Overall care received (1) 92.4%
Mount Saint Joseph Hospital Avg 93.6%
VCHA Community Avg

Access to Care (IP Can) 82.3%
Physical Comfort (IP Can) 81.9%
Respect for Patient Preferences (IP Can) 75.6%
Emotional Support (IP Can) 69.7%
Continuity and Transition (IP Can) 66.5%
Involvement of Family (IP Can) 75.2%
Coordination of Care (IP Can) 77.7%
Information and Education (IP Can) 74.8%

Opportunities for Improvement (% positive score)**  (Highest % positive scores)  (Lowest % positive scores)
Overall care received (1) 96.8% IP: Discussed when to resume normal activities 53.3%
Access to Care (IP Can) 96.5% IP: Enough say about treatment 54.6%
Physical Comfort (IP Can) 96.5% IP: Discussed danger signals to watch for 56.1%
Respect for Patient Preferences (IP Can) 96.2% IP: Nurse discussed anxieties/fears 56.1%
Emotional Support (IP Can) 94.1% IP: Ease of finding someone to talk to 63.7%
Continuity and Transition (IP Can) 93.9% IP: Explained test results understandably 63.8%
Involvement of Family (IP Can) 93.2% IP: Discussed medication side effects 65.0%
Coordination of Care (IP Can) 92.2% IP: Family talked w/Dr enough 65.1%
Information and Education (IP Can) 90.5% IP: Dr discussed anxieties/fears 66.0%

Would Recommend for Stay (2)
Mount Saint Joseph Hospital Avg 72.9%
VCHA Community Avg 70.4%

(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”.