

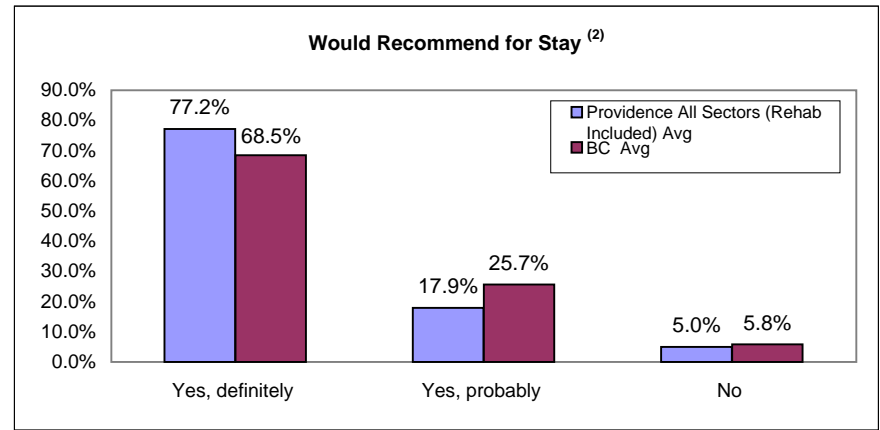
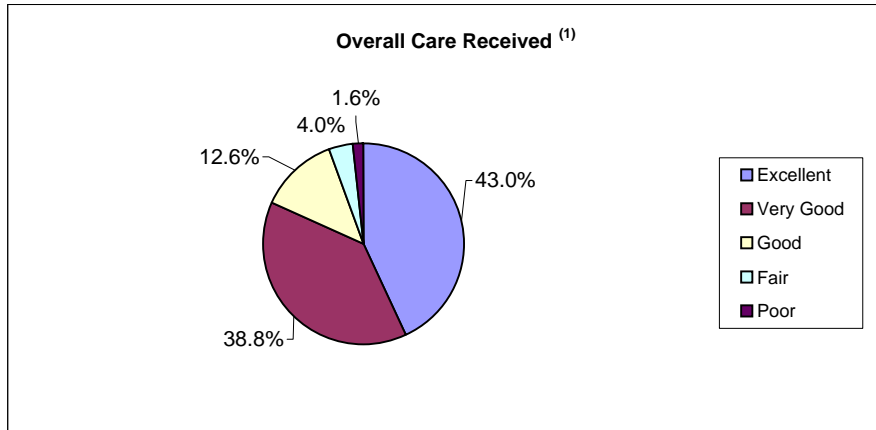


British Columbia - Providence - All Sectors Combined (Freestanding Rehab Included)

Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 05, 2012 Survey of Acute Care Patient Experience: October 2011 - Mar 2012 n=804 Response Rate= 36.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.4% Providence All Sectors (Rehab Included) Avg 92.2% BC Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	98.7%	IP: Discussed when to resume normal activities	50.2%
Access to Care (IP Can)	85.5%	IP: Courtesy of Dr	97.1%	IP: Overall quality of food	54.1%
Emotional Support (IP Can)	68.3%	IP: Overall Dr care	96.1%	IP: Nurse discussed anxieties/fears	54.4%
Information and Education (IP Can)	73.3%	IP: Courtesy of admission	96.0%	IP: Enough say about treatment	55.5%
Involvement of Family (IP Can)	71.4%	IP: Courtesy of Nurses	95.7%	IP: Discussed danger signals to watch for	56.2%
Physical Comfort (IP Can)	83.3%	IP: Rate how Dr/Nurses worked together	94.4%	IP: Discussed medication side effects	60.8%
Respect for Patient Preferences (IP Can)	76.6%	IP: Availability of Nurses	93.1%	IP: Ease of finding someone to talk to	62.7%
Continuity and Transition (IP Can)	63.8%	IP: Amount of pain medicine received	90.5%	IP: Family had enough recovery info	63.2%
Coordination of Care (IP Can)	74.4%	IP: Minutes taken to get pain medicine	90.1%	IP: Family talked w/Dr enough	63.8%
		IP: Availability of Dr	89.6%	IP: Explained test results understandably	65.4%



(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".