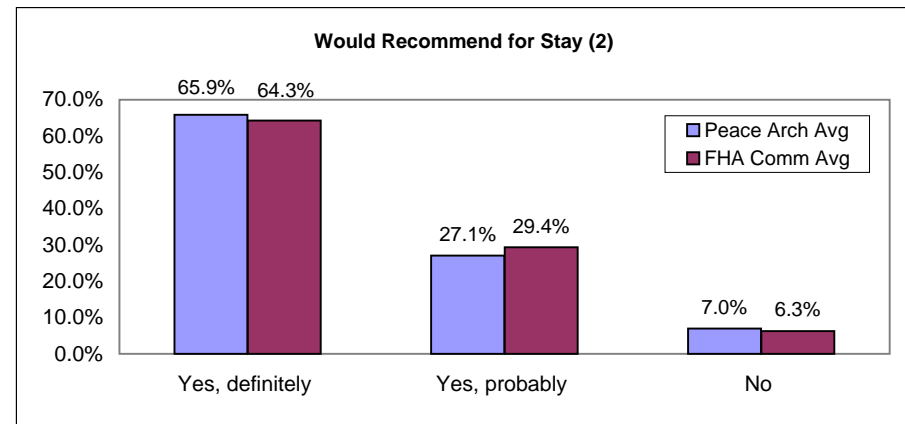
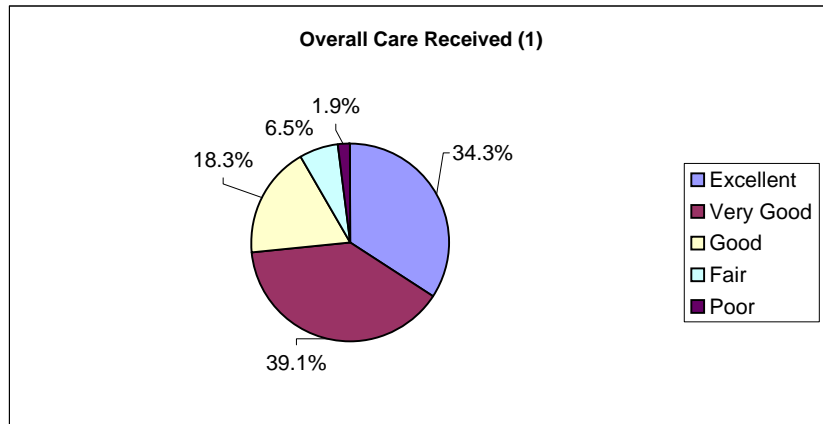


**British Columbia - Peace Arch District Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 11, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 329; Response Rate = 57.7%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	91.7% Peace Arch 91.5% FHA Comm Avg	IP: Minutes for help after call button	96.7%	IP: Overall quality of food	44.6%
Access to Care (IP Can)	<b>76.3%</b>	IP: Courtesy of admission	95.3%	IP: Nurse discussed anxieties/fears	48.0%
Emotional Support (IP Can)	<b>63.3%</b>	IP: Courtesy of Dr	94.1%	IP: Family talked w/Dr enough	48.1%
Physical Comfort (IP Can)	<b>79.5%</b>	IP: Courtesy of Nurses	93.7%	IP: Discussed when to resume normal activities	49.8%
Respect for Patient Preferences (IP Can)	76.2%	IP: Overall Dr care	92.7%	IP: Discussed danger signals to watch for	54.0%
Information and Education (IP Can)	67.9%	IP: Rate how Dr/Nurses worked together	91.3%	IP: Enough say about treatment	54.7%
Involvement of Family (IP Can)	62.0%	IP: Amount of pain medicine received	90.7%	IP: Family had enough recovery info	56.7%
Continuity and Transition (IP Can)	66.1%	IP: Minutes taken to get pain medicine	87.5%	IP: Dr discussed anxieties/fears	56.8%
Coordination of Care (IP Can)	69.0%	IP: Availability of Nurses	87.4%	IP: Ease of finding someone to talk to	56.9%
		IP: Drs did not talk in front of you as if you weren't there	87.1%	IP: Explained test results understandably	59.1%



(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".