**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%

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

### Overall Care Received (1)

- Excellent: 43.0%
- Very Good: 38.8%
- Good: 12.6%
- Fair: 4.0%
- Poor: 1.6%

### Would Recommend for Stay (2)

- Yes, definitely: 77.2%
- Yes, probably: 68.5%
- No: 5.0%

**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”.

---

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

**Report Date:** October 05, 2012
**Survey of Acute Care Patient Experience:** October 2011 - Mar 2012
*n=804*

**Response Rate:** 36.5%

**Overall care received (1)**

- Excellent: 43.0%
- Very Good: 38.8%
- Good: 12.6%
- Fair: 4.0%
- Poor: 1.6%

**Would Recommend for Stay (2)**

- Yes, definitely: 77.2%
- Yes, probably: 68.5%
- No: 5.0%