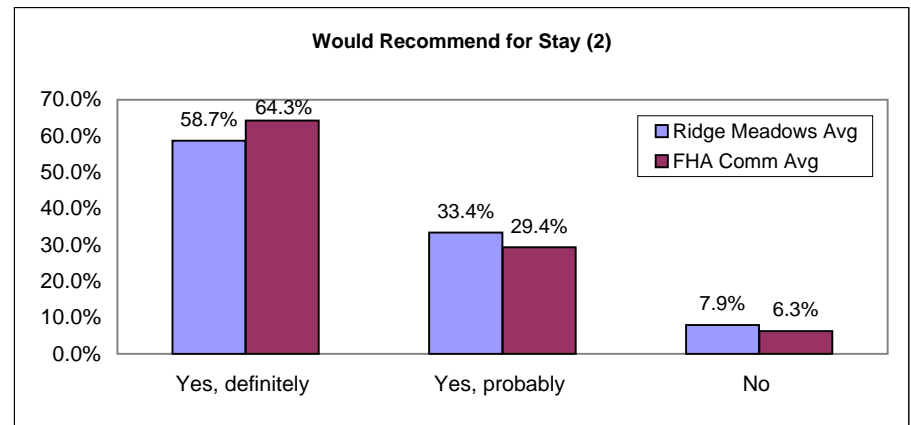
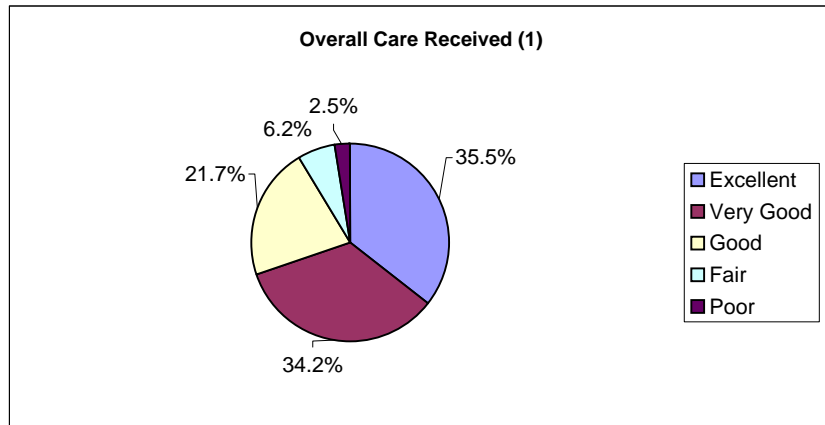




**British Columbia - Ridge Meadows Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 11, 2009 **Survey of Acute Care Patient Experience:** Oct 1 – Dec 31, 2008. n = 238; **Response Rate = 49.6%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	91.4% Ridge Meadows 91.5% FHA Comm Avg	IP: Minutes for help after call button	97.8%	IP: Overall quality of food	45.8%
Emotional Support (IP Can)	65.7%	IP: Courtesy of Dr	94.5%	IP: Discussed when to resume normal activities	51.0%
Access to Care (IP Can)	78.9%	IP: Rate how Dr/Nurses worked together	94.3%	IP: Discussed danger signals to watch for	58.0%
Information and Education (IP Can)	70.5%	IP: Overall Dr care	93.7%	IP: Nurse discussed anxieties/fears	58.0%
Involvement of Family (IP Can)	69.3%	IP: Courtesy of Nurses	93.7%	IP: Dr discussed anxieties/fears	58.0%
Respect for Patient Preferences (IP Can)	77.0%	IP: Amount of pain medicine received	90.8%	IP: Enough say about treatment	58.1%
Physical Comfort (IP Can)	80.9%	IP: Courtesy of admission	89.1%	IP: Ease of finding someone to talk to	59.1%
Continuity and Transition (IP Can)	67.3%	IP: Drs did not talk in front of you as if you weren't there	88.4%	IP: Family had enough recovery info	59.5%
Coordination of Care (IP Can)	69.6%	IP: Availability of Nurses	88.0%	IP: Family talked w/Dr enough	62.9%
		IP: Minutes taken to get pain medicine	86.0%	IP: Explained test results understandably	63.8%



(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".