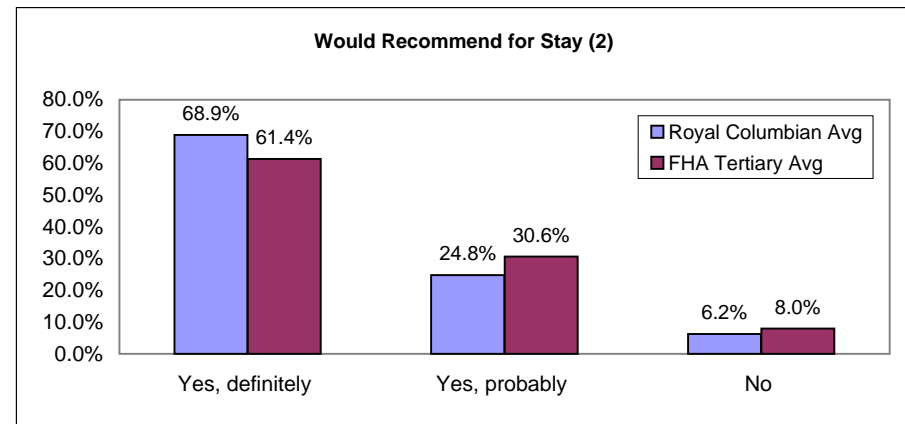
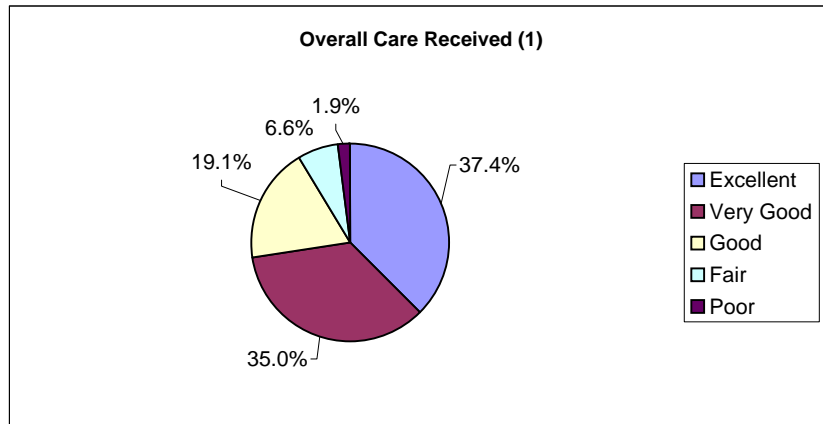


**British Columbia - Royal Columbian Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 11, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 766; Response Rate = 48.1%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	91.5% Royal Columbian 89.2% FHA Tertiary Avg	IP: Courtesy of admission	95.3%	IP: Discussed when to resume normal activities	44.2%
<b>Access to Care (IP Can)</b>	<b>78.1%</b>	IP: Minutes for help after call button	94.8%	IP: Enough say about treatment	51.6%
<b>Emotional Support (IP Can)</b>	<b>65.8%</b>	IP: Courtesy of Dr	94.5%	IP: Discussed danger signals to watch for	52.2%
<b>Physical Comfort (IP Can)</b>	<b>78.4%</b>	IP: Overall Dr care	93.8%	IP: Nurse discussed anxieties/fears	53.4%
Information and Education (IP Can)	72.2%	IP: Rate how Dr/Nurses worked together	92.3%	IP: Family had enough recovery info	54.3%
Involvement of Family (IP Can)	65.7%	IP: Courtesy of Nurses	90.6%	IP: Family talked w/Dr enough	55.5%
Respect for Patient Preferences (IP Can)	74.3%	IP: Amount of pain medicine received	89.1%	IP: Ease of finding someone to talk to	59.0%
Coordination of Care (IP Can)	68.8%	IP: Minutes taken to get pain medicine	87.9%	IP: Overall quality of food	61.4%
Continuity and Transition (IP Can)	62.8%	IP: Explained reason for wait in going to room	87.0%	IP: Scheduled tests/procedures were on time	62.9%
		IP: Amount of info given to family	86.8%	IP: Discussed medication side effects	63.0%



(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".