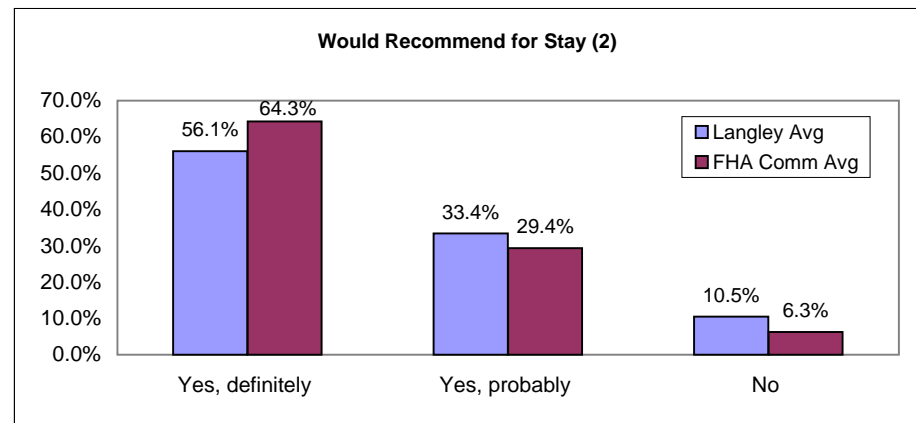
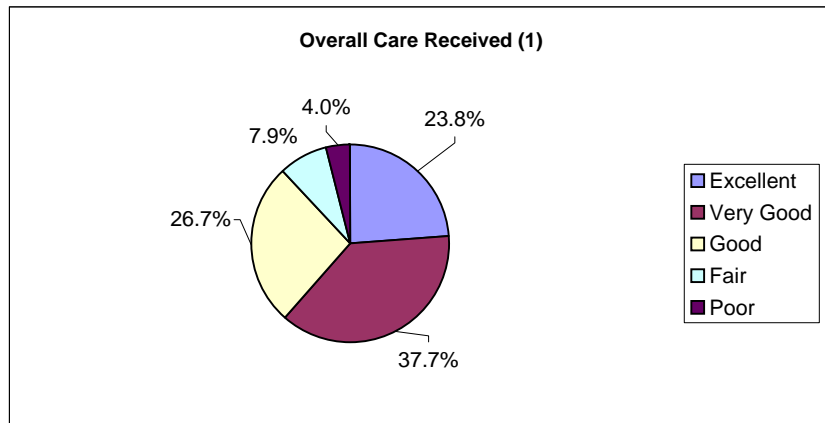


**British Columbia - Langley Memorial Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 11, 2009 **Survey of Acute Care Patient Experience:** Oct 1 – Dec 31, 2008. n = 377; **Response Rate = 51.2%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	88.1% Langley 91.5% FHA Comm Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	94.7%	IP: Discussed when to resume normal activities	43.1%
Access to Care (IP Can)	71.4%	IP: Courtesy of Dr	94.1%	IP: Overall quality of food	43.8%
Emotional Support (IP Can)	59.8%	IP: Courtesy of admission	92.2%	IP: Nurse discussed anxieties/fears	46.7%
Involvement of Family (IP Can)	67.0%	IP: Courtesy of Nurses	91.2%	IP: Enough say about treatment	47.3%
Information and Education (IP Can)	67.9%	IP: Drs did not talk in front of you as if you weren't there	89.9%	IP: Ease of finding someone to talk to	53.2%
Respect for Patient Preferences (IP Can)	74.0%	IP: Overall Dr care	89.8%	IP: Discussed danger signals to watch for	54.9%
Physical Comfort (IP Can)	72.4%	IP: Rate how Dr/Nurses worked together	86.5%	IP: Nurse answered questions understandably	55.8%
Continuity and Transition (IP Can)	61.4%	IP: Amount of info given to family	85.1%	IP: Wait time after call button reasonable	57.2%
Coordination of Care (IP Can)	65.9%	IP: Explained reason for wait in going to room	84.1%	IP: Family talked w/Dr enough	57.6%
		IP: Nurses did not talk in front of you as if you weren't there	83.7%	IP: Family had enough recovery info	57.9%



(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".