### British Columbia - Holy Family Hospital - All Sectors Combined

**Report Date:** October 15, 2012  
**Survey of Acute Care Patient Experience:** October 2011 - March 2012  
n=102, **Response Rate= 48.8%**

#### Summary Results  
(‘% positive score’**  
| **Overall Care Received (1)** | 94.8% Holy Family Hospital Avg | 96.2% VCHA Rehab Avg | IP: Minutes for help after call button 97.6% | IP: Discussed when to resume normal activities 37.4% | Access to Care (IP Can) 81.8% | IP: Explained reason for wait in going to room 96.7% | IP: Discussed danger signals to watch for 49.5% | Emotional Support (IP Can) 70.1% | IP: Courtesy of admission 95.9% | IP: Enough say about treatment 51.6% | Physical Comfort (IP Can) 80.2% | IP: Courtesy of Dr 95.7% | IP: Nurse discussed anxieties/fears 53.5% | Information and Education (IP Can) 76.8% | IP: Wait to go to room was not unnecessarily long 94.9% | IP: Family talked w/Dr enough 54.4% | Continuity and Transition (IP Can) 59.8% | IP: Rate how Dr/Nurses worked together 94.8% | IP: Wait time after call button reasonable 55.1% | Involvement of Family (IP Can) 67.3% | IP: Courtesy of Nurses 94.7% | IP: Dr discussed anxieties/fears 55.7% | Respect for Patient Preferences (IP Can) 76.9% | IP: Minutes taken to get pain medicine 94.6% | IP: Overall quality of food 57.0% | Coordination of Care (IP Can) 83.2% | IP: Overall Dr care 91.6% | IP: Discussed medication side effects 62.2% |

**Strengths**  
(Highest % positive scores)

**Opportunities for Improvement**  
(Lowest % positive scores)

#### Overall Care Received (1)

- Excellent: 29.9%
- Very Good: 47.4%
- Good: 17.5%
- Fair: 3.1%
- Poor: 2.1%

#### Would Recommend for Stay (2)

- Yes, definitely: 83.5%
- Yes, probably: 14.5%
- No: 2.1%

**Notes:**

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”.**