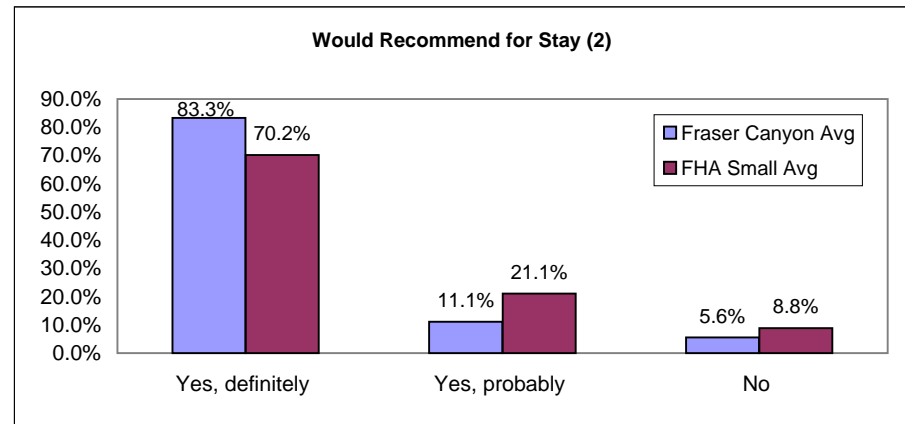
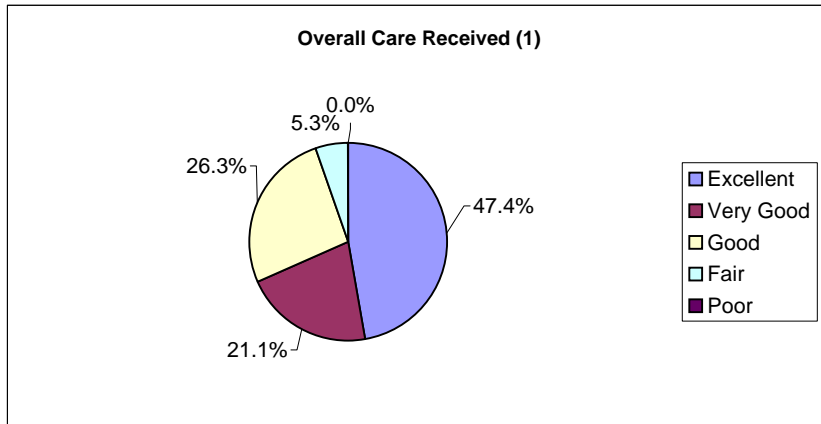


**British Columbia - Fraser Canyon Hospital
 Experience of Inpatient Care Results - All Sectors**

Report Date: November 11, 2009 **Survey of Acute Care Patient Experience:** Oct 1 – Dec 31, 2008. n = 20; **Response Rate = 45.5%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	94.7% Fraser Canyon 87.9% FHA Small Avg	IP: Minutes for help after call button	100.0%	IP: Discussed when to resume normal activities	35.3%
Emotional Support (IP Can)	69.8%	IP: Courtesy of admission	100.0%	IP: Nurse discussed anxieties/fears	38.5%
Information and Education (IP Can)	70.8%	IP: Courtesy of Dr	95.0%	IP: Got bathroom help in time	40.0%
Continuity and Transition (IP Can)	64.8%	IP: Nurses did not talk in front of you as if you weren't there	95.0%	IP: Overall quality of food	47.4%
Access to Care (IP Can)	77.6%	IP: Drs did not talk in front of you as if you weren't there	94.7%	IP: Dr discussed anxieties/fears	57.1%
Involvement of Family (IP Can)	76.9%	IP: Rate how Dr/Nurses worked together	94.1%	IP: Wait time after call button reasonable	57.1%
Coordination of Care (IP Can)	76.1%	IP: Amount of info given to family	92.3%	IP: Discussed danger signals to watch for	58.8%
Respect for Patient Preferences (IP Can)	85.5%	IP: Amount of pain medicine received	90.0%	IP: Did everything to control pain	60.0%
Physical Comfort (IP Can)	71.9%	IP: Overall Dr care	90.0%	IP: Explained test results understandably	61.1%
		IP: Courtesy of Nurses	89.5%	IP: Wait to go to room was not unnecessarily long	61.1%



(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".