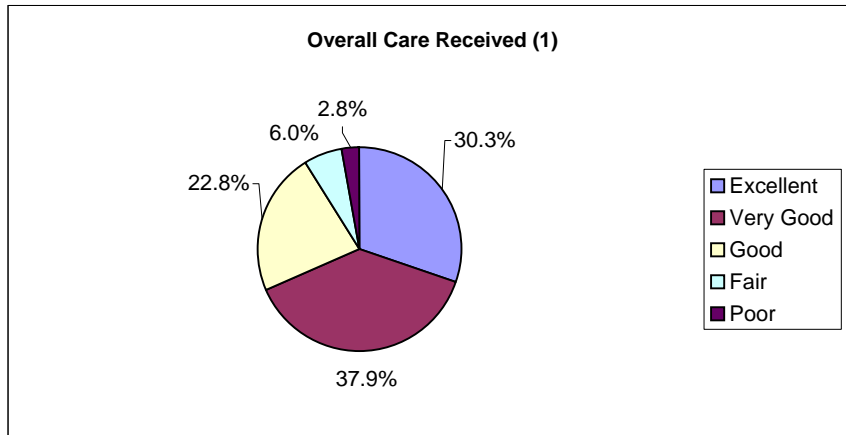




**British Columbia - Eagle Ridge Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date:** November 11, 2009 **Survey of Acute Care Patient Experience:** Oct 1 – Dec 31, 2008. n = 249; **Response Rate = 55.3%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	91.1% Eagle Ridge 91.5% FHA Comm Avg	IP: Minutes for help after call button	97.8%	IP: Enough say about treatment	41.0%
Access to Care (IP Can)	72.4%	IP: Minutes taken to get pain medicine	95.8%	IP: Nurse discussed anxieties/fears	43.2%
Emotional Support (IP Can)	58.7%	IP: Courtesy of admission	94.0%	IP: Discussed when to resume normal activities	43.9%
Information and Education (IP Can)	64.7%	IP: Courtesy of Dr	93.0%	IP: Dr discussed anxieties/fears	48.8%
Coordination of Care (IP Can)	67.1%	IP: Condition of room/hospital environment	91.5%	IP: Family talked w/Dr enough	49.8%
Involvement of Family (IP Can)	59.4%	IP: Amount of pain medicine received	91.4%	IP: Got bathroom help in time	49.8%
Continuity and Transition (IP Can)	59.6%	IP: Courtesy of Nurses	91.4%	IP: Family had enough recovery info	51.7%
Respect for Patient Preferences (IP Can)	71.9%	IP: Rate how Dr/Nurses worked together	90.1%	IP: Discussed medication side effects	53.2%
Physical Comfort (IP Can)	74.5%	IP: Drs did not talk in front of you as if you weren't there	87.7%	IP: Dr answered questions understandably	53.8%
		IP: Overall Dr care	86.4%	IP: Discussed danger signals to watch for	54.0%



(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".