Using the Patient Experience to Transform Health Care: British Columbia Patient-Centred Measurement Reporting and Improvement 2016/17

Acute Inpatient Sector Survey 2016/17
Sept 1, 2016 - March 31, 2017 Discharge Dates

1,269 SURVEYS COMPLETED
48% RESPONSE RATE
±2.4% MARGIN OF ERROR

Drivers of Overall Patient Experience

<table>
<thead>
<tr>
<th>Percentage of patients who ...</th>
<th>PHC</th>
<th>Prov Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q51. Reported that before leaving the hospital, they received enough information from hospital staff about appointments and tests they needed after they left the hospital. (COMPLETELY)</td>
<td>68%</td>
<td>69%</td>
</tr>
<tr>
<td>Q46. Reported that when their doctors changed, they had confidence in the care the next doctor provided. (ALWAYS)</td>
<td>63%</td>
<td>63%</td>
</tr>
<tr>
<td>Q4. Received help as soon as they wanted it after pressing the call button. (ALWAYS)</td>
<td>59%</td>
<td>55%</td>
</tr>
<tr>
<td>Q34. Reported receiving the support they needed to help with any anxieties, fears, or worries they had during their hospital stay. (ALWAYS)</td>
<td>58%</td>
<td>55%</td>
</tr>
<tr>
<td>Q45. Reported that when their doctors changed, the next doctor seemed up-to-date on their care. (ALWAYS)</td>
<td>57%</td>
<td>58%</td>
</tr>
<tr>
<td>Q50. Reported that before leaving the hospital, the doctors, nurses or other hospital staff talked with them about whether they would have the help they needed when they went home. (COMPLETELY)</td>
<td>51%</td>
<td>55%</td>
</tr>
<tr>
<td>Q52. Reported that before leaving the hospital, they were told when they could resume regular daily activities. (COMPLETELY)</td>
<td>48%</td>
<td>47%</td>
</tr>
<tr>
<td>Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)</td>
<td>36%</td>
<td>36%</td>
</tr>
</tbody>
</table>

Dimensions of Patient-Reported Experience

- Continuity of Care (CPES–IC)
- Continuity across Transitions in Care (BC)
- Communication, Participation, and Partnership (CPES–IC)
- Physical Comfort (CPES–IC)

Global Rating Indicators

- Likelihood to Recommend**
- Hospital Stay Helpful*
- Hospital Experience*
- Hospital Rating*

Highest Scoring Questions

- Q68. Reported that they believed they or their family members suffered personal injury or harm which resulted from a medical error or mistake. (NOT AT ALL)
- Q5. Reported doctors treated them with courtesy and respect. (ALWAYS)
- Q1. Reported nurses treated them with courtesy and respect. (ALWAYS)

Lowest Scoring Questions

- Q65. Reported that hospital staff showed them how to properly clean their own hands. (ALWAYS)
- Q66. Reported that hospital staff told them about products available for them to wash or clean their own hands. (ALWAYS)
- Q64. Reported that hospital staff told them about the importance of washing or cleaning their own hands. (COMPLETELY)