### Summary Results

<table>
<thead>
<tr>
<th>Overall care received (1)</th>
<th>Access to Care (IP Can)</th>
<th>Emotional Support (IP Can)</th>
<th>Information and Education (IP Can)</th>
<th>Involvement of Family (IP Can)</th>
<th>Continuity and Transition (IP Can)</th>
<th>Respect for Patient Preferences (IP Can)</th>
<th>Coordination of Care (IP Can)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>94.8% St. Paul's Hospital Avg</td>
<td>93.9% VCHA Tertiary Avg</td>
<td>IP: Minutes for help after call button 99.1%</td>
<td>IP: Discussion when to resume normal activities 50.1%</td>
<td>IP: Discussed danger signals to watch for 56.5%</td>
<td>IP: Family had enough recovery info 61.7%</td>
<td>IP: Minutes taken to get pain medicine 89.5%</td>
</tr>
<tr>
<td>Percent Positive Score</td>
<td>44.2%</td>
<td>39.0%</td>
<td>1.6%</td>
<td>1.6%</td>
<td>3.6%</td>
<td>11.6%</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

### Strengths

#### Highest % positive scores

- IP: Discussion when to resume normal activities 99.1%
- IP: Overall quality of food 97.2%
- IP: Nurse discussed anxieties/fears 96.1%
- IP: Enough say about treatment 96.0%
- IP: Discussed danger signals to watch for 95.5%
- IP: Discussed medication side effects 94.5%
- IP: Family had enough recovery info 93.7%
- IP: Ease of finding someone to talk to 90.0%
- IP: Family talked with Dr enough 89.9%
- IP: One Dr in charge of care 89.5%
- IP: Minutes taken to get pain medicine 89.5%
- IP: Overall quality of food 89.5%
- IP: Nurse discussed anxieties/fears 89.5%
- IP: Enough say about treatment 87.2%
- IP: Discussed danger signals to watch for 85.4%
- IP: Discussed medication side effects 84.5%
- IP: Family had enough recovery info 83.7%
- IP: Ease of finding someone to talk to 83.0%
- IP: Family talked with Dr enough 82.2%
- IP: One Dr in charge of care 82.2%
- IP: Minutes taken to get pain medicine 82.2%

### Opportunities for Improvement

#### Lowest % positive scores

- IP: Discussion when to resume normal activities 50.1%
- IP: Overall quality of food 51.3%
- IP: Nurse discussed anxieties/fears 54.1%
- IP: Enough say about treatment 55.8%
- IP: Discussed danger signals to watch for 56.5%
- IP: Discussed medication side effects 60.0%
- IP: Family had enough recovery info 61.7%
- IP: Ease of finding someone to talk to 62.2%
- IP: Family talked with Dr enough 63.9%
- IP: One Dr in charge of care 64.4%

### Overall Care Received (1)

- Excellent: 44.2%
- Very Good: 39.0%
- Good: 11.6%
- Fair: 3.6%
- Poor: 1.6%

### Would Recommend for Stay (2)

- Yes, definitely: 78.2%
- Yes, probably: 16.6%
- No: 5.1%
- St. Paul's Hospital Avg: 77.7%
- VCHA Tertiary Avg: 18.5%

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(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”.

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