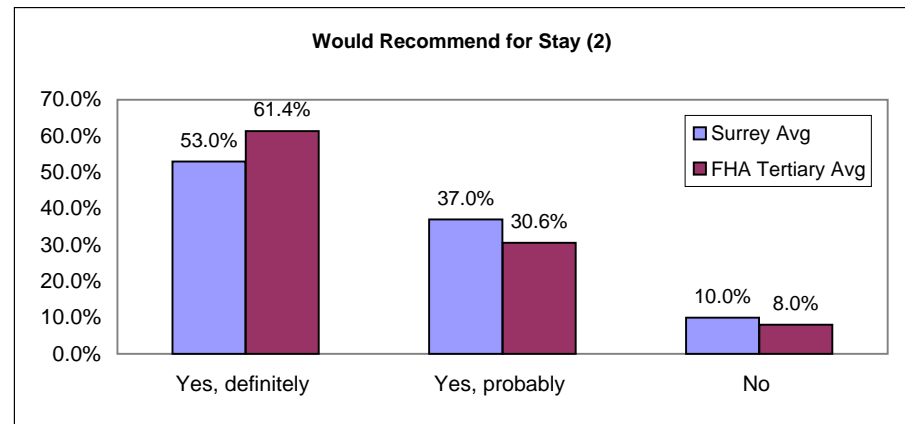
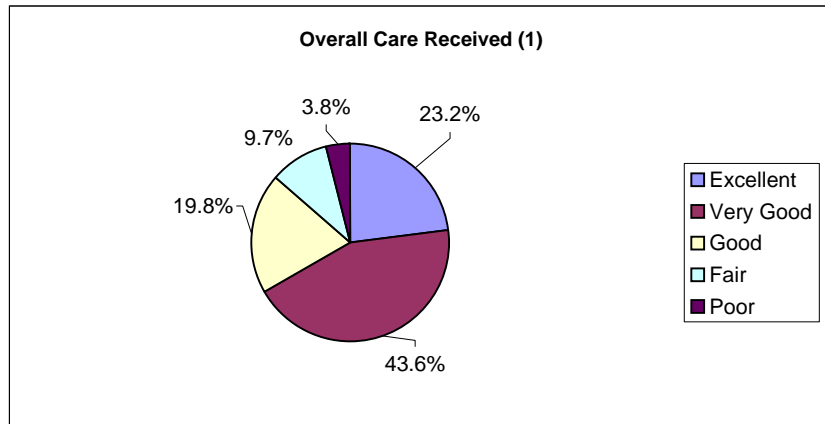




**British Columbia - Surrey Memorial Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 11, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 576; Response Rate = 41.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	86.6% Surrey 89.2% FHA Tertiary Avg	IP: Minutes for help after call button	95.0%	IP: Enough say about treatment	45.3%
Access to Care (IP Can)	71.3%	IP: Courtesy of Dr	93.3%	IP: Discussed when to resume normal activities	45.4%
Emotional Support (IP Can)	58.7%	IP: Courtesy of admission	90.7%	IP: Family talked w/Dr enough	48.3%
Information and Education (IP Can)	65.1%	IP: Amount of pain medicine received	89.5%	IP: Ease of finding someone to talk to	48.8%
Physical Comfort (IP Can)	75.0%	IP: Rate how Dr/Nurses worked together	89.4%	IP: Nurse discussed anxieties/fears	49.2%
Involvement of Family (IP Can)	60.8%	IP: Overall Dr care	88.7%	IP: Scheduled tests/procedures were on time	54.2%
Respect for Patient Preferences (IP Can)	67.2%	IP: Courtesy of Nurses	88.0%	IP: Overall quality of food	54.2%
Continuity and Transition (IP Can)	65.7%	IP: Minutes taken to get pain medicine	82.9%	IP: Family had enough recovery info	55.4%
Coordination of Care (IP Can)	60.0%	IP: Availability of Nurses	81.1%	IP: One Dr in charge of care	56.1%
		IP: Discussed purpose of home meds	80.3%	IP: Dr discussed anxieties/fears	56.1%



(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".