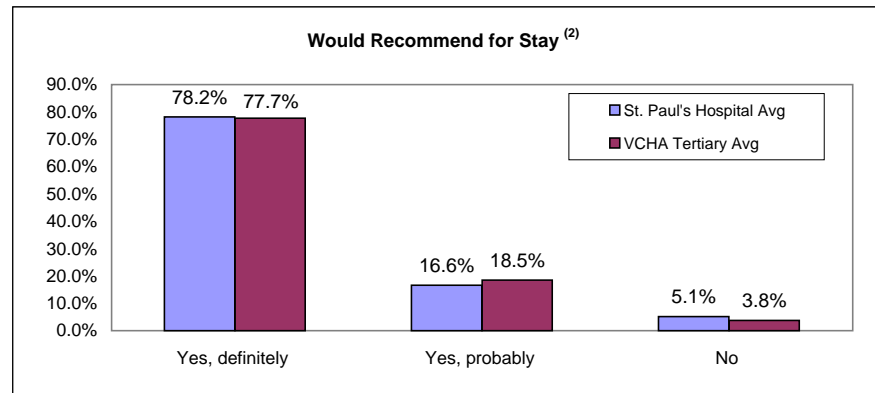
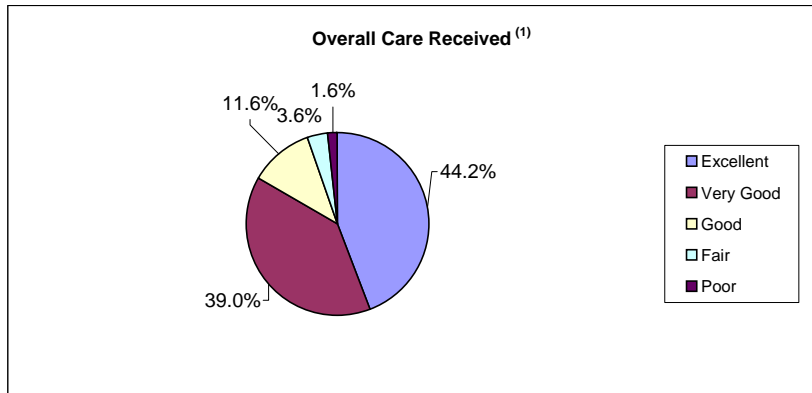


British Columbia - St. Paul's Hospital - All Sectors Combined  
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 16, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012 n=531, Response Rate= 35.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.8% St. Paul's Hospital Avg 93.9% VCHA Tertiary Avg				
Overall care received <sup>(1)</sup>		IP: Minutes for help after call button	99.1%	IP: Discussed when to resume normal activities	50.1%
Access to Care (IP Can)	86.2%	IP: Courtesy of Dr	97.2%	IP: Overall quality of food	51.3%
Emotional Support (IP Can)	68.0%	IP: Overall Dr care	96.2%	IP: Nurse discussed anxieties/fears	54.1%
Information and Education (IP Can)	72.9%	IP: Courtesy of Nurses	96.1%	IP: Enough say about treatment	55.8%
Involvement of Family (IP Can)	70.8%	IP: Courtesy of admission	96.0%	IP: Discussed danger signals to watch for	56.5%
Continuity and Transition (IP Can)	63.4%	IP: Rate how Dr/Nurses worked together	94.5%	IP: Discussed medication side effects	60.0%
Respect for Patient Preferences (IP Can)	76.7%	IP: Availability of Nurses	93.7%	IP: Family had enough recovery info	61.7%
Physical Comfort (IP Can)	83.7%	IP: Availability of Dr	90.0%	IP: Ease of finding someone to talk to	62.2%
Coordination of Care (IP Can)	73.4%	IP: Amount of pain medicine received	89.9%	IP: Family talked w/Dr enough	63.9%
		IP: Minutes taken to get pain medicine	89.5%	IP: One Dr in charge of care	64.4%



(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".